



September 30, 2020

### **IAAME Updated Messaging Related to the COVID-19 Pandemic Crisis**

Due to the continued effects of the COVID-19 global pandemic on the operations of Adoption Service Providers (ASPs), IAAME would like to make ASPs aware of the following revisions, extensions and clarification of deadlines for accreditation and approval and monitoring and oversight activities, practices, and guideline during this crisis.

#### **Monitoring and Oversight**

##### Semi-Annual Report on Complaints

IAAME is extending the timeframe for submission of the Semi-Annual Report on Complaints (SARC) covering the period of April 1, 2020 through September 30, 2020. The SARC will be due by December 31, 2020 to IAAME.

##### Complaints:

Any new requests for evidence made by IAAME related to a complaint investigation made on or after the date of this notice will have a deadline for submission of evidence no less than 90 calendar days, unless the complaint is related to an immediate child safety issue, or if an open complaint involves information that is a critical component to an accreditation/approval renewal decision.

##### Adverse Action:

ASPs that receive a Notice of Deficiencies related to an adverse action on or after the date of this notice will be given a deadline for submission of any required evidence no less than 90 calendar days, unless the action that must be taken by the ASP is due to an immediate child safety issue, or if the notice of deficiencies involves information that is a critical component to an accreditation/approval renewal decision.

##### Self-Reports:

Any formal requests for information made by IAAME on or after the date of this notice for submission of additional evidence related to a previously submitted self-report, or requests for additional evidence related to a self-report submitted on or after the date of this notice, will be given a deadline of no less than 90 calendar days for submission, unless the self-report is related to an immediate child safety issue, or if the self-report involves information that is a critical component to an accreditation/approval renewal decision.

##### Application Part B Submission:

For ASPs beginning the accreditation or approval renewal process that have not yet participated in an intake call with IAAME as of the date of this communication:

- The Application Part B will be due on the date agreed upon by IAAME and the ASP during the intake call.
  - Every effort will be made in conjunction with the agency or person to set the date for submission of the Application Part B that is three months prior to the date of the on-site review.
  - On a case by case basis and due to effects of COVID 19 on the agency's or person's ability to complete actions related to submission of the Application Part B, IAAME will consider requests by the agency or person to extend the date for submission of the Application Part B.
-



- All dates scheduled for submission of Application Part B will not extend beyond 60 calendar days before the scheduled review

*Please note: For ASPs that have already participated in an intake call with IAAME with an Application Part B scheduled to be due November 1, 2020 or later, the Application Part B will remain due as scheduled.*

IAAME will consider exceptions to the above due dates on a case-by-case basis, upon request by the ASP.

### **Child Safety and Risk to Children**

If something is determined to be an immediate child safety-related risk, IAAME, as the accrediting entity, is required to take action. IAAME will work directly with ASPs on a case-by-case basis to address these issues, if they arise.

### **Ongoing Monitoring of the Plan of Action**

Unless otherwise updated, the information outlined above will stay in effect through calendar year 2020. IAAME does not plan to continue to post monthly COVID updates. However, IAAME will continue to closely assess the situation and provide adequate notice of any revisions to the above noted information for calendar year 2021.