



## Client Application Data – Frequently Asked Questions

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### **How are “Application Acceptance Dates” determined?**

The Department of State has provided guidance on how Adoption Service Providers (ASP)s should determine when an application is considered “accepted” by the ASP. Please see the link to the Department of State FAQ regarding IAAME’s Schedule of Fees: <https://travel.state.gov/content/travel/en/News/Intercountry-Adoption-News/adoption-notice--faq--part-2--iaame-schedule-of-fees.html>

### **If a client withdraws from the adoption process, does an ASP get refunded the \$500 Maintenance and Oversight fee?**

Please see the <https://www.iaame.net/app/uploads/2018/02/FAQ-on-Fee-Schedule-IAAME-01-30-2018-Final.pdf> via the IAAME website, question H. IAAME fees are non-refundable. If a prospective adoptive parent chooses to withdraw an application with the adoption service provider, prior to IAAME invoicing the M&O fee, the ASP may withdraw the application and the fee is not required to be paid.

### **How do I know what dates to enter in the Adoption Detail - Follow-Up section of a Client Application?**

The majority of fields include help text describing what is required. Click on the question mark icon next to the field title, which will populate the help text providing further direction.

The Adoption Detail Follow Up section is intended to be completed as milestones occur within the adoption process. ASPs should regularly view the “M&O Follow-Up” tab in the Portal to determine which applications require additional information to be entered.

### **Are all of the dates required in the Adoption Detail - Follow-Up section to be original dates, or are ASPs required to enter updated dates when/if they occur? (i.e. Home Study Approval)**

All fields require *original* completion dates. No updates are required to be entered. The help text for applicable fields include “*original*” date, to assist in providing clarity for those fields where an update may occur.

### **How do ASPs determine what fields still require Follow-Up information in submitted Client Applications?**

In the “M&O Follow-Up” tab in the Portal, click the “Actions” drop down from the top, choose “Download”, then “CSV” to generate an excel spreadsheet which includes each Client Application, and if Follow-Up information is still required.

### **Why is there a “not applicable?” link below some fields in the Adoption Detail - Follow-Up section?**

There may be circumstances where certain activities have occurred in an adoption case before the ASP became involved as the primary provider. This is often the case in situations where a Prospective Adoptive Parent has acted on their own behalf in an adoption.



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Various fields are not required for outgoing adoption client applications. Clicking on the question mark next to the required field, will identify those fields that are not required for outgoing adoption cases.

IAAME provides an option for ASPs to indicate “not applicable” to various fields, but requires a reason to be entered if the “not applicable” option is chosen. The ASP must indicate a reason in the text box provided, before saving or submitting the application to IAAME.

### **How do I transfer a Client Application in the Portal to another ASP?**

IAAME defines a “transfer” as a PAP(s)’ case being transferred directly from one ASP to another ASP for completion of adoption services. If there is a lapse in service provision, or any of the milestones within the Follow Up section must be completed again (e.g. home study approval, new dossier sent to FCA), the case would *not* meet the definition of a “transfer”, and a new client application must be created and submitted to IAAME. This must be done via formal process in the portal for all Client Applications in the IAAME Portal.

To initiate a transfer, open the Client Application ID in the Portal the ASP wishes to transfer, and click “Transfer this Application” from the Client Application Detail section. A Transfer Detail for the application will appear, and require the ASP to choose an ASP to transfer the Client Application to, and a reason for transfer. Once “Submit Transfer Request” is clicked, the Client Application transfer request will be sent to the receiving ASP to either “accept” or “reject” formally in the system.

### **Can I transfer more than one Client Application at a time in the Portal?**

No, currently the Portal requires each Client Application to be transferred individually via the formal process described above.

### **When I formally transfer a Client Application to another ASP, will I continue to see it in my Client Application list in the Portal?**

No, the entire Client Application will be transferred to the receiving ASP in the system upon the receiving ASP formally accepting the transfer in the Portal. It will then longer appear in the sending ASP’s list of active Client Applications.

### **How do I accept a transfer of a Client Application in the Portal from another ASP?**

The receiving ASP will see the Client Application on their Portal homepage, section “Client Application Transfer Requests”. The status will show as “Pending” until the receiving ASP has formally accepted the transfer in the system. Click the pencil icon to the left of the case information, and choose to either “accept” or “reject” the transfer before clicking “submit action”. All transfers will remain in this list on the sending and receiving ASP’s homepage for 30 days following a transfer being initiated.

### **What happens if I reject a Client Application transfer in the portal?**

The sending ASP will receive a notice on their homepage, that the Client application has been formally “rejected”. The Client Application transfer will not be completed.



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### **What if I'm accepting a transfer case from an ASP that is no longer accredited? How do I get the client application transferred to me now that the ASP no longer has Portal access?**

Please submit a Feedback request in the Portal for IAAME to initiate the transfer from the sending ASP's client applications. Do not create a new client application unless IAAME instructs you to do so.

### **How do I request a Client Application or additional adoption be withdrawn from my Portal account?**

A request must be submitted via the Feedback option in the Portal. The request must indicate the Application ID (or AppID) and any applicable Adoption ID or (AdoptID) associated with the Client Application, and the reason for request for client application/adoption withdrawal. IAAME will then determine if the reason meets the definition of when a "Withdrawal" of Client Application is appropriate, and will notify the ASP if the Client Application has been withdrawn, or if another action is required.

### **How do I determine if my Client Application meets the requirements for "Withdrawal"?**

IAAME considers a "withdrawal" of a Client Application under the following circumstances:

- The Client Application was entered by the ASP in error.
- The PAP(s) have decided to end services with the current ASP with no immediate plan to transfer to another ASP for adoption services.
- The ASP has determined it is no longer able or willing to continue to provide services to PAP(s) (*following the submission of Client Application in the Portal, but prior to completion of the adoption*), and the PAPs are NOT being "transferred" to another ASP for adoption services. (*See transfer process outlined above*).

### **Why do I get an error message when attempting click "Apply Changes" to a Client Application?**

There are five (5) asterisked fields in the Adoption Detail section of the Client Application, that are required to be completed by the ASP, before applying changes/saving.

The Client Application Adoption Detail – "Follow Up" section is designed to be completed by the ASP as certain milestones occur within an adoption. (*E.g. do not complete the "Finalized in" field until the adoption is finalized. Filling in this field will prompt the "Finalization Date" to be completed, which will not yet be available*).

Certain fields are required to be completed before an ASP can move on to another field, and/or "Apply Changes" (save) the Client Application after entering Follow-Up information. (*E.g. the ASP cannot enter a "Date Finalized" prior to various other fields including "Home Study Approved", "Foreign Custody", etc.*).

### **The Client Application is status "Closed" but I need to make changes to the Application and/or additional adoption(s). How do I make these changes?**

Submit a Feedback request to have the application placed back to "active" status.



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### **The client application is “closed” status, but I need to create an additional adoption. Why am I unable to make any changes within the application?**

If the “Finalized In” and “Date Finalized” fields are entered into the Original adoption before the user creates additional adoption(s), the system will automatically move the status of the application to “closed”. Reopening the application to “active” status requires a Feedback request. ASPs should always create any necessary additional adoptions within an application before entering the “finalized in” and “date finalized” fields in the original adoption.

### **How do I sort by Status in my Client Applications?**

In the Client Applications tab of the ASP portal, click the column title, “Status”, and choose “sort ascending” or “sort descending”. By sorting ascending, all “Active” Client Applications will populate to the top of your list. Those with other statuses will fall to the bottom of the list.

### **What are the possible “Status” options for Client Applications?**

*Active:* All fields have not yet been entered in Client Application.

*Closed:* All fields have been entered in Client Application.

*Withdrawn:* ASP requested withdrawal of Client Application and IAAME approved the withdrawal in the system.

### **What is the difference between the fields “Referral Date” and “Referral Given” in the Adoption Detail and Follow-Up sections?**

IAAME tracks Client Applications in the Portal by the “*Referral Date*” for each child entered into the Adoption Detail section of the Client Application. This is the date the referral was formally accepted by the Prospective Adoptive Parent.

If the formal “Referral Date” is unknown to the Primary Provider or there was no formal “referral”, ASP should enter the “Referral Date” to match the Client Application Acceptance Date.

If the ASP checks “YES” to the question “*PAP(s) acting on own behalf*” in the Adoption Detail, the system will allow the “Referral Date” entered be prior to the Client Application Acceptance date.

The “*Referral Given*” field in the Follow-Up section is the date the referral was formally provided to the PAP(s) by the Central or Competent Authority, or by the ASP. If this date is unknown to the ASP, or there was no formal referral, the ASP should indicate “not applicable”, and indicate a reason in the text box provided.