

THANK YOU FOR YOUR INTEREST IN ADOPTION AT SPENCE-CHAPIN!

Spence-Chapin's international adoption programs are in Bulgaria, Colombia and South Africa.

We have made it our mission to find families for the children who are in the greatest need of adoption- school-age children, sibling groups, and children of all ages with special needs. We are a non-for-profit Hague accredited organization with over 40 years of international adoption experience.

The purpose of this packet is to provide accurate and transparent information about international adoption at Spence-Chapin. Our team is available by phone, email, webinar, and in-person meeting to answer your questions about adoption at Spence-Chapin. You have a right to certain information according to laws governing adoption practices, please see the enclosed packet for this information.

Enclosed:

- a) Adoption Program Grid
- b) International Adoption Program Overviews
- c) International Adoption Agreement
- d) How to Complain to Spence-Chapin
- e) International Adoption Fees

Request for Information

The following information is available upon request: the number of its adoption placements per year for the prior three calendar years, and the number and percentage of those placements that remain intact, are disrupted, or have been dissolved as of the time the information is provided; the number of parents who apply to adopt on a yearly basis, based on data for the prior three calendar years; and the number of children eligible for adoption and awaiting an adoptive placement referral via the agency.

Non-discrimination Statement

The directors of the Agency and staff of the Agency and any agency representatives shall be prohibited from receiving preferential treatment in application for and receipt of the Agency's services. Spence-Chapin promotes equal opportunity for all clients by complying with local, state and federal laws and regulations. We do not exclude, deny applicants, or otherwise discriminate on the basis of actual or perceived race, ancestry, color, religion, creed, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic predisposition or carrier status, HIV status, alienage or citizenship status, pregnancy, marital status or partnership status, caregiver status, status as a victim of domestic violence, military status, veteran status or any other basis protected by federal, state or local laws. Our policies and practices are intended to ensure that all clients are treated equally.

Visit our website to sign up for a free Adoption 101 webinar!

www.spence-chapin.org

Contact our Adoption Team!

Call 212-400-8150

E-mail info@spence-chapin.org



Adoption Program	Children Waiting To Be Matched	Adoptive Parent Requirements ¹	Professional Service Fee	Waiting Time To Be Matched With A Child	Travel
INTERNATIONAL Bulgaria	Boys and girls 0-10 with special needs, including siblings between the ages of 2-10. Children with special needs including but not limited to unpredictable or unknown developmental delay, fetal alcohol syndrome, blindness, spina bifida, autism spectrum disorder, Down syndrome, behavioral disorders and physical disabilities.	Heterosexual married and unmarried couples, single men and women living throughout the United States. Applicants 55 and older should consult with Spence-Chapin. Mental health and medical conditions will be considered on a case-by-case basis. No recent/significant legal history.	\$16,000 Networking* \$18,500 NYC area Third-Party, Country and immigration fees additional	Approximately 24-36 months after dossier submission. Families pursuing the adoption of a waiting child can anticipate the entire process to take 12-18 months.	Two trips of 7-14 days each Approximately 3-6 months after acceptance of referral
INTERNATIONAL Colombia	Boys and girls 1-10 with special needs, including siblings between the ages of 2-10. Children with special needs including but not limited to unpredictable or unknown developmental delay, global developmental delays, behavioral and learning disorders, neurological disorders, Down syndrome, and physical disabilities and/or chronic conditions.	Singles of any sex/gender, married and unmarried couples, heterosexual and LGBTQ and LGBTQ parents living throughout the United States. Families in which the eldest applicant is 25-55 years must be open to a minimum specified age range of 0-5 years old at the time of referral, or a sibling group of two, 0-6 years old. Families in which the eldest applicant is 56-59 years old must be open to a specified age range of 6-9 years old, or a sibling group of two, where the oldest child is 7-9 years old. Mental health and medical conditions will be considered on a case-by-case basis. No recent/significant legal history.	\$16,000 Networking \$18,500 NYC area Third-Party, Country and immigration fees additional	Approximately 12-24 months after dossier submission. Families pursuing the adoption of a waiting child can anticipate the entire process to take 12-18 months.	One trip of 4-6 weeks Approximately 3-6 months after acceptance of referral
INTERNATIONAL Colombia Heritage	Medically healthy boys and girls ages 1-10, including siblings between the ages of 2-10.	Singles of any sex/gender, married and unmarried couples, heterosexual and LGBTQ parents living throughout the United States. At least one applicant – or the sole applicant – must have a Colombian Cedula. Families in which the eldest applicant is 25-50 years must be open to a minimum specified age range of 0-5 years old at the time of referral, or a sibling group of two, 0-6 years old. Families in which the eldest applicant is 51-54 years old must be open to a specified age range of 6-9 years old, or a sibling group of two where the oldest child is 7-9 years old. Mental health and medical conditions will be considered on a case-by-case basis. No recent/significant legal history.	\$13,750 Networking* \$16,250 NYC area Third-Party, Country and immigration fees additional	Approximately 12-24 months after dossier submission	One trip of 4-6 weeks Approximately 3-6 months after acceptance of referral
INTERNATIONAL South Africa	Boys and girls 12 months to 10 years old with medical needs such as HIV, unpredictable or unknown developmental delay.	Singles of any sex/gender, married couples, heterosexual and LGBTQ parents living throughout the United States. Unmarried couples may be eligible and should consult with Spence-Chapin before applying. Applicants 48 and older should consult with Spence-Chapin. Mental health and medical conditions will be considered on a case-by-case basis; couples in which both partners have a mental health diagnosis are not eligible to adopt from South Africa. No recent/significant legal history. South Africa requires that families adopt within birth order. Families with 5 or more children will not be eligible to adopt from South Africa.	\$16,000 Networking* \$18,500 NYC area Third-party, Country and immigration fees additional	Approximately 24 months after dossier submission	One trip of 12+ weeks Approximately 3-6 months after acceptance of referral
Domestic Special Needs (ASAP)	Boys and girls, typically infants under 6 months old, occasionally toddlers and older children. Children are medically fragile. Their conditions usually require therapeutic and/or medical interventions throughout the child's entire life.	Single men and women, married and unmarried couples, heterosexual and LGBTQ parents living throughout the United States. Applicants 50 and older should consult with Spence-Chapin. Mental health and medical conditions will be considered on a case-by-case basis. No recent/significant legal history.	No placement fee Home study fee additional	Varies depending on children in care and family's child request	Families will need to travel to the NY/NJ metropolitan area

¹ Note: for all international programs, at least one applicant – or the sole applicant - must be a US citizen, This is a USCIS requirement

<p>Domestic Infant Adoption (DAP)</p>	<p>Boys and girls, typically infants under 8 weeks old. The babies in this program reflect the racial and ethnic diversity of the greater New York City area. Most children are of African American and Latino backgrounds.</p>	<p>Single men and women, married and unmarried couples, heterosexual and LGBTQ parents living in New York or New Jersey. Applicants 50 and older should consult with Spence-Chapin. Mental health and medical conditions will be considered on a case-by case basis. No recent/significant legal history.</p>	<p>\$51,000</p>	<p>Approximately 24 months</p>	<p>Families will need to travel within the NY/NJ metropolitan area</p>
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Spence-Chapin

YOUR JOURNEY. OUR PURPOSE.

Spence-Chapin is a licensed and accredited nonprofit organization that has been offering quality adoption services for more than 100 years. Our mission is to help find loving families for children whatever their needs or circumstances and provide counseling and support for all children and the families to whom they have been born or entrusted

***Networking:** adoptive families living outside of New York City, Westchester/Hudson Valley, Long Island, and northern New Jersey. These families will complete their home study with an approved home study provider in their local community. **NYC Area/Local:** families living within New York City, Westchester/Hudson Valley, Long Island, and northern New Jersey and will complete their home study with Spence-Chapin.

Please note: All international and special needs adoption programs are available to families living throughout the United States. Spence-Chapin is committed to lowering the financial barriers to adoption whenever possible. Families adopting through Spence-Chapin have access to **Your Adoption Finance Coach**, which provides adoptive families with the tools they need to create a customized financial plan to fund their adoption. Adoptive families should anticipate various expenses including the adoption application fee, home study fees, the country program fee, and the cost of travel. Spence-Chapin can provide detailed fee information for each adoption program upon request.

****Dossier Submission:** All international programs require specific documents and forms for inclusion in an adoption application, which is considered a dossier. Wait time to be matched with a child begins after the dossier is registered by the country.

Spence-Chapin promotes equal opportunity for all clients by complying with local, state and federal laws and regulations. We do not exclude, deny applicants, or otherwise discriminate on the basis of race, ancestry, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, citizenship, military service obligation, veteran status or any other basis protected by federal, state or local laws. Our policies and practices are intended to ensure that all clients are treated equally.

This is intended as a guide to adoption information and is subject to change at anytime. Please contact our team at 212-400-8150 for the most current adoption program details.

BULGARIA

Adoption Program



Spence-Chapin has been working in Bulgaria since 1995 and currently partners with ANIDO, a highly reputable nongovernmental organization. Bulgaria is a Hague country where the Ministry of Justice oversees intercountry adoptions. Most children in need of adoption live in government-run institutions, small group homes or foster care. Through ANIDO, Spence-Chapin receives profiles of identified waiting children in Bulgaria who are available to be matched with a family immediately. Families may apply to adopt a waiting child or apply to be matched with a child after submitting a dossier with their outlined child request to the Ministry of Justice and waiting for referral.

CHILDREN IN NEED OF ADOPTION

- Boys and girls ages 0-10 years old, including siblings between the ages of 2-10 years old
- Children with a range of special needs including unpredictable or unknown developmental delay, behavioral and learning disorders, intellectual and physical disabilities, fetal alcohol syndrome, blindness, autism spectrum disorder, Down syndrome
- Children reflect the full range of ethnicity that exists in Bulgaria and are primarily of Roma or Turkish descent

WHO CAN ADOPT

- Single men and women, heterosexual married and unmarried couples living throughout the United States are eligible to adopt
- Applicants living outside the United States should contact Spence-Chapin and will be assessed on a case-by-case basis
- Applicants age 55 and older should consult with Spence-Chapin

PROGRAM DETAILS

- Dossier submission to referral 24-36 months
- Families can expect to travel to Bulgaria for two trips of 1-2 weeks each to finalize the adoption
- Families pursuing the adoption of a waiting child can anticipate the entire process to take 12-18 months
- Post-adoption reports required at 6, 12, 18, and 24 months after the child comes home

SPENCE-CHAPIN REGULARLY RECEIVES PROFILES OF IDENTIFIED WAITING CHILDREN IN BULGARIA WHO ARE READY TO BE MATCHED WITH A FAMILY IMMEDIATELY. VISIT THE WAITING CHILD OF OUR PAGE TO LEARN MORE AT WWW.SPENCE-CHAPIN.ORG/WAITING-CHILDREN

OVERVIEW

COLOMBIA HERITAGE

Adoption Program



Spence-Chapin's Colombia Heritage Adoption Program connects families of Colombian descent living in the United States to children awaiting adoption in Colombia. Spence-Chapin began its adoption program in Colombia in 1994 in order to find permanent loving families for infants, toddlers, pre-school and school-age children in need of adoption.

Colombia is a Hague country where the Instituto Colombiano de Bienestar Familiar (ICBF) oversees intercountry adoption. The children in Colombia typically live in adoption houses, with staff and services designed to support each child's unique needs in the larger setting of children's home, or with individual families in foster homes. Adoption houses have teams of social workers and psychologists that work with children around issues of grief, loss, and preparing for the transition into an adoptive home.

CHILDREN IN NEED OF ADOPTION

- Boys and girls ages 1-10 years old, including siblings between the ages of 2-10 years old
- Children in need of families through this program may have no identified special medical needs and a potential for normal growth and development
- Children reflect the full range of ethnicity that exists in Colombia, including Latino, Afro-Colombian, and Amerindian

WHO CAN ADOPT?

- Applicants applying to this program must have a Cedula; for partnered/married applicants, only one applicant must hold U.S. citizenship
- Singles, married & unmarried couples, heterosexual and LGBTQ parents living throughout the United States are eligible to adopt
- Single applicants must hold U.S. citizenship
- Colombian heritage families 25-50 years old must be open to a minimum specified age range of 0-5 years old at the time of referral or a sibling group of two, 0-6 years old. Families 51-54 years old are eligible to adopt a child 6-9 years old at the time of referral or a sibling group of two, where the oldest child is 7-9 years old
- Applicants living outside the United States should contact Spence-Chapin and will be assessed on a case-by-case basis

PROGRAM DETAILS

- Dossier submission to referral 12-24 months
- Families can expect to travel to Colombia for 4-6 weeks to finalize the adoption
- Post-adoption reports required at 6, 12, 18, & 24 months after the child comes home for children 0-7
- Post-adoption reports required at 6, 12, 18, 24, 30, and 36 months after the child comes home for children 8+ and sibling groups

OVERVIEW



COLOMBIA

Adoption Program



Spence-Chapin began its adoption program in Colombia in 1994 in order to find permanent loving families for infants, toddlers, pre-school and school-age children in need of adoption. Families may apply to adopt a waiting child or to be matched with a child based on certain criteria.

Colombia is a Hague country where the Instituto Colombiano de Bienestar Familiar (ICBF) oversees intercountry adoption. The children in Colombia typically live in adoption houses, with staff and services designed to support each child's unique needs in the larger setting of a children's home, or with individual foster families in foster homes. Adoption houses have teams of social workers and psychologists that work with children around issues of grief, loss, and preparing for the transition into an adoptive home.

CHILDREN IN NEED OF ADOPTION

- Boys and girls ages 0-10 years old, including siblings between the ages of 2-10 years old
- Children with a range of special needs including unpredictable or unknown developmental delay, behavioral and learning disorders, intellectual and physical disabilities
- Colombian heritage families are eligible to adopt infants, toddlers and pre-school age children with no pre-identified medical needs
- Children reflect the full range of ethnicity that exists in Colombia, including Latino, Afro-Colombian, and Amerindian

WHO CAN ADOPT?

- Single men and women, married & unmarried couples, heterosexual and LGBTQ parents living throughout the United States are eligible to adopt
- Parents 25-55 must be open to age range of 0-5
- Parents 56-59 eligible to adopt age range 6-9

PROGRAM DETAILS

- Dossier submission to referral 12-24 months
- Families can expect to travel to Colombia for 5-6 weeks to finalize the adoption
- Post-adoption reports required at 6, 12, 18, & 24 months after the child comes home
- Families pursuing the adoption of a waiting child can anticipate the entire process to take 12-18 months.

Spence-Chapin regularly receives profiles of identified waiting children in Colombia who are ready to be matched with a family immediately. Visit the waiting child of our page to learn more at

www.spence-chapin.org/waiting-children

OVERVIEW

SOUTH AFRICA

Adoption Program



Spence-Chapin is one of three U.S. based adoption organizations accredited by the South African Central Authority, the Department of Social Development. Spence-Chapin partners with Johannesburg Child Welfare, a nonprofit organization that has provided over a century of service to the children, families, and communities of Johannesburg. South Africa is a Hague country where the Department of Social Development oversees intercountry adoptions. The children in South Africa typically live in children's homes that are run like small group homes. The children receive specialized medical care for regular check-ups as well as individualized support for children with specific needs

OVERVIEW

CHILDREN IN NEED OF ADOPTION

- Boys and girls ages 1 to 9 years old
- Children with a range of special needs including unpredictable developmental delays, prematurity, HIV or in-utero HIV exposure, Hepatitis B, and congenital syphilis

WHO CAN ADOPT

- Single men and women, unmarried and married couples, heterosexual and gay and lesbian parents living throughout the U.S.
- Applicants 48+ are considered on a case-by-case basis
- Single applicants must hold U.S. citizenship; for partnered/married applicants, only one applicant must hold U.S. citizenship
- Mental and medical health histories, as well as legal histories, will be considered on a case-by-case basis
- South Africa requires that families adopt within birth order

PROGRAM DETAILS

- Dossier submission to referral approximately 12-24 months, with variance based in a family's range of openness to age & special characteristics
- Families can expect to travel to South Africa for 12+ weeks to finalize the adoption
- Post-adoption reports required at 1 month, 6 months and 12 months, and then annually for 5 years upon homecoming
- Families pursuing the adoption of a waiting child can anticipate a shorter wait for referral



ADOPTION AGREEMENT

THIS ADOPTION AGREEMENT (“Agreement”) is hereby entered into on this ____ Day of _____, 20__, by and between **SPENCE-CHAPIN SERVICES TO FAMILIES AND CHILDREN** (“Spence-Chapin”), a child-placing agency authorized by the State of New York and licensed by the State of New Jersey, and _____ (“Adoptive Parent(s)”), for the purpose of facilitating the provision of intercountry adoption services in return for payment of Adoption Service Fees as set forth in Attachment A.

The Adoptive Parent(s) are defined as “full-service” families who reside within one hundred miles (100) from the New York City Spence-Chapin’s principally located office, 120 East 16th Street, New York, New York, 10003 (“catchment areas”), or “networking” families who live outside of the catchment areas of Spence-Chapin. Pursuant to this agreement, full-service families are required to complete their home study process with Spence-Chapin and networking families are required to identify and contract with a local home study agency, accredited or approved to perform international home studies pursuant to federal and state laws, and who will serve as an Exempt or Supervised Provider to Spence-Chapin subject to 22 CFR 96.2.

By signing this agreement below, Spence-Chapin and the Adoptive Parent(s) agree to work together to ensure that the Adoptive Parent(s) are as prepared as possible to parent a child(ren) available for adoption who will be matched with Adoptive Parent(s) who have the desire and capacity to parent that child(ren). This shared goal is a complex undertaking that must be carried out in accordance with all applicable laws and regulations, specifically the Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption, the Intercountry Adoption Act of 2000, the Universal Accreditation Act, , state laws, and the laws and regulations of the Adopted Child’s Country of Origin (“Country of Origin”). Above all else, this undertaking must ensure that the best interests of the child(ren) are met. The adoption process can be a challenging one, and there is no guarantee that an adoption will be completed. However, Spence-Chapin and the Adoptive Parent(s) agree to engage in the adoption process with the goal of finding permanent family(ies) for the child(ren).

Spence-Chapin and the Adoptive Parent(s) acknowledge and agree as follows:

1. APPLICATION/HOME STUDY PROCESS. The Adoptive Parent(s) understand that they will only be considered for a placement of a child(ren) after they have successfully completed the home study process and have been approved as adoptive parent(s) by Spence-Chapin or another licensed and authorized adoption agency, and by the United States Citizenship and Immigration Service (USCIS). As part of the home study process, the Adoptive Parent(s) are required to complete a home study packet, submit to clearances, attend informational meetings, receive home visit(s), fulfill training and reading requirements, and comply with any other applicable laws and regulations. Spence-Chapin will be responsible for preparing a home study for the full-service families in accordance with all applicable conventions, laws, rules and regulations. Although Spence-Chapin will make every effort to carry out its obligations under this section in a timely manner, Spence-Chapin cannot guarantee a specific time frame for the completion of the application and home study process. For networking families, the Adoptive Parent(s) must contract with a local, licensed home study agency, who will serve as an Exempt or Supervised Provider to Spence-Chapin to prepare their home study. Any documentation submitted in connection with the adoption application, whether it be by the Adoptive Parent(s) or by a third party, will not be returnable to the Adoptive Parent(s) regardless of whether or not the adoption process reaches finalization.

A. **Clearances.** The Adoptive Parent(s) understand and acknowledge that, as part of the home study process, the Adoptive Parent(s) and any adult (18 years of age or older) household members are required to undergo the following: (1) clearances through the state or country child abuse registry of any state or country where the Adoptive Parent(s) or adult household member has ever resided since the age eighteen (18); (2) FBI/state criminal history checks; (3) Vulnerable Persons Central Register check and (4) meet the standards promulgated by the child's Country of Origin. The Adoptive Parent(s) agree to cooperate fully with these requirements. In addition, as a condition of completing an international adoption, the Adoptive Parent(s) agree to work with Spence-Chapin to seek approval from USCIS.

B. **Education and Support.** The Adoptive Parent(s) understand and acknowledge that adoption has its own unique challenges with regard to the adjustment of both the Adoptive Parent(s) and the Adoptive Child(ren). In addition, families may face challenges with regard to the physical, mental, emotional, and psychological development of the Adoptive Child(ren). As part of the home study process, the Adoptive Parent(s) receive education and support concerning these issues, as well as issues relating to adoptive identity, ethnic identity, and cultural adjustment. The Adoptive Parent(s) agree to attend a series of meetings and sessions arranged by Spence-Chapin or their local home study agency, Exempt or Supervised Provider. All families adopting from Spence-Chapin must participate in a minimum of nine (9) online courses. In addition, all full-service and networking families are required to attend a two (2) day in-person training session at Spence-Chapin's Manhattan office (during normal business hours) within the first year of signing of this Agreement; and (2) agree to an at least one (1) home visit during the home study with an agency worker; at which time, all adults and children residing in the home must be available to be interviewed.

The Adoptive Parent(s) understand and acknowledge that their education and preparation needs are assessed on an ongoing basis and that further training will be identified and assigned at the time of home study update(s) and at the time of review and acceptance of "referral" (i.e. a proposed match of a child). All families adopting from Spence-Chapin must comply with and participate in any identified training subsequent to the original home study process.

Spence-Chapin considers the process of education and preparation of the Adoptive Parent(s) to be paramount to a successful adoption. Spence-Chapin reserves the right to discontinue the adoption process in the absence of full attendance and meaningful participation in these steps of the process or if Spence-

Chapin determines, in its sole discretion, that the approval of a particular applicant(s) as the Adoptive Parent(s) would not be in the best interest of an Adoptive Child(ren).

C. **Adoptive Parent(s) Home Study.** The Adoptive Parent(s) will be provided with a package of information that includes, among other things, forms for the Adoptive Parent(s) to fill out and requests for documentation that Spence-Chapin or the Exempt or Supervised Provider will need in order to complete the home study. The requirements for specific documents may change from time to time. Adoptive Parent(s) should anticipate that new or updated information may be requested by Spence-Chapin or the Exempt or Supervised Provider throughout the adoption process and that there may be unanticipated costs and expenses associated with these requests. In addition, Spence-Chapin shall identify the documents required by the Country of Origin (and their related costs) at the time of application and shall provide this information, as well as any changes in the information, to the Adoptive Parent(s) in a timely manner. Documents submitted to Spence-Chapin, whether original or photocopies, are not returnable.

The Adoptive Parent(s) have an obligation to timely complete and provide all document(s) in preparation of a home study. Failure to submit document(s) within the allotted time-frames and absent acceptable delays may result in Spence-Chapin's denial of the adoption application or placement of the application on "hold" until and unless the delays are cured within the specified time-frames. In the event Spence-Chapin places a hold or denies the adoption application, the Adoptive Parent(s) will be responsible for the fees for all services rendered as specified in the Fee Agreement (Attachment A).

D. **Continuing Duty to Disclose.** The Adoptive Parent(s) agree to disclose accurately and truthfully, and in good faith, all information requested throughout the adoption process. Until such time as the adoption is finalized, the Adoptive Parent(s) and adult household members will have a continuing duty to immediately disclose any changes in the information provided, including, but not limited to, the following: pregnancy; miscarriage; placement of another child in the home; change of country of intended adoption; change of characteristics or number of children in child request; the addition or departure of another adult to the household; change of residence; substance abuse, serious illness or death of either Adoptive Parent or other individual residing in the Adoptive Parent(s)' home; a new medical or mental health diagnosis or any voluntary or involuntary hospitalizations related to either; marital discord and/or separation and/or divorce or initiation of divorce proceeding or change in domestic violence history; reluctance and/or ambivalence by either Adoptive Parent to adopt; an arrest, criminal charge and/or conviction, criminal or child welfare investigation of an Adoptive Parent or other individual residing in the Adoptive Parent(s)' home; loss of employment by either Adoptive Parent; or significant change in financial status.

Spence-Chapin and/or the Exempt or Supervised Provider and/or the Adoptive Child'(ren)s Country of Origin may revoke approval of the Adoptive Parent(s) based on, but not limited to, any changes in status listed above. In addition, the Adoptive Parent(s) who are pregnant or who become pregnant during the adoption process will have their case placed on hold. Following the birth of a child, the Adoptive Parent(s) will be required to wait one (1) year, (or longer if required by the Country of Origin) before resuming the adoption process. After the required waiting period, the Adoptive Parent(s) may begin the adoption process again. If more than one (1) year has lapsed following the birth of a child and the Adoptive Parent(s) have not contacted Spence-Chapin to resume the adoption process, Spence-Chapin will close the case and notify the Country of Origin. If the Adoptive Parent(s) wish to pursue adoption with Spence-Chapin *after* the case has been closed, the Adoptive Parent(s) will be considered new applicants and will be required to engage in the same process and pay fees as a new applicant. Any nondisclosure or misrepresentation by the Adoptive Parent(s) of a change in circumstance may be grounds for denial of the adoption application. The duty to disclose extends beyond finalization in the event of a dissolution of a finalized adoption.

E. **Child Preferences.** Spence-Chapin will inform the Adoptive Parent(s) regarding the typical characteristics of children that are associated with the particular Country of Origin. The Adoptive Parent(s) may choose the Country of Origin based on this information, as well as adoptive parent(s) eligibility criteria.

In addition, the Adoptive Parent(s) may identify characteristics that they desire in an Adoptive Child(ren), such as nationality, age, and identified health issues provided that the Adoptive Parent(s) are approved during their home study process for their desired characteristics. While Spence-Chapin will request a child from the Country of Origin that meets the Adoptive Parent(s)' preferred characteristics, Spence-Chapin makes no representations, promises, and/or guarantees that a child having the requested characteristics will be available for adoption. Spence-Chapin does not allow parents to choose skin, eye, or hair color of the child. With the goal of finding families for children, Spence-Chapin asks families to be open to a child of either gender. Spence-Chapin, however, recognizes that in some circumstances when the best interests of the child is being promoted, gender preferences may be considered.

F. **Openness.** Spence-Chapin believes that the adoptive child(ren), birth parent(s), sibling(s), and adoptive parent(s) benefit from some degree of "openness" after adoption and throughout the child's life through the exchange of letters and photographs, electronic mail, telephone communication and/or face-to-face visits between the Adoptive Parents, Birth Parent(s), Siblings, and the Adoptive Child. Spence-Chapin understands, however, the challenges of having an open adoption with Birth Parent(s) and/or Sibling(s) given limited availability of information and geographic location. To this end, Spence-Chapin, through its social work staff, educates the Adoptive Parent(s) about the benefits of openness and encourages them to pursue a level of openness with which they are comfortable, and one which is plausible under the circumstances of their adoption once the adoption has been finalized.

2. **MATCHING PROCESS.** After the Adoptive Parent(s) have been approved through a favorable home study assessment, a child will be identified for the Adoptive Parent(s) according to the procedures set forth by the Country of Origin, as well as those mandated by applicable intercountry conventions. Such information will be conveyed to the Adoptive Parent(s) in the form of a "referral."

A. **Time Frame.** The time frame within which the Adoptive Parent(s) can expect to receive a referral varies by Country of Origin. Moreover, receipt of a referral may be delayed by circumstances in the Country of Origin which are beyond Spence-Chapin's control.

B. **Disclosure of Medical and Developmental Information.** At such time as the Adoptive Parent(s) receive a referral, Spence-Chapin will provide the Adoptive Parent(s) with all of the Adoptive Child(ren)'s medical and developmental information that Spence-Chapin has in its possession. Spence-Chapin will use reasonable efforts, or requires its supervised provider in the child's country of origin who is responsible for obtaining information about the child(ren) on behalf of the agency to use reasonable efforts, to obtain all available medical, social, developmental, and legal information on the child(ren) referred. Spence-Chapin and/or its supervised provider will continue to use reasonable efforts to secure those records that could not be obtained up until the adoption is finalized.

Spence-Chapin does not make any representations, promises, or guarantees that the information received on any child is complete and/or accurate, nor does Spence-Chapin make any representations, promises, or guarantees concerning the present or future health of any child. The absence of a specific diagnosis does not necessarily mean that the child is free of a particular problem or condition. A child's actual medical, psychological, and developmental prognosis may be better or worse than it appears based on available information. Before making a decision whether to accept a referral, the Adoptive Parent(s) must consult with a pediatrician experienced in assessing and treating children available for adoption and submit his/her name and date of consultation to Spence-Chapin prior to acceptance of referral. As with any child, whether adopted or biological, there is no way to ensure their emotional and physical well-being throughout their life. For this reason, once the adoption is finalized, the adoption cannot be undone and the Adoptive Parent(s) will be solely responsible for the continuing care and treatment of the Adoptive Child(ren).

A child(ren) who has lived in an orphanage or foster care setting abroad is more likely to exhibit developmental delays and experience difficulty in transitioning to life with the adoptive family. Depending on the Country of Origin and individual circumstances, physical health problems may include, but are not limited to,

malnutrition, failure to thrive, intestinal parasitic infections, fetal alcohol exposure, drug exposure and/or infectious diseases, such as Hepatitis B, HIV/AIDS, Syphilis or Tuberculosis. Developmental and emotional/behavioral problems may include, but are not limited to, speech and language delays, attention deficits, learning disabilities, motor delays, and difficulties in forming attachments to family members. In the event that an illness or other physical or developmental impairment is identified in the child after the adoption becomes final, the adoption cannot be undone, and the Adoptive Parent(s) shall be solely responsible for the continuing care and treatment of the Adoptive Child(ren). Since Spence-Chapin may receive limited information concerning the medical, psychological and social history of children born abroad, it may not be possible to know with certainty which diagnosis is fully reliable. The Adoptive Parent(s) are advised to assume that every diagnosis could be true and to make any decision to accept or decline a referral on this basis.

C. **Acceptance and Rejection of Referral.** The Adoptive Parent(s) will be required to make an informed decision as to whether or not to accept a referral or match within a reasonable time (but at least fourteen (14) days) from receipt of referral unless it is in the best interest of the Adoptive Child to do so.

In the event that the Adoptive Parent(s) decide to accept the referral, Spence-Chapin shall make reasonable, good faith efforts to facilitate the adoption of the identified child by the Adoptive Parent(s); however, Spence-Chapin makes no representations, guarantees, and/or promises that an identified child will remain available for adoption by the Adoptive Parent(s). The availability of any child for adoption depends upon many factors that are beyond the control of Spence-Chapin. These factors include but are not limited to the laws of the Country of Origin and the continued health (and ability to travel) of the child.

The Adoptive Parent(s) can reject a referral without prejudice; in which case, Spence-Chapin will make reasonable efforts to facilitate another referral. However, Spence-Chapin has the discretion to discontinue services to the Adoptive Parent(s) if it is determined that the expectations of the Adoptive Parent(s) cannot be met. In addition, the Country of Origin may have its own policy and practice with regard to the rejection of a referred child(ren) which may affect Spence-Chapin's ability to facilitate another referral for the Adoptive Parent(s).

D. **Protecting the Best Interests of Child(ren).** The Adoptive Parent(s) agree to fully cooperate with any and all requirements set forth in this Agreement, as well as any additional requirements mandated by the Country of Origin's staff and/or partners of Spence-Chapin where applicable, and/or any applicable conventions, laws, rules and/or regulations of the State or Country of Origin and to act and react in a manner consistent with the best interest of the child(ren). Spence-Chapin prohibits child-buying and shall make every effort to ensure that its employees, agents, and representatives comply with any and all legal and procedural safeguards that are in place to prevent the abduction, exploitation, sale, or trafficking of children. Spence-Chapin prohibits its employees, agents, and representatives from accepting gifts, incentives, or contingent fees for services related to adoption.

3. INHERENT RISK OF INTERNATIONAL ADOPTION. International Adoption is presently in a state of flux with many countries changing their adoption practice and policy based on a number of factors, including but not limited to political climate in the Country of Origin, US and the Country of Origins diplomatic relations, trends in adoption within the Country of Origin. Therefore, it is possible that the Country of Origin chosen by the Adoptive Parent(s) may become unavailable prior to the completion of an adoption. Spence-Chapin will make every effort to keep Adoptive Parent (s) informed of any changes in policy and/or programming that may impact efforts to complete an international adoption, and, in the event that the Country of Origin is no longer available to Adoptive Parent(s), Spence-Chapin will make every effort to identify an alternative program for the Adoptive Parent(s). However, if the Country of Origin becomes unavailable, any monies paid by the Adoptive Parent(s) for services rendered are non-refundable.

A. **Travel to/from Country of Origin.** Most countries require that the Adoptive Parent(s) travel to the child's Country of Origin. The laws of some countries and the circumstances of some adoptions may require that the Adoptive Parent(s) make more than one trip to complete the adoption of the child. Where the Adoptive

Parent(s) are required to travel to the Country of Origin, Spence-Chapin's employees, representatives, and/or agents in the child's Country of Origin, and/or the employees, representatives and/or agents of Spence-Chapin's Foreign Supervised Provider where applicable, will meet the Adoptive Parent(s) upon or soon after arrival, take the Adoptive Parent(s) through all of the steps in the placement and/or adoption and visa process, and facilitate the return of the Adoptive Parent(s) and their child to the United States. Spence-Chapin's employees, representatives, and/or agents, or the employees, representatives and/or agents of Spence-Chapin's Foreign Supervised Provider, where applicable, shall assist in arranging for translation, lodging, and board for the Adoptive Parent(s) while staying within the Country of Origin. Lodging and meals may be provided in private homes of individuals living within the Country of Origin or in hotels. All expenses associated with such travel, including, but not limited to, lodging, meals, translation, transportation and tourism, shall be the sole responsibility of the Adoptive Parent(s).

Length of Stay and Number of Trips. While Spence-Chapin will counsel the Adoptive Parent(s) regarding the anticipated length of stay and number of trips, the exact length of time that the Adoptive Parent(s) will be required to stay in the Country of Origin and/or the number of trips that must be made to complete the adoption may be determined by factors that are not within the control of Spence-Chapin.

B. **Escort to the United States.** For most country programs, the Adoptive Parent(s) are required to travel to the Country of Origin to receive their Adoptive Child(ren). Spence-Chapin requires families to travel to the Country of Origin to receive their Adoptive Child(ren).

C. **Travel Risks.** Travel to and from a foreign country, as well as travel within a foreign country, can involve risk of injury or death and risk of loss of, or damage to, personal property. The Adoptive(s) Parents understand and acknowledge that Spence-Chapin shall not be responsible for any losses or injury which the Adoptive Parent(s) and/or their Adoptive Child may experience related to overseas travel. The Adoptive Parent(s) are advised to check United States Department of State and Center for Disease Control ("CDC") travel advisories and messages and comply with their recommendations while traveling to a specific country, as well as consider the purchase of travel insurance to cover some, if not all, of the possible losses referred to above.

D. **Acceptance of Referral While in Country of Origin.** After meeting and observing the Adoptive Child, the Adoptive Parent(s) shall advise Spence-Chapin's employees, representatives and/or agents of their intentions to proceed with the adoption process. Spence-Chapin requires the Adoptive Parent(s) to consult with a pediatrician experienced in international adoption before making this determination. Acceptance of any child for adoption is at the sole discretion of the Adoptive Parent(s); acceptance of official referral must take place prior to any adoption finalization.

E. **Medical Testing and Preparation.** It is often difficult, if not impossible, to have the Adoptive Child(ren) tested or evaluated in the Country of Origin. The Adoptive Parent(s) should consult with Spence-Chapin's International Program Staff, and their own chosen pediatrician about what medications to take when they travel to receive their Adoptive Child(ren) and what medical tests and developmental assessments to have done, if possible, while in the Country of Origin. Since the reliability of any tests or assessments conducted abroad may be questionable, and test results may differ, in any event, as a result of lengthy incubation periods associated with certain infectious diseases, such as Hepatitis B, HIV/AIDS, and Syphilis, the Adoptive Parent(s) should also discuss with their chosen pediatrician what tests and medical procedures should be performed or repeated upon arrival in the United States. Prior to traveling to the Country of Origin to complete the adoption of a child and/or the child's entry into the United States, Spence-Chapin recommends that the Adoptive Parent(s) arrange for health insurance for the Adoptive Child(ren) to be effective on their date of arrival to the United States, pending whatever necessary documentation is required by the health insurance company.

F. **Timely execution of adoption process steps and required documentation.** The Adoptive Parent(s) commits to timely perform all procedures and execute or obtain all documents, legal and others, required for international adoption as may be directed by Spence-Chapin. The Adoptive Parent(s) acknowledge that there will be multiple procedures and forms to be obtained or executed in the United States and in the Country of Origin. It is the Adoptive Parent(s)'s responsibility to timely update their adoption paperwork including but not limited to the USCIS approval, fingerprints, home study or any other qualifying documents. Spence-Chapin is not responsible for the Adoptive Parent(s)'s failure to timely update adoption paperwork or costs associated with resubmission of the paperwork.

G. **Permission for Child to Travel to United States.** Upon completion of the placement or adoption of the child, the Adoptive Parent(s) and the Adoptive Child(ren) shall visit the appropriate United States embassy to obtain permission for the child to immigrate to the United States. Spence-Chapin's Foreign Supervised Provider will assist with this process. In some countries, this step may be completed before the Adoptive Parent(s) arrive. The Adoptive Parent(s) agree to have the Adoptive Child examined at a medical clinic approved by the United States Department of State and to complete all steps necessary to accomplish the immigration of the Adoptive Child to the United States.

H. **Legal Effect of Foreign Adoption.** Upon the completion of the adoption in the Country of Origin, the Adoptive Parent(s) shall assume all legal obligations and responsibilities for the Adoptive Child as if he/she had been born to them. The adoption shall be considered complete and final when the legal and/or governmental procedures to approve the adoption are complete in accordance with the laws of the foreign government. The Adoptive Parent(s) agree to accept and fully carry out their legal obligations on behalf of the Adoptive Child including, but not limited to, providing appropriate housing, food, clothing, and medical care. Under no circumstances may the adoption of the child be set aside in the Country of Origin by the Adoptive Parent(s).

I. **Exclusivity of Spence-Chapin's Overseas Employees, Agents and/or Representatives.** The Adoptive Parent(s) acknowledge that during the adoption process, they may be introduced to individuals who are facilitating the adoption process overseas. The Adoptive Parent(s) agree that they will not, at any time throughout the adoption process, or at any time in the future, use these individuals to assist or facilitate the adoption of any other child without the express, written permission of Spence-Chapin.

4. **POST-PLACEMENT/POST-ADOPTION PERIOD.** Following placement of the Adoptive Child(ren) with the Adoptive Parent(s), Spence-Chapin or its Supervised/Exempt Provider will provide post-placement/post-adoption services in the form of supervision, reporting, assessment, consultation, aftercare services, and referrals, if required. The Adoptive Parent(s) will fully cooperate with all aspects of post-placement/post adoption supervision required by Spence-Chapin, as well as any additional requirements mandated by applicable conventions, laws, rule and/or regulations of the State or Country of Origin. See Attachment C.

A. **Post-Placement Supervision.** *Unfinalized Adoptions.* Families who return to the United States with unfinalized adoptions (IR-4 or IH-4 Visas), will permit Spence-Chapin or their home study agency (acting as a Supervised Provider to Spence-Chapin) to supervise the family and their home for as long as and in such manner as is required by Spence-Chapin, the Adoptive Child's Country of Origin, and the family's state of residence, including but not limited to, at least one (1) home visit with a social worker and/or other qualified professional from Spence-Chapin. Adoptive Parent(s) shall finalize the adoption in court in a timely manner.

B. **Post-Adoption Supervision.** *Finalized Adoptions.* For families with "Full and Final Adoptions" (IR-3 or IH-3 Visas), families will permit Spence-Chapin or their home study agency (acting as an Exempt Provider to Spence-Chapin) to supervise the family and their home for as long as and in such manner as is required by Spence-Chapin, the Adoptive Child's Country of Origin, and the family's state of residence, including but not limited to, at least one (1) home visit with a social worker and/or other qualified professional from Spence-Chapin. The Adoptive Parent(s) agree to comply with all other Country of Origin requirements, such as registration of the

Adoptive Child with the Country of Origin's consulate in the United States.

Finalized Adoptions (New Jersey Families). For all finalized adoptions by New Jersey families, the Adoptive Parent(s) must notify their home study agency immediately upon the Adoptive Child(ren)'s entry into the United States and comply with at least one visit to the home conducted by Spence-Chapin within thirty (30) days of entry regardless of the Country of Origin's requirements.

C. **Country-specific Reporting Requirements.** Spence-Chapin will advise and assist the family in meeting all of the requirements and/or procedures specific to the Country of Origin. This may include home visits, office visits, procurement of photos and/or videos, self-reporting, and other requests. The Adoptive Parent(s) will cooperate fully in meeting these requirements.

D. **Adoption Registration or "Re-Finalization."** All Spence-Chapin international programs result in finalized adoptions in the Country of Origin with an issuance of a final and foreign adoption decree for the Adopted Child(ren) prior to entry into the United States. In the event the Adoptive Parent(s) choose to petition a court of proper jurisdiction to register or "re-finalize" (if desired by the Adoptive Parent(s) or required by their state of residence) the adoption of the child, the Adoptive Parent(s) agree to provide a copy of the court order to Spence-Chapin within a reasonable period of time, not to exceed thirty (30) days from the date of receipt of such order. All costs associated with registering the finalized adoption or re-finalization in the United States shall be the sole responsibility of the Adoptive Parent(s).

E. **Citizenship.** Spence-Chapin will provide the family with information about obtaining proof of United States citizenship, applying for a social security number and, where applicable, a state-issued proof of birth document for their Adoptive Child(ren). The Adoptive Parent(s) agree to provide proof of citizenship for their Adoptive Child(ren) to Spence-Chapin within a reasonable period of time, not to exceed thirty (30) days after receipt of such document.

F. **Post-Adoption Services.** Spence-Chapin offers post-adoption services including, but not limited to, counseling, consultation, educational workshops, cultural events, support groups, and referrals to other providers. Spence-Chapin reserves the right to charge additional fees to support the provision of these services to adoptive families.

5. DISRUPTION OF PLACEMENT OR DISSOLUTION OF FINALIZED ADOPTION.

A. **Best interests of child:** Spence-Chapin and the Adoptive Parent(s) will work at all times in the best interest of the Adoptive Child(ren). For all of Spence-Chapin's programs, the adoption is final prior to the time the Adoptive Parent(s) and then-adopted child(ren) return to the United States from the foreign country.

B. **Disruption of a Placement:** At any time *prior to* finalization, Spence-Chapin's Foreign Supervised Provider and/or the Central Authority or the local social services of the County of Origin, retains the right, in its sole discretion, to remove the Adoptive Child(ren) where it is deemed to be in the child's best interests and to determine the best possible plan for the Adoptive Child(ren). In the event of a disruption in-country, the Central Authority or the local social services of the County of Origin shall assume physical custody of and all financial responsibility for the Adoptive Child(ren) and will continue to retain legal custody of the Adoptive Child(ren). In the event a description takes place after the child(ren) has arrived in the United States, a child will only be returned to the Country of Origin as a last resort, upon approval from the Central Authority in the child(ren)'s Country of Origin and the U.S. Department of State, if it is determined that such action is in the best interest of the child(ren), taking into consideration the wishes of the child(ren) in light of the child(ren)'s age and the length of time the child(ren) has been in the United States.

C. **Dissolution of a Finalized Adoption:** In the event of a dissolution of a *finalized* adoption for any reason *after return to the United States*, Spence-Chapin will assist the Adoptive Parent(s) to find suitable placement for the child(ren) or to otherwise comply with the Country of Origin's requirements. In a situation

where the adoption has been facilitated by Spence-Chapin and an Exempt Provider in the United States, Spence-Chapin will collaborate with the Exempt Provider to assist the family in making alternative plans for the Adopted Child(ren). However, the Adoptive Parent(s) shall remain legally and financially responsible for the child until such time as a court of competent jurisdiction transfers legal custody of the child to another individual or to an authorized agency. In addition, Spence-Chapin will determine if it is in the Adoptive Child's best interests, as a last resort, to be returned to the child's country of origin; Spence-Chapin does not return from the United States a child placed for adoption in the United States unless the Central Authority of the country of origin and the Department of State have approved the return in writing. In making this determination, Spence-Chapin will take into account, amongst other factors, the child's wishes, age, and length of time in the United States. In addition, Spence-Chapin will notify in writing the Central Authority of the Adoptive Child's Country of Origin and the Secretary of State regarding the dissolution of the Adoptive Child's placement.

In the event of a dissolution of a finalized adoption for a reason legally acceptable within the Country of Origin and **before return to the United States**, Spence-Chapin will work with the Foreign Supervised Provider in the Country of Origin to make every effort to find a suitable placement for the child(ren) and to assist the Adoptive Parent(s) in the dissolution process. The Adoptive Parent(s) understand that the time- frame and fees associated with the dissolution process varies in each country, and the Adoptive Parent(s) will remain the sole legal custodians of the Adoptive Child(ren) until the dissolution is completed. The Adoptive Parent(s) shall be responsible for all costs associated with the dissolution process in-country, including but not limited to any attorney fees and administrative fees. In addition, the Adoptive Parent(s) may be responsible for payments associated with the care and custody of their Adoptive Child(ren) pending the dissolution. Spence-Chapin will notify in writing and consult with the Central Authority of the Adoptive Child's Country of Origin.

Adoptive Parent(s) shall have a continuing duty to disclose a dissolution of a finalized adoption, understanding that Spence-Chapin is required to report such dissolution(s) the Department of State and any designated Accrediting Entity.

6. FEES AND REFUNDS. Spence-Chapin shall be compensated for its services in accordance with the fee schedule attached hereto as Attachment A and made a part hereof. While Spence-Chapin makes diligent efforts to accurately and transparently anticipate and outline all fees that an Adoptive Parent(s) may incur, as set forth in the attached schedule, there may be additional costs and expenses related to the adoption process, including but not limited to the costs of translations, required documentation, required clearances, and legal expenses. By signing this Agreement, the Adoptive Parent(s) acknowledge that they have reviewed the attached fee schedule (Attachment A) and that they understand and accept the anticipated fees. If the adoption is, for any reason, discontinued, fees paid or incurred for services rendered up to the date of discontinuance shall not be recoverable and shall remain the obligation of the Adoptive Parent(s). The Adoptive Parent(s) agree to pay all fees to Spence-Chapin within fourteen (14) days of the date requested. The Adoptive Parent(s) also agree to pay certain third parties directly, as set forth in the attached fee schedule, within fourteen (14) days of the date requested.

In the event this Agreement is terminated, the Adoptive Parent(s) acknowledge that the Adoption Services Fees are deemed to have been earned upon the commencement of services on behalf of the Adoptive Parent(s) and shall not be refundable unless the said service(s) was not completely rendered. See Refund Policy in Attachment A for information on when and how refundable fees are returned. Travel-related cost and other expense paid or incurred personally by the Adoptive Parent(s) shall not be refundable or reimbursable by Spence-Chapin.

7. TERM AND EARLY TERMINATION. The Term of this Agreement shall commence at the latter of the dates that the Adoptive Parent(s) and Spence-Chapin sign this Agreement and continue until the adoption of the Adopted Child(ren) is finalized and any necessary post-adoption reporting pursuant to attachment C is complete.

The Adoptive Parent(s) may terminate this Agreement at any time by providing written notice and termination date to Spence-Chapin, as called for in Section 20 of this Agreement, thereby ceasing efforts

through Spence-Chapin to adopt a child. Spence-Chapin may terminate this Agreement at any time by providing written notice and termination date to the Adoptive Parent(s) as called for in Section 20 of this Agreement. Upon receipt of such notice of early termination, Spence-Chapin will cease the provision of services except as may be required to end activities underway.

8. CONFIDENTIALITY.

A. **Adoptive Parent(s):** Spence-Chapin will respect the privacy and confidentiality of the Adoptive Parent(s) records and information concerning the Adoptive Parent(s) provided to Spence-Chapin. Such records and information will not be disclosed, either orally or in writing, unless it is necessary to the accomplishment of services for the Adoptive Parent(s) herein and required or permitted by law or regulations for authorized purposes. It may be necessary to share information provided by the Adoptive Parent(s) that might otherwise be considered confidential in nature, with a Foreign Supervised Provider or Central Authority or other third party in order to effectuate the goal of adoption. By signing below, the Adoptive Parent(s) authorize Spence-Chapin to share any and all information necessary to facilitate and complete the adoption process.

B. **Adoptive Child(ren):** By signing below, the Adoptive Parent(s) acknowledge the importance of keeping personal and/or medical information contained in the referral for the Adoptive Child(ren), confidential. Such information may include HIV-related information, and other personal and sensitive information, protected by law. Only person(s) on a need to know basis can be privy to this information—examples include physician(s) involved or consulted for purposes of this adoption, household members or others who are directly involved in the decision-making process related to the adoption the child. In the event the Adoptive Parent(s) reject a referral for the Adopted Child(ren), the Adoptive Parent(s) agree not to disclose any personal or medical information of the Adopted Child(ren) beyond that which has already been shared.

9. **ASSUMPTION OF RISK.** Notwithstanding the Adoptive Parent(s)' full compliance with the application process, as outlined above, and Spence-Chapin's efforts to protect the integrity of the adoption process, Spence-Chapin makes no representations, guarantees or promises that Spence-Chapin and/or the Country of Origin, its government, consulate agencies, orphanages, facilitators, or any other parties whose consent may be necessary, will agree to work with and/or approve the Adoptive Parent(s)'s adoption application. The Adoptive Parent(s) understand and acknowledge that the adoption process could be delayed or discontinued by the Country of Origin and/or the U.S., governmental action, individuals and/or judicial decrees that are beyond the control of Spence-Chapin including, but not limited to legal action(s) initiated by third parties or, in the case of an international adoption, the political and social climate of the Country of Origin, as well as, changes to laws in the Country of Origin. Additionally, Spence-Chapin may, at any time during the adoption process and before placement, choose to discontinue its program in a particular Country of Origin. By signing below, the Adoptive Parent(s) assume the risk that, despite reasonable, good faith efforts, the adoption process may never result in an actual adoption of a child.

10. **HOLD HARMLESS.** The Adoptive Parent(s) agree to hold Spence-Chapin and its United States and/or international employees, elected and appointed officials, directors, agents, volunteers, representatives, and/or others working on behalf of Spence-Chapin, harmless from any and all claims, demands, or liability arising out of or relating to political, governmental, administrative, medical, emotional, developmental, and/or other causes beyond the control or knowledge of Spence-Chapin and its United States and/or international employees, elected and appointed officials, directors, agents, volunteers, representatives, and/or others working on behalf of Spence-Chapin.

11. **WAIVER OF LIABILITY.** The Adoptive Parent(s) acknowledge and understand all the risks of adoption as set forth in this document. The Adoptive Parent(s) wish to pursue an adoption plan and to seek an adoptive placement, knowing and assuming all the medical, legal and other risks of adoption as set forth in this Agreement.

The Adoptive Parent(s) hereby waive, release, and forever discharge Spence-Chapin, its employees, attorneys, social workers, independent contractors, independent contract attorneys, independent contract social workers, principals, officers, shareholders, owners, directors, successor corporations and affiliates from any and all claims, demands, charges, causes of action, liabilities, penalties, costs and expenses, including attorney fees, that the Adoptive Parent(s) who sign this waiver may have now or in the future against Spence-Chapin or its employees, attorneys, social workers, independent contractors, independent contract attorneys, independent social workers, principals, officers, shareholders, owners, directors, successor corporations and affiliates.

The Adoptive Parent(s) hereby waive, release and forever discharge Spence-Chapin, its employees, attorneys, social workers, independent contractors, independent contract attorneys, independent contract social workers, principals, officers, shareholders, owners, directors, successor corporations and affiliates from any and all claims, demands, charges, cause of action, liabilities, penalties, costs and expenses, including attorney fees, that the Adoptive Parent(s) who sign this waiver may have now or in the future against any third party, including but not limited to any foreign agency, lawyer, facilitator, governmental body, nation or any other individual or organization. In consideration of this waiver of liability, Spence-Chapin agrees to provide adoption services to the Adoptive Parent(s) in accordance with the terms and provisions hereof and the Agreement for International Adoption Services.

In the event that Spence-Chapin, its employees, agents or successors, is held liable for the non-completion and/or dissolution of an adoption for reasons not related to, or resulting from, the above known risks, the Adoptive Parent(s) understand and agree that any such liability shall not exceed the total payments received by Spence-Chapin from the Adoptive Parent(s).

12. TERMS OF AGREEMENT. Any modifications to this Agreement must be made, in writing, by mutual consent of the parties to this Agreement.

13. CHOICE OF LAW. This Agreement and all rights, obligations and disputes arising out of it shall be governed by and construed consistent with New York law.

14. ARBITRATION. Any dispute, claim or controversy arising out of or relating to this Agreement or its breach or subject matter shall be resolved by final and binding individual arbitration which shall be the parties' exclusive remedy for such matters. Arbitration is an alternative dispute resolution system in which a neutral third party decides the parties' disputes outside of court. Any arbitration between Spence-Chapin and the Adoptive Parent(s) will occur in New York, New York, before one arbitrator who shall have the authority to resolve any covered dispute and order all remedies that would be available if the dispute had been commenced in a court of law. The arbitrator may not consolidate the claims of more than one person or preside over any form of class, collective or representative proceeding. The arbitrator shall issue a written decision. The arbitration shall be administered by JAMS pursuant to its Streamlined Arbitration Rules and Procedures. A copy of the JAMS rules can be obtained at www.jamsadr.com or by requesting a copy from Spence-Chapin.

15. NON-WAIVER OF DEFAULT. The failure of Spence-Chapin to enforce any provision of this Agreement shall not constitute a waiver by Spence-Chapin of that or any other provision.

16. SEVERABILITY. The parties agree that, if any term or provision of this Agreement is declared by a court or arbitrator of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular term or provision held to be invalid.

17. COUNTERPARTS. This Agreement may be executed in one or more counterparts, all of which will constitute one and the same Agreement. The Adoptive Parent(s) and Spence-Chapin agree that any form of

electronic signature, including signatures via facsimile, scanning, or electronic mail, may substitute for an original signature and shall have the same legal effect as the original signature.

18. ENTIRE AGREEMENT. This Agreement constitutes the entire agreement between the Adoptive Parent(s) and Spence-Chapin and replaces all prior agreements whether written or oral.

19. NON-DISCRIMINATION STATEMENT. Spence-Chapin promotes equal opportunity for all clients by complying with local, state and federal laws and regulations. We do not exclude, deny applicants, or otherwise discriminate on the basis of race, ancestry, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, citizenship, military service obligation, veteran status or any other basis protected by federal, state or local laws. Our policies and practices are intended to ensure that all clients are treated equally.

20. NOTICE. Any and all notices which are required under this Agreement shall be in writing and shall be deemed to have been duly given when (i) delivered in person; or (ii) mailed by first class, certified or registered U.S. mail, return receipt requested and postage prepaid.

If directed to Spence-Chapin, its employees, representatives or agents:

Lauren Jiang, Chief Officer of International Programs
Spence-Chapin Services to Families and Children
120 East 16th Street
New York, NY 10003

If directed to the Adoptive Parent(s):

21. COMPLAINTS AND GRIEVANCES. Spence-Chapin has provided to the Adoptive Parent(s) information about its complaint policy and procedures as set forth in Attachment B to this Agreement, and the Adoptive Parent(s) acknowledges receipt of same.

THIS ADOPTION AGREEMENT is hereby AGREED to by and between each of the undersigned parties.

SIGNATURES

Adoptive Parent

Date

Adoptive Parent

Date

**SPENCE-CHAPIN SERVICES TO
FAMILIES AND CHILDREN**

By: _____

Date

ATTACHMENT A

SCHEDULE OF FEES AND COSTS

[SEE ATTACHED]

SAMPLE

SPENCE-CHAPIN INTERNATIONAL ADOPTION PROGRAMS
UNDERSTANDING FEES AND EXPENSES
(Attachment A)

Overview

Spence-Chapin Services to Families and Children (“Spence-Chapin”) is a not-for-profit agency that relies on a combination of fees, grants, and fundraising to support its work in intercountry adoption.

This document is available to the general public, including prospective adoptive parents, prior to application. This document provides a written schedule of expected total fees, estimated expenses, and an explanation of the conditions under which fees or expenses may be charged, waived, modified, or refunded. This document outlines when and how the fees and expenses must be paid. All fees payable to Spence-Chapin (professional service fees) and all Country Program Fees are payable via check, credit card, debit card, money order, or in rare cases where approved by Spence-Chapin via wire. Third party fees are outlined in Addendum A and each third-party vendor establishes its own non-cash method of payment; some third-party vendors may only accept payment via credit card or debit card.

Enclosed, *Addendum A*, at the end of this document are program-specific fee breakdowns specific to each Spence-Chapin adoption pathway, namely:

1. South Africa, local families¹
2. South Africa, networking families²
3. Bulgaria, local families
4. Bulgaria, networking families
5. Colombia, local families
6. Colombia, networking families
7. Colombia Heritage, local families³
8. Colombia Heritage, networking families⁴

Whereas the body of this document serves to outline when fees to Spence-Chapin are due and what services are encompassed within the fees to Spence-Chapin, the program-specific fee breakdowns additionally detail third-party fees and anticipated expenses that can reasonably be anticipated in the adoption process but which are not payable to Spence-Chapin, such as travel costs.

All clients will be required to sign an Acknowledgement of Understanding Fees after thoroughly reading this document, *see Addendum B*.

All clients will be required to sign a country-specific Fee Schedule, *see Addendum C*.

¹ “Local Families” are families who resides in New York or New Jersey within 100 miles of Spence-Chapin’s Manhattan office; Spence-Chapin directly provides the home study services as well as the post-adoption visits and reporting for these families.

² “Networking Families” are families who reside outside of New York or New Jersey, or who reside within New York or New Jersey but beyond 100 miles of Spence-Chapin’s Manhattan office; these families are working with Spence-Chapin as their primary provider while concurrently working with a “networking agency” for home study and post-adoption reporting. Networking agencies must sign Spence-Chapin’s Exempt Provider Agreement and operate as an Exempted Provider to Spence-Chapin.

³ Fees are **reduced** for Colombia Heritage clients due to rules and regulations of Colombia’s Central Authority, Instituto Colombiano de Bienstar Familiar (“ICBF”)

⁴ Fees are **reduced** for Colombia Heritage clients due to rules and regulations of Colombia’s Central Authority, Instituto Colombiano de Bienstar Familiar (“ICBF”)

Fees to Spence-Chapin are made in five (5) installments for local families and four (4) installments for networking families, as described later in this document.

Fees within the adoption process can broadly be broken into the following categories:

1. Home study

- a. For Local Families, Spence-Chapin charges a home study fee of \$2,500 which covers the home study (documentation collection, visits/interviews, written home study report). This is payable to Spence-Chapin as the Third Installment for Local Families and is due at the time of the first home study visit. Any home study updates and/or addendums needed during the course of a Local Family's pursuit of a singular adoption process in the same country program are provided at no additional fee.
- b. For Networking Families, this fee will be payable to the networking agency⁵ who conducts home study and any applicable home study updates and addendums. The estimated range of this fee is detailed in *Addendum A*⁶. This is payable to the networking agency (which is acting as an Exempted Provider to Spence-Chapin). The time at which this will be charged to the Networking Family is based on networking agency's policies, but typically is due either at the time of contracting for home study services, or prior to the initial interview. Prior to a client contracting with a networking agency for home study services, Spence-Chapin contracts with the agency identified by the client. At the point of contract, all fees are discussed and disclosed to the client.

2. Adoption expenses in the United States – this includes, but is not limited to, costs for personnel, administrative overhead, communications, any other costs related to providing adoption services (generally referred to as Spence-Chapin's "professional services fees"), legal services, training/education, and other costs related to providing adoption services in the United States.

- a. **Monitoring Fee** - All clients, local and networking, have a non-refundable \$500 Monitoring and Oversight fee due upon signing the Adoption Agreement.⁷ Clients pay this to Spence-Chapin as a pass-through fee; Spence-Chapin then pays this mandatory fee to IAAME (the International Adoption Accreditation and Monitoring Entity).

⁵ A networking agency is defined as an agency that is licensed in the Networking Family's state and which provides specific services (namely home study and post-placement/post-adoption reporting). The Networking Family contracts individually with the networking agency; additionally, Spence-Chapin and the networking agency must sign a contract together (called an Exempt Provider Agreement or a Supervised Provider Agreement) for the purpose of collaboration.

⁶ Addendum B is intended to be comprehensive of known set expenses and possible cost ranges for third party expenses associated with your adoption process; your Spence-Chapin staff members are available to answer questions on these documents

⁷ On February 1, 2018, the US Department of State and the Accrediting Entity, Intercountry Adoption Accreditation and Maintenance Entity ("IAAME"), implemented a new fee structure applicable to all Adoption Service Providers (US Adoption Agencies). This \$500.00 "Monitoring and Oversight" fee will apply to all international adoption cases. IAAME will collect the \$500.00 fee from Spence-Chapin for each application accepted and approved by Spence-Chapin and will require regular and ongoing reporting on all cases. As such, clients will be required to pay the \$500.00 as described above in addition to all other program fees. The Monitoring and Oversight fee is a one-time, mandatory fee for all approved clients and it is non-refundable. This fee applies to all clients applying to our Bulgaria, Colombia, Colombia Heritage, or South Africa program, whether local or networking. IAAME is also requiring an additional \$500.00 payment per child if and when a client family accepts a referral of more than one child. In its efforts to remain child-focused and reduce barriers to international adoption, Spence-Chapin is committed to absorbing the cost of any additional "per child" cost after the initial monitoring fee has been paid. For more information on Monitoring and Oversight fees, please visit the Department of state website [here](#).

b. **Spence-Chapin's Professional Services Fees**⁸ are as follows:

- i. **\$15,500** for Local Families in the South Africa, Colombia and Bulgaria programs (apart from the home study, which, as stated above, is \$2,500 and apart from the \$500 Monitoring and Oversight fee which is paid to Spence-Chapin as a pass-through fee to the accrediting entity, IAAME).
- ii. **\$13,250** for Local Families in the Colombia Heritage program (apart from the home study, which, as stated above, is \$2,500 and apart from the \$500 Monitoring and Oversight fee which is paid to Spence-Chapin as a pass-through fee to the accrediting entity, IAAME)
- iii. **\$15,500** for Networking Families in the South Africa, Colombia and Bulgaria programs (apart from the \$500 Monitoring and Oversight fee which is paid to Spence-Chapin as a pass-through fee to the accrediting entity, IAAME).
- iv. **\$13,250** for Networking Families in the Colombia Heritage Program apart from the \$500 Monitoring and Oversight fee which is paid to Spence-Chapin as a pass-through fee to the accrediting entity, IAAME).

c. **Parent Preparation and training:** Fees for parent preparation and training are incurred in the following ways:

- i. Fees for parent preparation and training due to Spence-Chapin: All families, local and networking, are required to complete trainings facilitated by Spence-Chapin's staff. This is detailed in *Addendum A*.
- ii. Fees for parent preparation and training are due to third-party providers, including but not limited to Adoption Learning Partners, Creating a Family, Foster Parent College. The anticipated range of this cost to families is detailed in *Addendum A*.
- iii. For networking families, the networking agency may have a separate fee for parent preparation and training services provided by their agency. The expected range of that fee is detailed in *Addendum A*.

Foreign country program fees – this refers to the expenses related to all adoption services that will be provided in the child's country of origin and includes, but is not limited to, the costs of personnel, administrative overhead, training and education, legal services, communications, and other costs related to providing adoption services in the child's country of origin. See *Addendum A*, at the end of this document for program-specific fee breakdowns. This fee is refundable in accordance with Spence-Chapin's refund policy.

3. **Care of the child** – this describes the expected total fees and estimated expenses charged to prospective adoptive parents for the care of the child in the country of origin prior to adoption, including but not limited to, costs of food, clothing, shelter, medical care, foster care services, orphanage care, and any other services provided directly to the child
 - None of Spence-Chapin's programs require a fee for care of the child.
4. **Translation and document expenses** – this includes the expected total fees and estimated expenses for obtaining any necessary documents and for any translation of documents related to the adoption. This includes, but is not limited to, costs for obtaining, translating or

⁸ Spence-Chapin's Professional Service Fees are separate from home study and post-placement/post-adoption reporting fees pursuant to regulations governing fee breakdown explanations (22 CFR 96.40). If you have any questions, please contact Spence-Chapin's international Adoption Department.

copying records or documents required to complete the adoption, costs for the child's court documents, passport, adoption certificate and other documents related to the adoption as well as costs for notarizations and certifications.

- See *Addendum A*, at the end of this document for program-specific expense estimates for this category.

5. **Contributions** – this includes any fixed contribution amount or percentage that the prospective adoptive parent(s) will be expected or required to make to the child protection or child welfare service programs in the child's country of origin or in the United States. An explanation of the use of the contribution will be provided. **None of Spence-Chapin's programs include a contribution.**
6. **Post-Placement/Post-Adoption Reports** – this represents the expected total fees and estimated expenses for any post-placement/post-adoption visits and reports as required by Spence-Chapin and/or the country of origin.
 - a. For Local Families, Spence-Chapin requires an initial post-placement/post-adoption home visit within the first 2-4 weeks of homecoming; that visit is at an effective fee of \$500. For local families, Spence-Chapin then provides all post-adoption visits and reports at the intervals required by the country of origin at no fee to the client. In addition to providing the post-adoption visits and reports at no fee, Spence-Chapin also offers up to five parent coaching sessions with a clinician in the Pre and Post Adoption Services Department at no additional fee during the period of country-required post-adoption monitoring and reporting
 - b. For networking families, the networking agency will have fees payable for the post-placement/post-adoption visits. An estimated range of these fees is provided in *Addendum A*, at the end of this document for program-specific expense estimates for this category. Spence-Chapin does not charge any separate fees for monitoring of post-adoption reporting completed by Networking Agencies. In addition to providing monitoring of the post-adoption visits and reports at no fee, Spence-Chapin also offers up to five parent coaching sessions with a clinician in the Pre and Post Adoption Services Department at no additional fee during the period of country-required post-adoption monitoring and reporting.
7. **Third Party Fees** – this includes, but is not limited to, fees to competent authorities for services rendered or to Central Authorities or governmental bodies for processing fees.
 - a. See *Addendum A*, at the end of this document for program-specific expense estimates for this category. Third party fees are not controlled by Spence-Chapin and may be subject to change without notice.
8. **Travel and accommodation expenses** – this includes the expected total fees and estimated expenses for any travel, transportation and accommodations for prospective adoptive parent(s).
 - a. See *Addendum A*, at the end of this document for program-specific expense estimates for this category. Clients are responsible for all travel expenses for themselves and the adopted child(ren). There are two forms of travel:
 - i. International Travel – Travel expenses include ground and air travel, lodging, and food for one or two trips to the child's country of origin, depending on the country requirements. Spence-Chapin's foreign providers will typically

make arrangements with travel vendors (such as hotels, transportation, etc.) on client's behalf and breakdown estimated travel expenses; however, Spence-Chapin cannot guarantee or predict actual cost of travel. Factors such as departing city, number of travelers, seasonal cost fluctuation, delays in travel, and/or complications in the adoption process may increase travel costs. International travel costs are estimated in *Addendum A* but are subject to change and are never under the control of Spence-Chapin.

- ii. Domestic Travel – Clients may be required to incur direct travel expenses related to attending in-person trainings at Spence-Chapin's office, including costs of ground/air travel, lodging, and food. Estimated costs of domestic travel are detailed in *Addendum A*. Spence-Chapin cannot predict or control the actual cost of travel. Clients will be responsible for making their own domestic travel arrangements if necessary. Factors such as departing city, date of purchase, number of travelers, seasonal cost fluctuation, delays in travel, etc. may increase travel costs. These costs are subject to change and are never under the control of Spence-Chapin.

9. Medical Expenses

a. For the prospective adoptive child(ren) – See *Addendum A* for cost estimates. Adoptive families are required to have a (local) physician with expertise in evaluating foreign medical records to review the records of the prospective adoptive child before accepting a referral. Client(s) is responsible for costs related to this consultation. This cost should be paid directly to the physician conducting the review. In addition, the US Department of State requires a medical exam before issuing the child a visa. Adoptive families should anticipate medical expenses for the initial examination of the adoptive child and for any necessary vaccines and/or treatment of medical concerns. Fees vary based on country and child's needs, again see *Addendum A* for cost estimates. These fees are paid to the US Consulate and other healthcare entities in the child's country of origin as necessary.

b. For clients - clients and all household members are required to get a medical examination as part of the home study process. Ongoing requirements for updated medicals may apply based on country and state requirements. Clients in the Colombia Program are also required to undergo a psychological evaluation in the United States as part of their dossier submission to Colombia, which may cost approximately \$1,500 (depending on insurance coverage and provider costs). In addition, Spence-Chapin strongly encourages clients to comply with the Center for Disease Control's [recommendations](#) for pre-travel check-ups, vaccinations, etc., which may cause clients to incur additional medical expenses.

Special Services

No part of Spence-Chapin's professional services fees are used to fund any separate program or provide any special services such as cultural programs for adoptee(s), scholarships, or other services.

Procedures for Transferring Funds to Foreign Countries

Any fees owed to foreign providers must be paid through Spence-Chapin. Upon receipt of an invoice from Spence-Chapin's foreign supervised provider, Spence-Chapin will invoice the client for the amount requested. The client will be asked to pay funds to Spence-Chapin and Spence-Chapin's finance department will wire the funds to its foreign supervised provider. These processes are in place to minimize, if not eliminate, the need for prospective adoptive parents to pay for

adoption services in the country of origin via cash. If prospective adoptive parents are asked to make any unexpected cash payment within the country of origin, they shall immediately inform Spence-Chapin's Director of International Adoption so that determination can be made about the appropriateness of the cash payment. Any fees outlined in *Addendum A* which are categorized as Country Program Fees must be paid through Spence-Chapin as pass-through fees. These fees are subject to Spence-Chapin's refund policy whenever services paid for are not rendered.

Fee Increases

Spence-Chapin will not increase any fees paid to Spence-Chapin during a client's adoption process (i.e. from signing the Adoption Agreement to completion of Post-Adoption reporting). Country fees or fees to third parties (such as USCIS), however, may change without prior notice to Spence-Chapin or the client. In the event that additional fees and expenses are incurred in the country of origin or by third parties, those fees and expenses will only be passed on to the client under the following circumstances:

1. *With notice*: whenever possible, Spence-Chapin will disclose any additional fees and/or fee increases to clients in writing prior to a fee change; or
2. *Without notice*: under very limited and urgent circumstances, such as in a case where a child needs emergency medical services, Spence-Chapin may be required to make a decision as to whether or not to incur costs and expenses on behalf of and for reimbursement by the clients. Whenever possible, Spence-Chapin will attempt to give notice and obtain consent for additional costs and expenses before they are incurred. All clients will be required to sign a Notice of Unanticipated Expenses (*Addendum D*) at the beginning of the adoption process, so that in the event of emergency expenses, Spence-Chapin will be prepared to act in accordance with the clients' expectations.

Spence-Chapin provides receipts to the prospective adoptive parent(s) for fees and expenses paid directly by the agency in the foreign country and keeps copies of such receipts.

Refund Policy

Refunds are available for Spence-Chapin's Professional Service Fees and Foreign Country Program Fees whenever services not rendered and will be granted within sixty (60) days of the completion of the delivery of services. Refunds will be issued by check. Fees to Spence-Chapin are payable in installments; each installment covers the costs of services happening at that stage of the process. Refunds are available on a pro-rated basis for services not rendered. The prorating is described within each installment description below.

Fee Installments for Spence-Chapin Fees:

First Installment for Local and Networking Families (\$2,500)

This fee is applicable to all clients whose application is approved and is due at the time of submitting a signed Adoption Agreement. Signing of the Adoption Agreement by Spence-Chapin and the client(s) constitutes acceptance into the program. This fee covers the cost of registration review by a multidisciplinary taskforce; any communication(s) needed with foreign partners such as pre-screening for eligibility, etc.; program information webinar/orientation and any follow-up questions, consultations and discussions relating to the Adoption Agreement, case reporting for

monitoring and compliance purposes, and a \$500 fee to Spence-Chapin's accrediting entity, IAAME⁹.

Pro-Rated Refund Policy for the First Installment – Local and Networking Families

If the above services are not rendered, this installment fee is refundable within 60 days. At the point of payment, the following services will have already been completed: registration review, any eligibility screening necessary, program orientation webinar, client consults, and program entry communications, and adoption agreement review. Case reporting to IAAME for monitoring and compliance purposes occurs within 48 hours of receipt of the Adoption Agreement and the payment above. In the event that a client withdraws prior to this reporting requirement, the client will be refunded the \$500 Monitoring and Oversight fee; after that 48-hour window, the \$500 Monitoring and Oversight fee is non-refundable.

Second Installment (\$4,500 for Local Families¹⁰ and \$5,000¹¹ for Networking Families)

Local Families (\$4,500)

This fee installment is due at the completion of Spence-Chapin's facilitated trainings and covers the following:

1. Parent preparation trainings facilitated live by Spence-Chapin staff; this training is provided in seven modules covering topics which include but are not limited to: attachment, trauma, grief/loss, discipline and behavior management, transracial parenthood, talking about adoption, and the impact of adoption on child development and identity development. Additionally, during this training series, Spence-Chapin brings in a pediatrician who is an expert in international adoption medicine to facilitate a module on common medical needs. The training also encompasses a moderated panel of parents who are parenting through international adoption to discuss adjustment challenges, bonding/attachment issues, share experiences of travel and navigating post-adoption resources. Following completion of the training, the Director of International Adoption has a meeting with the family to discuss their experience learning about adoption themes, discuss how the training may have informed their child request characteristics, assess further training needs, and plan next-steps in their adoption process.
2. Individual case service planning, which includes review and execution of a written Service Plan.

⁹ On February 1, 2018, the US Department of State and the Accrediting Entity, Intercountry Adoption Accreditation and Maintenance Entity ("IAAME"), implemented a new fee structure applicable to all Adoption Service Providers (US Adoption Agencies). This \$500.00 "Monitoring and Oversight" fee will apply to all international adoption cases. IAAME will collect the \$500.00 fee from Spence-Chapin for each application accepted and approved by Spence-Chapin and will require regular and ongoing reporting on all cases. As such, clients will be required to pay the \$500.00 as described above in addition to all other program fees. The Monitoring and Oversight fee is a one-time, mandatory fee for all approved clients and it is non-refundable. This fee applies to all clients applying to our Bulgaria, Colombia, Colombia Heritage, or South Africa program, whether local or networking. IAAME is also requiring an additional \$500.00 payment per child if and when a client family accepts a referral of more than one child. In its efforts to remain child-focused and reduce barriers to international adoption, Spence-Chapin is committed to absorbing the cost of any additional "per child" cost after the initial monitoring fee has been paid. For more information on Monitoring and Oversight fees, please visit the Department of state website [here](#).

¹⁰ \$4,000 for Colombia Heritage Local Families

¹¹ \$4,500 for Colombia Heritage Networking Families

Pro-Rated Refund Policy for the Second Installment – Local Families

Because this fee is collected upon completion of Spence-Chapin facilitated trainings, there is not a scenario in which a client(s) would have paid for the training and not received that service, so item 1 of this fee is **non-refundable**¹². Additionally, case service planning and an executed Service Plan will occur in all cases before a client's attendance at the trainings, and therefore again no scenario would exist in which a client has submitted this installment but not received case service planning, so item 2 of this fee is **non-refundable**.

Networking Families (\$5,000)

This fee installment is due at the completion of Spence-Chapin's facilitated trainings and covers the following:

1. Parent preparation trainings facilitated live by Spence-Chapin staff; this training is provided in seven modules covering topics which include but are not limited to: attachment, trauma, grief/loss, discipline and behavior management, transracial parenthood, talking about adoption, and the impact of adoption on child development and identity development. Additionally, during this training series, Spence-Chapin brings in a pediatrician who is an expert in international adoption medicine to facilitate a module on common medical needs. The training also encompasses a moderated panel of parents who are parenting through international adoption to discuss adjustment challenges, bonding/attachment issues, share experiences of travel and navigating post-adoption resources. Following completion of the training, the Director of International Adoption has a meeting with the family to discuss their experience learning about adoption themes, discuss how the training may have informed their child request characteristics, assess further training needs, and plan next-steps in their adoption process..
2. Review and approval of designated networking agency, including contract review and negotiations of interagency agreement with networking agency.
3. Case service planning which includes review and execution of a written Service Plan.
4. Communication, conferencing and ongoing case collaboration with Networking Agency; this includes providing the country-specific home study guidelines to the Networking Agency and reviewing those requirements with the Networking Agency.

Pro-Rated Refund Policy for the Second Installment – Networking Families

Because this fee is collected upon completion of Spence-Chapin's facilitated trainings, there is not a scenario in which a client(s) would have paid for the training and not received that service, so item 1 of this fee is **non-refundable**. Clients will be welcomed to the trainings only after the review, approval, and interagency agreement signing with their networking agency; therefore, no scenario would exist in which a client has submitted this installment but not received this service outlined in item 2 above, so this portion of this fee is **non-refundable**. Additionally, case service planning and an executed Service Plan will occur in all cases before a client's attendance at the trainings, and therefore again no scenario would exist in which a client(s) has submitted this installment but not received case service planning, so item 3 of this fee is **non-refundable**. If a networking client discontinues working with Spence-Chapin after payment of this Second Installment but before Spence-Chapin has provided and

¹² If clients are dissatisfied with the quality of services received, they should contact Spence-Chapin's Finance Department.

reviewed country-specific home study guidelines with the Networking Agency, a pro-rated \$250 is refundable from item 4 above.

Third Installment for Local Families (\$2,500)

This installment fee is applicable to local families and is due at the time This fee is covers the cost of the home study process as conducted by Spence-Chapin, including documentation collection/review/guidance, interviews with a social worker, and completion of the written home study report. It is due at the time of the first home study visit. Networking families will pay their local agency directly for home study services. For both local and networking families, all training, including in-person training, must be completed before the home study can be finalized.¹⁴

Pro-Rated Refund Policy for Third Installment for Local Families

The home study process contains three principle steps – paperwork collection and review, interviews with a social worker and writing the written home study report. Each of these principle steps represents one-third of the process, at a value of \$833.33. All documentation collection and review is completed before this fee installment is charged and therefore the pro-rated amount of \$833.33 for paperwork collection and review is **non-refundable** as that service will have been rendered in-full before this fee installment is paid. This installment is paid at the time of the first home study interview and therefore the pro-rated amount of \$833.33 for home study interviews is **non-refundable** as that service will have been rendered before this fee installment is paid. If the client discontinues the process for any reason after one or more home study interviews but before the home study report is written, a pro-rated refund of \$833.33 will be available. Once the home study draft is written, this fee is **non-refundable**.

Third Installment for Networking Families (\$3,000)¹⁵

This installment fee is applicable to networking families and is due at the time of dossier submission. This fee covers:

1. The review, and approval if necessary, by Spence-Chapin staff of the networking agency home study (and review of any home study updates/addendums completed by the networking agency). All networking home studies are reviewed by three Spence-Chapin staff members: Director of International Adoption, Director of Pre and Post Adoption Services, and Chief Program Officer.
2. Guidance through the I-800A immigration process, including review of immigration paperwork, submission to USCIS, and if necessary, assistance with any *Requests for Evidence* as issued by USCIS and/or any other issues with the immigration office
3. Dossier document gathering, review, guidance, and submission to the country of origin

¹⁴ During the home study process, clients will incur separate third-party fees, including but not limited to: third-party training fees (approximately \$210-\$300), professional translation of documents if applicable (typically \$0.25-\$0.50 per word), professional translator during trainings/calls/home study interviews if the family's preferred language is not English (typically \$75-\$100 per hour), child abuse clearances (typically \$0-\$25 per person per state), home study fingerprint clearances (typically \$0-75 per person per state), overnight/express delivery if requested by client (typically \$0-\$40), medical appointments (typically \$0-\$100 per person), certification of original documents such as birth certificates/marriage certificates/divorce decrees/death certificate (typically \$0-\$25 per document)

¹⁵ \$1,500 for Colombia Heritage Networking Families

Pro-Rated Refund Policy for Third Installment for Local Families

Because this fee is collected at the time of dossier submission, all services outlined in this fee installment will have been rendered before the fee is collected; therefore, this fee is ***non-refundable***.

Fourth Installment for Local Families (\$3,000)¹⁶

This installment fee is applicable to local families and is due at the time of dossier submission. This fee installment covers:

1. Guidance through the I-800A immigration process including if necessary, assistance with any *Requests for Evidence* issued by USCIS and/or any other issues with the immigration office.
2. Dossier document gathering, review, guidance, and submission to the country of origin

Pro-Rated Refund Policy for Fourth Installment for Local Families

Because this fee is collected at the time of dossier submission, the first and second services outlined in this fee installment will have been rendered before the fee is collected; therefore, those fees are ***non-refundable***.

Fourth Installment for Networking Families (\$5,500)¹⁷

This fee installment is due at acceptance of referral. It covers:

1. Child referral review by an interdisciplinary task force.
2. Using reasonable efforts in the child's country of origin to obtain additional available medical, social, and legal information on a child.
3. Child-specific training guidance and coaching/counseling.
4. Guidance through I-800 immigration process, including review of immigration paperwork and submission to USCIS, and guidance through visa application process.
5. Travel arrangements and preparation.
6. In-country support and coaching as needed, including Spence-Chapin's supervision of its Foreign Supervised Provider(s).
7. Oversight and support during the post-adoption reporting period, including ongoing communication with the agency and social worker providing the post-adoption monitoring/reporting, phone/Skype check-ins with Spence-Chapin's International Program Team to provide support around child/family adjustment and around documentation follow-up needs (such as social security cards, Certificates of Citizenship etc.).

¹⁶ \$1,500 for Colombia Heritage Local Families

¹⁷ \$5,250 for Colombia Heritage Networking Families

Pro-Rated Refund Policy for Fourth Installment Networking Families

In the event that, for any reason, the client is unable to pursue the adoption of a specific child after acceptance of referral, this Fourth Installment will be credited to the services rendered in connection to the acceptance of a future referral, provided the client(s) remains suitable and eligible to adopt and that the client(s) chooses to continue pursuing adoption in a Spence-Chapin International Adoption Program.

In the event that the client(s) discontinue the adoption process for any reason, this Fourth Installment will be refunded on a pro-rated basis as follows:

1. Because this fee is due at the time of referral acceptance, item 1 above will have been provided before this fee is due and therefore item 1 above is *non-refundable*. This service is valued at \$750.
2. Because this fee is due at the time of referral acceptance, item 2 above will have been provided before this fee is due and therefore item 2 above is *non-refundable*. This service is valued at \$750.
3. Spence-Chapin is committed to providing a family with a child-specific training plan in a timely manner after acceptance of referral. However, if a family withdraws acceptance of a referral before the earlier of having an initial child-specific coaching/counseling session with a Spence-Chapin staff member or before receipt of the child-specific training plan as outlined in a written Child-Specific Training Log item 3 above will be refunded at a rate of \$650. If the client(s) has either had an initial child-specific coaching/counseling session with a Spence-Chapin staff member or has received their child-specific training plan as outlined in a written Child-Specific Training Log then item 3 above is *non-refundable*.
4. If a family withdraws acceptance of referral before submission of their I-800 paperwork, item 4 above will be refunded at a rate of \$600. If a family withdraws acceptance of referral after submission of their I-800 paperwork, item 4 above is *non-refundable*.
5. If a family withdraws acceptance of referral after submission of the I-800 paperwork but before a court date is granted in-country, item 5 above is refunded at a rate of \$500. If a family withdraws acceptance of referral after a court date is granted in-country, item 5 above is *non-refundable*.
6. If a family withdraws acceptance of referral any time before the first (or sole) trip to country, item 6 above is refunded at a rate of \$1,000. Once a family makes the initial (or sole) trip to country item 6 above is *non-refundable*.
7. If a family withdraws acceptance of referral any time before finalizing the adoption of a child(ren) in the child(ren)'s country of origin, item 7 above will be refunded in the amount of \$1,250.

Fifth Installment for Local Families (\$6,000)¹⁸

1. Child referral review by an interdisciplinary task force.
2. Using reasonable efforts in the child's country of origin to obtain additional available medical, social, and legal information on a child.
3. Child-specific training guidance and coaching/counseling
4. Guidance through I-800 immigration process, including review of immigration paperwork and submission to USCIS, and guidance through visa application process.

¹⁸ \$5,750 for Colombia Heritage Local Families

5. Travel arrangements and preparation.
6. In-country support and coaching as needed, including Spence-Chapin's supervision of its Foreign Supervised Provider(s).
7. A home visit by a Spence-Chapin social worker within 2-4 weeks of homecoming to offer support and to process the experience of the time in-country for the adoption process.¹⁹
8. Oversight and support during the post-adoption reporting period, including ongoing communication with the agency and social worker providing the post-adoption monitoring/reporting, phone/Skype check-ins with Spence-Chapin's International Program Team to provide support around child/family adjustment and around documentation follow-up needs (such as social security cards, Certificates of Citizenship, etc.)

Pro-Rated Refund Policy for Fourth Installment Networking Families

In the event that, for any reason, the client is unable to pursue the adoption of a specific child after acceptance of referral, this Fourth Installment will be credited to the services rendered in connection to the acceptance of a future referral, provided the client(s) remains suitable and eligible to adopt and that the client(s) chooses to continue pursuing adoption in a Spence-Chapin International Adoption Program.

In the event that the client(s) discontinue the adoption process for any reason, this Fourth Installment will be refunded on a pro-rated basis as follows:

1. Because this fee is due at the time of referral acceptance, item 1 above will have been provided before this fee is due and therefore item 1 above is ***non-refundable***. This service is valued at \$750.
2. Because this fee is due at the time of referral acceptance, item 2 above will have been provided before this fee is due and therefore item 2 above is ***non-refundable***. This service is valued at \$750.
3. Spence-Chapin is committed to providing a family with a child-specific training plan in a timely manner after acceptance of referral. However, if a family withdraws acceptance of a referral before the earlier of having an initial child-specific coaching/counseling session with a Spence-Chapin staff member or before receipt of the child-specific training plan as outlined in a written Child-Specific Training Log item 3 above will be refunded at a rate of \$650. If the client(s) has either had an initial child-specific coaching/counseling session with a Spence-Chapin staff member or has received their child-specific training plan as outlined in a written Child-Specific Training Log then item 3 above is ***non-refundable***.
4. If a family withdraws acceptance of referral before submission of their I-800 paperwork, item 4 above will be refunded at a rate of \$600. If a family withdraws acceptance of referral after submission of their I-800 paperwork, item 4 above is ***non-refundable***.
5. If a family withdraws acceptance of referral after submission of the I-800 paperwork but before a court date is granted in-country, item 5 above is refunded at a rate of \$500. If a family withdraws acceptance of referral after a court date is granted in-country, item 5 above is ***non-refundable***.
6. If a family withdraws acceptance of referral any time before the first (or sole) trip to

¹⁹ This home visit at 2-4 weeks is a requirement of Spence-Chapin to support in initial adjustment and is valued at an effective fee of \$500; all other post-adoption visits and reports required by the country of origin are provided at no fee.

country, item 6 above is refunded at a rate of \$1,000. Once a family makes the initial (or sole) trip to country item 6 above is ***non-refundable***.

7. If a family withdraws acceptance of referral any time before finalizing the adoption of a child(ren) in the child(ren)'s country of origin, item 7 above will be refunded in the amount of \$500.
8. If a family withdraws acceptance of referral any time before finalizing the adoption of a child(ren) in the child(ren)'s country of origin, item 8 above will be refunded in the amount of \$1,250.

WAYS TO DEFRAY COSTS

Spence-Chapin makes every effort to help reduce financial barriers for families wanting to adopt. Spence-Chapin's professional services fees are broken to installments reflective of the services being rendered at that stage in the process. Spence-Chapin assesses fee waivers and reductions based on what services are required to be rendered on the case; for example, for clients who initiated their adoption process with another Adoption Service Provider and then transfer to Spence-Chapin, Spence-Chapin will assess the fee schedule based on what services Spence-Chapin must render on the case and will waive any fees for services that Spence-Chapin does not have to render based on milestones achieved in the case prior to transfer to Spence-Chapin.

Income-based financial aid can be assessed on a case by case basis.

Below is a non-exhaustive list of financial resources Spence-Chapin families have utilized in the past. Inclusion in the list is for informational purposes only and does not indicate endorsement.

**Your Adoption Finance Coach* – Spence-Chapin collaborates with “Your Adoption Finance Coach,” an organization that provides financial resources and coaching to adoptive families. Spence-Chapin's clients have free access to this service and can find out about it on the Spence-Chapin [website](#) or by contacting an adoption team member at info@spence-chapin.org or 212-360-0300.

**Adoption Tax Credit* (www.adoptiontaxcredit.org) – The adoption tax credit, which can be claimed for eligible adoption-related expenses, has helped thousands of American families offset the high cost of adoption since the credit was established in 1997. The credit applies to all types of adoption (except stepparent adoption), including international, private domestic, and foster care. Speak to your accountant, Your Adoption Finance Coach, or an attorney for more information.

**Employer Adoption Benefits* – A family's employer may offer adoption funds as a part of their benefits. Please refer to Dave Thomas Foundation for a list of companies providing adoption benefits: <http://www.davethomasfoundation.org> or contact your HR department.

**Helpusadopt.org* – Founded by two adoptive parents, helpusadopt.org provides the opportunity for families to apply for adoption grants for specific costs (i.e. program fees).

**Resources4adoption* (www.resouces4adoption.com) – Provides adoption financing education, information, resources and tools for prospective adoptive families.

PLEASE SIGN AND RETURN THE FOLLOWING PAGES

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

Addendum A : Bulgaria Program Expense Breakdown - Local Families

Service	Details	Fee	Paid To
Home Study Fees		\$2,500	
Third Installment of Professional Services Fee	Due at time of the first home study visit	\$2,500	Spence-Chapin
Professional Services Fees		\$15,500	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of First Installment Fee includes cost of case monitoring and oversight by IAAME
Second Installment of Professional Services Fee	Due at the completion of Spence-Chapin facilitated trainings	\$4,500	Spence-Chapin
Fourth Installment of Professional Services Fees	Due at time of dossier submission	\$3,000	Spence-Chapin
Fifth Installment of Professional Services Fee	Due at time of acceptance of referral <i>*an additional \$500 is due within this installment fee and is accounted for under 'Post-Adoption Reporting/Visits'*</i>	\$5,500	Spence-Chapin
Post-Placement and Post-Adoption Reports		\$500	
Post-Adoption Reporting/Visits	In addition to post-adoption reporting visits required by country of origin, Spence-Chapin requires one visit within 2-4 weeks of homecoming. Spence-Chapin solely charges for this initial 2-4 week homecoming visit, and all subsequent post adoption visits/reports required by country of origin are provided by Spence-Chapin at no cost to family <i>*this fee is paid concurrent and within Fifth Installment of Professional Services Fee*</i>	\$500	Spence-Chapin
Third Party Fees		\$2,099-\$5,669	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin	\$210-\$750	Third Party Training Course
Immigration Documentation: USCIS Filing (I-800A) and Fingerprinting; Filing (I-800)/Visa Related Fees	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. As of March 2017: the filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply.	\$860-\$1,030	Third Party - USCIS (US Citizenship and Immigration Services)
Immigration Documentation: USCIS I-800A Supplement 3 Extension Paperwork*	Paid to USCIS upon submission of any and all I-800A Extensions. As of March 2017: the filing for I-800A Extensions is \$385 and the fingerprinting fee for update biometrics for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply	\$0-\$2,560	Third Party - USCIS (US Citizenship and Immigration Services)
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party
Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment, child's passport, adoption decree, amended birth certificate and identification	\$729	[+] Third Party - U.S. Consulate
Translation & Document Expenses		\$400-\$800	

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Document Preparation, Processing and Certification	Paid to third parties during home study, home study update and when preparing dossier and dossier updates including clearances during home study and home study update. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles, certified documents, medical appointments, clearances fees, and translation fees if family's preferred language is not English	\$400-\$800	Third Party - Various state and local government entities as appropriate
Bulgaria Program Fees		\$6,650	
Overseas Provider Fees (includes foreign country program expenses as well as expenses for care of the child in-country, and translation fees)	The total Fee of EUR 5,800 is to be paid in 3 installments: a) EUR 1.900 within 7 days of dossier arriving at Anido's office; b) EUR 2.000 after Clients return to the United States following their first trip to Bulgaria (The first meeting between the prospective Adoptive Parent(s) and the Adoptive Child); c) EUR 1.900 within seven (7) days after ANIDO notifies SPENCE-CHAPIN of the date the adoption finalization. This fee reimburses the representative for all work necessary to manage the process in accordance with US, Bulgaria and Hague requirements. The fee includes but is not limited to fees for translation, assistance with travel, coordination of the adoption process in country and legal representation. Fees are refundable if services are not rendered after payment.	EUR 5,800 (approx. \$6,650)	[+] ANIDO
Travel & Accomodation Expenses		\$11,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$11,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN BULGARIA		\$38,649-\$42,619	
[+] Pass-through fee: paid to Spence-Chapin who in turn sends fee to overseas provider ANIDO. ANIDO receives the funds and pays identified entities within Bulgaria. Itemized invoice provided			
* Depending on your adoption pathway, you may or may not need to extend your I-800A approval			
**Expenses are estimated based on adoption of one child. Additional fees apply for the adoption of siblings.			
The cost breakdown shown above is an estimate provided for planning purposes. Third party fee estimates may be subject to change. Please note that variables such as child's place of residence, and fluctuations in the value of the US dollar will affect projected costs. Translation costs may fluctuate based upon number of updates and length of reports. Clients will be notified of cost adjustments and/or variations in writing.			

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

Addendum A: Bulgaria Program Expense Breakdown - Networking Families

Service	Details	Fee	Paid To
Home Study Fees		\$2,050-\$5,200	
Home Study and Subsequent Home Study Updates	The figure given here includes estimated cost for original home study and three home study updates	\$2,050-\$4,150	Family's local agency
Professional Services Fees		\$16,000	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of First Installment Fee includes cost of case monitoring and oversight by IAAME
Second Installment of Professional Services Fee	Due at the completion of Spence-Chapin facilitated trainings	\$5,000	Spence-Chapin
Third Installment of Professional Services Fee	Due at time of dossier submission	\$3,000	Spence-Chapin
Fourth Installment of Professional Services Fee	Due at time of acceptance of referral	\$5,500	Spence-Chapin
Post-Placement & Post-Adoption Reports		\$1,500-\$2,500	
Post-Adoption Reporting/Visits	Estimated cost for five post-adoption reports & visits	\$1,500-\$2,500	Family's local agency
Third Party Fees		\$2,099-\$5,669	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin and/or your local agency	\$210-\$750	Third Party Training Course
Immigration Documentation: USCIS Filing (I-800A) and Fingerprinting; Filing (I-800)/Visa Related Fees	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. As of March 2017: the filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply.	\$860-\$1,030	Third Party - USCIS (US Citizenship and Immigration Services)
Immigration Documentation: USCIS I-800A Supplement 3 Extension Paperwork*	Paid to USCIS upon submission of any and all I-800A Extensions. As of March 2017: the filing for I-800A Extensions is \$385 and the fingerprinting fee for update biometric for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply	\$0-\$2,560	Third Party - USCIS (US Citizenship and Immigration Services)
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party
Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment, child's passport, adoption decree, amended birth certificate and identification	\$729	[+] Third Party - U.S. Consulate
Translation & Document Expenses		\$400-\$800	

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Document Preparation, Processing and Certification	Paid to third parties during home study, home study update and when preparing dossier and dossier updates including clearances during home study and home study update. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles, certified documents, medical appointments, clearances fees, and translation fees if family's preferred language is not English.	\$400-\$800	Third Party - Various state and local government entities as appropriate
Bulgaria Program Fees		\$6,650	
Overseas Provider Fees (includes foreign country program expenses as well as expenses for care of the child in-country, and translation fees)	The total Fee of EUR 5,800 is to be paid in 3 installments: a) EUR 1.900 within 7 days of dossier arriving at Anido's office; b) EUR 2.000 after Clients return to the United States following their first trip to Bulgaria (The first meeting between the prospective Adoptive Parent(s) and the Adoptive Child); c) EUR 1.900 within seven (7) days after ANIDO notifies SPENCE-CHAPIN of the date the adoption finalization. This fee reimburses the representative for all work necessary to manage the process in accordance with US, Bulgaria and Hague requirements. The fee includes but is not limited to fees for translation, assistance with travel, coordination of the adoption process in country and legal representation. Fees are refundable if services are not rendered after payment.	EUR 5,800 (approx. \$6,650)	[+] ANIDO
Travel & Accomodation Expenses		\$12,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$12,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN BULGARIA		\$40,699-\$48,819	
[+] Pass-through fee: paid to Spence-Chapin who in turn sends fee to overseas provider ANIDO. ANIDO receives the funds and pays identified entities within Bulgaria. Itemized invoice provided			
* Depending on your adoption pathway, you may or may not need to extend your I-800A approval			
**Expenses are estimated based on adoption of one child. Additional fees apply for the adoption of siblings.			
<i>The cost breakdown shown above is an estimate provided for planning purposes. Third party fee estimates may be subject to change. Please note that variables such as child's place of residence, and fluctuations in the value of the US dollar will affect projected costs. Translation costs may fluctuate based upon number of updates and length of reports. Clients will be notified of cost adjustments and/or variations in writing.</i>			

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

ADDENDUM A: Colombia Program Expense Breakdown - Local Families

Service	Details	Fee	Paid To
Home Study		\$2,500	
Third Installment of Professional Services Fee	Due at time of the first home study visit	\$2,500	Spence-Chapin
Professional Services Fees		\$15,500	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of this First Installment Fee is forwarded from Spence-Chapin to IAAME for oversight and monitoring
Second Installment of Professional Services Fee	Due at completion of Spence-Chapin facilitated trainings	\$4,500	Spence-Chapin
Fourth Installment of Professional Services Fees	Due at time of dossier submission	\$3,000	Spence-Chapin
Fifth Installment of Professional Services Fee	Due at time of acceptance of referral	\$5,500	Spence-Chapin
Post-Placement and Post-Adoption Reports		\$500	
Post-Adoption Reporting/Visits	In addition to post-adoption reporting visits required by country of origin, Spence-Chapin requires one visit within 2-4 weeks of homecoming. Spence-Chapin solely charges for this initial 2-4 week homecoming visit; all subsequent post adoption visits/reports required by country of origin are provided by Spence-Chapin at no cost to family <i>*this fee is paid concurrent to Installment Five of Professional Services Fee*</i>	\$500	Spence-Chapin
Third Party Fees*		\$2,407-\$5,352	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin	\$210-\$500	Third Party Training Course
Immigration Documentation: USCIS Filings (I-800A, Supplement 3 Extension as needed, and I-800) and Fingerprinting;	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. The filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant and additional adult household members is \$85. The 1st Supplement 3 extension is no-fee. Subsequent Supplement 3 Extension Filings are \$385 each. No fee for filing I800 for single child or biological siblings; \$775 for additional I800 filing for non-sibling. Additional USCIS fees may apply.	\$860-\$1,715	Third Party - USCIS (US Citizenship and Immigration Services)
Psychological Evaluation	Paid to psychologist when preparing dossier. Fee varies based upon the provider and may be covered by family's medical insurance	\$0-\$1,500	Third Party - Independent Psychologist
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party
Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment, child's passport, adoption decree, amended birth certificate and identification	\$1,037	[+] Third Parties - Registrar, Passport Office, U.S. Consulate
Translation & Document Expenses		\$4,250-\$4,650	

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Document Preparation, Processing and Certification	Paid to third parties during home study, home study update and when preparing dossier and dossier updates including clearances during home study and home study update. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles, certified documents, medical appointments, clearances fees, and translation fees if family's preferred language is not English	\$400-\$800	Third Party - Various state and local government entities as appropriate
Translations of Documents In-Country/Interpretation	This fee is paid to Foreign Supervised Provider in Colombia for translations of documents for family's case. Includes, but is not limited to, dossier translations, referral translations, post-adoption reporting translations and in-country interpretation <i>*this fee is wired to Colombia at time of dossier submission*</i>	\$3,850	[+] Overseas Provider Carmen Elena Tamara
Colombia Program Fees		\$2,000-\$6,482.22	
Private Adoption House (FANA or La Casa) Administration Fee	Spence-Chapin families may choose to submit their dossier to ICBF, or to La Casa or to FANA. If you choose to submit your dossier to FANA or La Casa, they charge fees. All authorized private adoption houses in Colombia require an administrative fee that covers the cost of processing throughout the adoption process. This includes reviewing paperwork, maintaining records, processing referrals, updating ICBF and program management. This fee is due upon dossier approval. ICBF Administrative Process is free of charge <i>*Please visit ICBF's website for additional information regarding fees https://www.icbf.gov.co/*</i>	\$2,226-\$3,810.22 (\$0 if you submit your dossier through ICBF)	[+] Adoption House (FANA or La Casa); Adoption House fees are reassessed once per year and may change. The Administrative Fee for dossiers submitted to FANA is \$2,226; the fee for dossiers submitted to La Casa is \$3,810.22 which represents an administrative fee of \$2,638 + 19% VAT plus a medical fee of \$671
Attorney's Honoraria	This fee is paid for legal costs associated with the adoption	\$1,100-\$2,672	[+] Adoption House or Overseas Provider Carmen Elena Tamara. If you submit your dossier through FANA the attorney fee is \$1,100; if you submit your dossier through La Casa the attorney fee is \$2,672; if you submit your dossier through ICBF the attorney fee is \$2,000
Travel & Accommodation Expenses		\$8,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation, and care of child in-country (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$8,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN COLOMBIA		\$35,157-\$42,984.22	

[+] Pass-through fee: paid to Spence-Chapin who in turn send fee to appropriate entity. Pass through funds sent to overseas provider Carmen Elena Tamara are paid to identified entities within Colombia. Itemized invoice provided.

* Third-Party Fees are subject to change with no notice

**Expenses are estimated based on adoption of one child. Additional fees may apply for the adoption of siblings.

The cost breakdown shown above is an estimate provided for planning purposes and is subject to change. Please note that variables such as child's place of residence, and fluctuations in the value of the US dollar will affect projected costs. Translation costs may fluctuate based upon number of updates and length of reports. Clients will be notified of cost adjustments and/or variations in writing.

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

ADDENDUM A: Colombia Program Expense Breakdown - Networking Families

Service	Details	Fee	Paid To
Home Study		\$2,050-\$4,150	
Home Study and Subsequent Home Study Updates	The figure given here includes estimated cost for original home study and two home study updates	\$2,050-\$4,150	Family's local agency
Professional Services Fees		\$16,000	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of this First Installment Fee is forwarded from Spence-Chapin to IAAME for oversight and monitoring
Second Installment of Professional Services Fee	Due at completion of Spence-Chapin facilitated trainings	\$5,000	Spence-Chapin
Third Installment of Professional Services Fee	Due at time of dossier submission	\$3,000	Spence-Chapin
Fourth Installment of Professional Services Fee	Due at time of acceptance of referral	\$5,500	Spence-Chapin
Post-Placement and Post-Adoption Reports		\$1,500-\$2,500	
Post-Adoption Reporting/Visits	Estimated cost for five post-adoption reports & visits	\$1,500-\$2,500	Family's local agency
Third Party Fees*		\$2,407-\$5,602	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin and/or your local agency	\$210-\$750	Third Party Training Course
Immigration Documentation: USCIS Filings (I-800A, Supplement 3 Extension as needed, and I-800) and Fingerprinting;	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. The filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant and additional adult household members is \$85. The 1st Supplement 3 extension is no-fee. Subsequent Supplement 3 Extension Filings are \$385 each. No fee for filing I800 for single child or biological siblings; \$775 for additional I800 filing for non-sibling. Additional USCIS fees may apply.	\$860-\$1,715	Third Party - USCIS (US Citizenship and Immigration Services)
Psychological Evaluation	Paid to psychologist when preparing dossier. Fee varies based upon the provider and may be covered by family's medical insurance	\$0-\$1,500	Third Party - Independent Psychologist
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party
Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment, child's passport, adoption decree, amended birth certificate and identification	\$1,037	[+] Third Parties - Registrar, Passport Office, U.S. Consulate
Translation & Document Expenses		\$4,250-\$4,650	
Document Preparation, Processing and Certification	Paid to third parties during home study, home study update and when preparing dossier and dossier updates including clearances during home study and home study update. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles, certified documents, medical appointments, clearances fees, and translation fees if family's preferred language is not English	\$400-\$800	Third Party - Various state and local government entities as appropriate

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Translations of Documents In-Country/Interpretation	This fee is paid to Foreign Supervised Provider in Colombia for translations of documents for family's case. Includes, but is not limited to, dossier translations, referral translations, post-adoption reporting translations and in-country interpretation <i>*this fee is wired to Colombia at time of dossier submission*</i>	\$3,850	[+] Overseas Provider Carmen Elena Tamara
Colombia Program Fees		\$2,000-\$6,482.22	
Private Adoption House (FANA or La Casa) Administration Fee	Spence-Chapin families may choose to submit their dossier to ICBF, or to La Casa or to FANA. If you choose to submit your dossier to FANA or La Casa, they charge fees. All authorized private adoption houses in Colombia require an administrative fee that covers the cost of processing throughout the adoption process. This includes reviewing paperwork, maintaining records, processing referrals, updating ICBF and program management. This fee is due upon dossier approval. ICBF Administrative Process is free of charge <i>*Please visit ICBF's website for additional information regarding fees https://www.icbf.gov.co/*</i>	\$2,226-\$3,810.22 (\$0 if you submit your dossier through ICBF)	[+] Adoption House (FANA or La Casa); Adoption House fees are reassessed once per year and may change. The Administrative Fee for dossiers submitted to FANA is \$2,226; the fee for dossiers submitted to La Casa is \$3,810.22 which represents an administrative fee of \$2,638 + 19% VAT plus a medical fee of \$671
Attorney's Honoraria	This fee is paid for legal costs associated with the adoption	\$1,100-\$2,672	[+] Adoption House or Overseas Provider Carmen Elena Tamara. If you submit your dossier through FANA the attorney fee is \$1,100; if you submit your dossier through La Casa the attorney fee is \$2,672; if you submit your dossier through ICBF the attorney fee is \$2,000
Travel & Accommodation Expenses		\$9,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation, and care of child in-country (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$9,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN COLOMBIA		\$37,207-\$48,384.22	

[+] Pass-through fee: paid to Spence-Chapin who in turn send fee to appropriate entity. Pass through funds sent to overseas provider Carmen Elena Tamara are paid to identified entities within Colombia. Itemized invoice provided.

* Third-Party Fees are subject to change with no notice

**Expenses are estimated based on adoption of one child. Additional fees may apply for the adoption of siblings.

The cost breakdown shown above is an estimate provided for planning purposes and is subject to change. Please note that variables such as child's place of residence, and fluctuations in the value of the US dollar will affect projected costs. Translation costs may fluctuate based upon number of updates and length of reports. Clients will be notified of cost adjustments and/or variations in writing.

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

ADDENDUM A: Colombia Heritage Program Expense Breakdown - Local Families

Service	Details	Fee	Paid To
Home Study		\$2,500	
Third Installment of Professional Services Fee	Due at time of the first home study visit	\$2,500	Spence-Chapin
Professional Services Fees		\$13,750	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of this First Installment Fee is forwarded from Spence-Chapin to IAAME for oversight and monitoring
Second Installment of Professional Services Fee	Due at completion of Spence-Chapin facilitated trainings	\$4,000	Spence-Chapin
Fourth Installment of Professional Services Fees	Due at time of dossier submission	\$1,500	Spence-Chapin
Fifth Installment of Professional Services Fee	Due at time of acceptance of referral	\$5,250	Spence-Chapin
Post-Placement and Post-Adoption Reports		\$500	
Post-Adoption Reporting/Visits	In addition to post-adoption reporting visits required by country of origin, Spence-Chapin requires one visit within 2-4 weeks of homecoming. Spence-Chapin solely charges for this initial 2-4 week homecoming visit; subsequent post adoption visits/reports required by country of origin are provided by Spence-Chapin at no cost to family <i>*this fee is paid concurrent to Installment Five of Professional Services Fee*</i>	\$500	Spence-Chapin
Third Party Fees*		\$2,407-\$5,352	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin	\$210-\$500	Third Party Training Course
Immigration Documentation: USCIS Filings (I-800A, Supplement 3 Extension as needed, and I-800) and Fingerprinting;	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. The filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant and additional adult household members is \$85. The 1st Supplement 3 extension is no-fee. Subsequent Supplement 3 Extension Filings are \$385 each. No fee for filing I800 for single child or biological siblings; \$775 for additional I800 filing for non-sibling. Additional USCIS fees may apply.	\$860-\$1,715	Third Party - USCIS (US Citizenship and Immigration Services)
Psychological Evaluation	Paid to psychologist when preparing dossier. Fee varies based upon the provider and may be covered by family's medical insurance	\$0-\$1,500	Third Party - Independent Psychologist
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party
Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment, child's passport, adoption decree, amended birth certificate and identification	\$1,037	[+] Third Parties - Registrar, Passport Office, U.S. Consulate
Translation & Document Expenses		\$4,250-\$4,650	

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Document Preparation, Processing and Certification	Paid to third parties during home study, home study update and when preparing dossier and dossier updates including clearances during home study and home study update. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles, certified documents, medical appointments, clearances fees, and translation fees if family's preferred language is not English	\$400-\$800	Third Party - Various state and local government entities as appropriate
Translations of Documents In-Country/Interpretation	This fee is paid to Foreign Supervised Provider in Colombia for translations of documents for family's case. Includes, but is not limited to, dossier translations, referral translations, post-adoption reporting translations and in-country interpretation <i>*this fee is wired to Colombia at time of dossier submission*</i>	\$3,850	[+] Overseas Provider Carmen Elena Tamara
Colombia Program Fees		\$2,000-\$6,482.22	
Private Adoption House (FANA or La Casa) Administration Fee	Spence-Chapin families may choose to submit their dossier to ICBF, or to La Casa or to FANA. If you choose to submit your dossier to FANA or La Casa, they charge fees. All authorized private adoption houses in Colombia require an administrative fee that covers the cost of processing throughout the adoption process. This includes reviewing paperwork, maintaining records, processing referrals, updating ICBF and program management. This fee is due upon dossier approval. ICBF Administrative Process is free of charge <i>*Please visit ICBF's website for additional information regarding fees https://www.icbf.gov.co/*</i>	\$2,226-\$3,810.22 (\$0 if you submit your dossier through ICBF)	[+] Adoption House (FANA or La Casa); Adoption House fees are reassessed once per year and may change. The Administrative Fee for dossiers submitted to FANA is \$2,226; the fee for dossiers submitted to La Casa is \$3,810.22 which represents an administrative fee of \$2,638 + 19% VAT plus a medical fee of \$671
Attorney's Honoria	This fee is paid for legal costs associated with the adoption	\$1,100-\$2,672	[+] Adoption House or Overseas Provider Carmen Elena Tamara. If you submit your dossier through FANA the attorney fee is \$1,100; if you submit your dossier through La Casa the attorney fee is \$2,672; if you submit your dossier through ICBF the attorney fee is \$2,000
Travel & Accomodation Expenses		\$8,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation, and care of child in-country (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$8,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN COLOMBIA		\$32,907-\$40,734.22	

[+] Pass-through fee: paid to Spence-Chapin who in turn send fee to appropriate entity. Pass through funds sent to overseas provider Carmen Elena Tamara are paid to identified entities within Colombia. Itemized invoice provided.

* Third-Party Fees are subject to change with no notice

**Expenses are estimated based on adoption of one child. Additional fees may apply for the adoption of siblings.

The cost breakdown shown above is an estimate provided for planning purposes and is subject to change. Please note that variables such as child's place of residence, and fluctuations in the value of the US dollar will affect projected costs. Translation costs may fluctuate based upon number of updates and length of reports. Clients will be notified of cost adjustments and/or variations in writing.

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

ADDENDUM A: Colombia Heritage Program Expense Breakdown - Networking Families

Service	Details	Fee	Paid To
Home Study		\$2,050-\$4,150	
Home Study and Subsequent Home Study Updates	The figure given here includes estimated cost for original home study and two home study updates	\$2,050-\$4,150	Family's local agency
Professional Services Fees		\$13,750	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of this First Installment Fee is forwarded from Spence-Chapin to IAAME for oversight and monitoring
Second Installment of Professional Services Fee	Due at completion of Spence-Chapin facilitated trainings	\$4,500	Spence-Chapin
Third Installment of Professional Services Fee	Due at time of dossier submission	\$1,500	Spence-Chapin
Fourth Installment of Professional Services Fee	Due at time of acceptance of referral	\$5,250	Spence-Chapin
Post-Placement and Post-Adoption Reports		\$1,500-\$2,500	
Post-Adoption Reporting/Visits	Estimated cost for five post-adoption reports & visits	\$1,500-\$2,500	Family's local agency
Third Party Fees*		\$2,407-\$5,602	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin and/or your local agency	\$210-\$750	Third Party Training Course
Immigration Documentation: USCIS Filings (I-800A, Supplement 3 Extension as needed, and I-800) and Fingerprinting;	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. The filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant and additional adult household members is \$85. The 1st Supplement 3 extension is no-fee. Subsequent Supplement 3 Extension Filings are \$385 each. No fee for filing I800 for single child or biological siblings; \$775 for additional I800 filing for non-sibling. Additional USCIS fees may apply.	\$860-\$1,715	Third Party - USCIS (US Citizenship and Immigration Services)
Psychological Evaluation	Paid to psychologist when preparing dossier. Fee varies based upon the provider and may be covered by family's medical insurance	\$0-\$1,500	Third Party - Independent Psychologist
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party
Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment, child's passport, adoption decree, amended birth certificate and identification	\$1,037	[+] Third Parties - Registrar, Passport Office, U.S. Consulate
Translation & Document Expenses		\$4,250-\$4,650	

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Document Preparation, Processing and Certification	Paid to third parties during home study, home study update and when preparing dossier and dossier updates including clearances during home study and home study update. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles, certified documents, medical appointments, clearances fees, and translation fees if family's preferred language is not English	\$400-\$800	Third Party - Various state and local government entities as appropriate
Translations of Documents In-Country/Interpretation	This fee is paid to Foreign Supervised Provider in Colombia for translations of documents for family's case. Includes, but is not limited to, dossier translations, referral translations, post-adoption reporting translations and in-country interpretation <i>*this fee is wired to Colombia at time of dossier submission*</i>	\$3,850	[+] Overseas Provider Carmen Elena Tamara
Colombia Program Fees		\$2,000-\$6,482.22	
Private Adoption House (FANA or La Casa) Administration Fee	Spence-Chapin families may choose to submit their dossier to ICBF, or to La Casa or to FANA. If you choose to submit your dossier to FANA or La Casa, they charge fees. All authorized private adoption houses in Colombia require an administrative fee that covers the cost of processing throughout the adoption process. This includes reviewing paperwork, maintaining records, processing referrals, updating ICBF and program management. This fee is due upon dossier approval. ICBF Administrative Process is free of charge <i>*Please visit ICBF's website for additional information regarding fees https://www.icbf.gov.co/*</i>	\$2,226-\$3,810.22 (\$0 if you submit your dossier through ICBF)	[+] Adoption House (FANA or La Casa); Adoption House fees are reassessed once per year and may change. The Administrative Fee for dossiers submitted to FANA is \$2,226; the fee for dossiers submitted to La Casa is \$3,810.22 which represents an administrative fee of \$2,638 + 19% VAT plus a medical fee of \$671
Attorney's Honoraria	This fee is paid for legal costs associated with the adoption	\$1,100-\$2,672	[+] Adoption House or Overseas Provider Carmen Elena Tamara. If you submit your dossier through FANA the attorney fee is \$1,100; if you submit your dossier through La Casa the attorney fee is \$2,672; if you submit your dossier through ICBF the attorney fee is \$2,000
Travel & Accomodation Expenses		\$9,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation, and care of child in-country (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$9,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN COLOMBIA		\$34,957-\$46,134.22	

[+] Pass-through fee: paid to Spence-Chapin who in turn send fee to appropriate entity. Pass through funds sent to overseas provider Carmen Elena Tamara are paid to identified entities within Colombia. Itemized invoice provided.

* Third-Party Fees are subject to change with no notice

**Expenses are estimated based on adoption of one child. Additional fees may apply for the adoption of siblings.

The cost breakdown shown above is an estimate provided for planning purposes and is subject to change. Please note that variables such as child's place of residence, and fluctuations in the value of the US dollar will affect projected costs. Translation costs may fluctuate based upon number of updates and length of reports. Clients will be notified of cost adjustments and/or variations in writing.

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

Addendum A: South Africa Expense Breakdown - Local Families

Service	Details	Fee	Paid To
Home Study		\$2,500	
Third Installment of Professional Services Fee	Due at time of the first home study visit	\$2,500	Spence-Chapin
Professional Services Fees		\$15,500	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of First Installment Fee includes cost of case monitoring and oversight by IAAME
Second Installment of Professional Services Fee	Due at completion of Spence-Chapin facilitated trainings	\$4,500	Spence-Chapin
Fourth Installment of Professional Services Fees	Due at time of dossier submission	\$3,000	Spence-Chapin
Fifth Installment of Professional Services Fee	Due at time of acceptance of referral <i>*an additional \$500 is due within this installment fee and is accounted for under 'Post-Adoption Reporting/Visits'*</i>	\$5,500	Spence-Chapin
Post-Placement and Post-Adoption Reports		\$500	
Post-Adoption Reporting/Visits	In addition to post-adoption reporting visits required by country of origin, Spence-Chapin requires one visit within 2-4 weeks of homecoming. Spence-Chapin solely charges for this initial 2-4 week homecoming visit, and all subsequent post adoption visits/reports required by country of origin are provided by Spence-Chapin at no cost to family <i>*this fee is paid concurrent and within Installment Five of Professional Services Fee*</i>	\$500	Spence-Chapin
Third Party Fees		\$2,640-\$3,820	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin	\$210-\$750	Third Party Training Course
Immigration Documentation: USCIS Filing (I-800A) and Fingerprinting; Filing (I-800)/Visa Related Fees	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. As of March 2017: the filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply.	\$860-\$1,030	Third Party - USCIS (US Citizenship and Immigration Services)
Immigration Documentation: USCIS I-800A Supplement 3 Extension Paperwork	This fee is the estimated cost of (2) I-800A Approval extensions. Paid to USCIS upon submission of any and all I-800A Extensions. As of March 2017: the filing for I-800A Extensions is \$385 and the fingerprinting fee for update biometric for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply	\$940-\$1,280	Third Party - USCIS (US Citizenship and Immigration Services)
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment and cost of TB testing and child vaccinatos when applicable child's passport, adoption decree, amended birth certificate and identification	\$800	[+] Third Party - U.S. Consulate
Translation & Document Expenses		\$400	
Document Preparation, Processing and Certification	Paid to third parties when preparing dossier and dossier updates. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles	\$400	Third Party - Various state and local government entities as appropriate
South Africa Program Fees		\$4,000	
Program Fee	This fee is for work done by the Johannesburg Child Welfare team on behalf of a family and/or on behalf of a child, including processing of paperwork and legal fees for completing adoptin in South Africa, including: Court Process, Birth Registration and other Administrative costs. Fees are refundable if services are not rendered after payment.	Rand 54,106 (approx. \$4,000 USD)	[+] Johannesburg Child Welfare
Travel & Accomodation Expenses		\$8,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$8,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN COLOMBIA		\$33,540-\$34,720	
[+] Pass-through fee: paid to Spence-Chapin who in turn send fee to appropriate entity. Pass through funds sent to overseas provider JCW are paid to identified entities within South Africa. Itemized invoice available upon request			
**Expenses are estimated based on adoption of one child. Additional fees apply for the adoption of siblings.			
The cost breakdown shown above is an estimate provided for planning purposes. Third party estimated fees are subject to change.			

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Spence Chapin

SERVICES TO FAMILIES & CHILDREN

Addendum A: South Africa Program Expense Breakdown - Networking Families

Service	Details	Fee	Paid To
Home Study		\$2,050-\$4,150	
Home Study and Subsequent Home Study Updates	The figure given here includes estimated cost for original home study and two home study updates	\$2,050-\$4,150	Family's local agency
Professional Services Fees		\$16,000	
First Installment of Professional Services Fees	Due upon signing of the Adoption Fee Agreement	\$2,500	Spence-Chapin [+] \$500 of First Installment Fee includes cost of case monitoring and oversight by IAAME
Second Installment of Professional Services Fee	Due at completion of Spence-Chapin facilitated trainings	\$5,000	Spence-Chapin
Third Installment of Professional Services Fee	Due at time of dossier submission	\$3,000	Spence-Chapin
Fourth Installment of Professional Services Fee	Due at time of acceptance of referral	\$5,500	Spence-Chapin
Post-Placement and Post-Adoption Reports		\$2,100-\$3,850	
Post-Adoption Reporting/Visits	Estimated cost for seven post-adoption reports & visits	\$2,100-\$3,850	Family's local agency
Third Party Fees		\$2,640-\$3,820	
Parent Preparation and Training	Adoption Learning Partners Hague Package (10 Hours) and Tough Starts Matter Package (5 Hours) and additional training as assigned by Spence-Chapin	\$210-\$750	Third Party Training Course
Immigration Documentation: USCIS Filing (I-800A) and Fingerprinting; Filing (I-800)/Visa Related Fees	Paid to USCIS upon submission of I-800A, I-800A Extensions, and submission of I-800 forms. As of March 2017: the filing fee for the I-800A application is \$775 and the fingerprinting fee for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply.	\$860-\$1,030	Third Party - USCIS (US Citizenship and Immigration Services)
Immigration Documentation: USCIS I-800A Supplement 3 Extension Paperwork	This fee is the estimated cost of (2) I-800A Approval extensions. Paid to USCIS upon submission of any and all I-800A Extensions. As of March 2017: the filing for I-800A Extensions is \$385 and the fingerprinting fee for update biometric for each applicant parent and additional adult household members is \$85. Additional USCIS fees may apply	\$940-\$1,280	Third Party - USCIS (US Citizenship and Immigration Services)
Consultations with Professionals and Specialists	Consults with medical doctor for completion of child medical checklist as well as consultation with medical doctor and relevant specialists (i.e. behavioral specialist) during referral review	\$300-\$600	Third Party
Immigration and Documentation Fees Subsequent to Approval of I-800 Form	This fees include document expenses including but not limited to the child's visa, Embassy medical appointment and cost of TB testing and child vaccinations when applicable child's passport, adoption decree, amended birth certificate and identification	\$800	[+] Third Party - U.S. Consulate
Translation & Document Expenses		\$400	
Document Preparation, Processing and Certification	Paid to third parties when preparing dossier and dossier updates. Total is approximate and varies by state and family composition. Includes, but is not limited to, notarizations, authentications, and apostilles	\$400	Third Party - Various state and local government entities as appropriate
South Africa Program Fees		\$4,000	

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

Program Fee	This fee is for work done by the Johannesburg Child Welfare team on behalf of a family and/or on behalf of a child, including processing of paperwork and legal fees for completing adoption in South Africa, including: Court Process, Birth Registration and other Administrative costs. Fees are refundable if services are not rendered after payment.	Rand 54,106 approx. \$,4000 USD	[+] Johannesburg Child Welfare
Travel & Accomodation Expenses		\$9,000	
Travel Cost**	Paid by family directly to various vendors prior to and during travel. Includes round trip airfares, hotel, food, transportation (approximated and varies according to family's residence, region where child resides and season). Costs for non adoption tourism/activities are not included in this estimate.	\$9,000	Various 3rd party entities (airlines, hotels, restaurants, ground transportation companies, tourist sites, etc.)
Contributions		\$0	
Care of Child		\$0	
ESTIMATED TOTAL COST FOR ADOPTING IN SOUTH AFRICA		\$36,190-\$41,220	
[+] Pass-through fee: paid to Spence-Chapin who in turn send fee to appropriate entity. Pass through funds sent to overseas provider JCW and are paid to identified entities within South Africa. Itemized invoice provided			
**Expenses are estimated based on adoption of one child. Additional fees apply for the adoption of siblings.			
<i>The cost breakdown shown above is an estimate provided for planning purposes. Third party estimated fees may be subject to change.</i>			

Client Signature: _____

Date: _____

Client Signature (if applicable): _____

Date: _____

**Spence-Chapin International Adoption Program
Fee Schedule – Local Families: South Africa, Colombia or Bulgaria
(Addendum C)**

Client Name(s): _____

Address: _____

Email/Phone: _____

Date Received (Internal use only)	Payment Schedule	Fee
	First Installment of Professional Services Fee* Due upon signing of the Adoption Fee Agreement	\$2,500
	Second Installment of Professional Services Fee Due at completion of Spence-Chapin trainings	\$4,500
	Third Installment of Professional Services Fee Due at first home study visit	\$2,500
	Fourth Installment of Professional Services Fee Due upon dossier submission	\$3,000
	Fifth Installment of Professional Services Fee Due at acceptance of referral	\$6,000
	Total Professional Services Fee	\$18,500

In addition to the fees listed above, Adoptive Parent(s) may be responsible for additional fees throughout the adoption process. See attached *Understanding Fees and Expenses* (Attachment A), *Acknowledgment of Fee Understanding* (Addendum B), and *Program Expense Breakdown* (Addendum A) for more information.

*\$500 of the first installment covers costs and fees for case Monitoring and Oversight by Spence-Chapin's accrediting entity, IAAME. This fee is non-refundable.

By signing below, you agree to the foregoing fee payment schedule. All signature(s), to the extent delivered by means of a facsimile machine, or by .pdf, .tif, .jpeg, or similar attachment to electronic mail will be treated in all manner and respects as an original signature(s).

Client 1 Signature: _____ Date: _____

Client 1 Signature: _____ Date: _____
(If applicable)

Received by Finance Department: _____ Date: _____

Please remit all payments to:
Spence-Chapin, Accounting Department, 120 E 16th St, 11th Floor, New York, NY 10003, 212-369-0300

**Spence-Chapin International Adoption Program
Fee Schedule – Local Families: Colombia Heritage
(Addendum C)**

Client Name(s): _____

Address: _____

Email/Phone: _____

Date Received (Internal use only)	Payment Schedule	Fee
	First Installment of Professional Services Fee* Due upon signing of the Adoption Fee Agreement	\$2,500
	Second Installment of Professional Services Fee Due at completion of Spence-Chapin trainings	\$4,000
	Third Installment of Professional Services Fee Due at first home study visit	\$2,500
	Fourth Installment of Professional Services Fee Due upon dossier submission	\$1,500
	Fifth Installment of Professional Services Fee Due at acceptance of referral	\$5,750
	Total Professional Services Fee	\$16,250

In addition to the fees listed above, Adoptive Parent(s) may be responsible for additional fees throughout the adoption process. See attached *Understanding Fees and Expenses* (Attachment A), *Acknowledgment of Fee Understanding* (Addendum B), and *Program Expense Breakdown* (Addendum A) for more information.

*\$500 of the first installment covers costs and fees for case Monitoring and Oversight by Spence-Chapin's accrediting entity, IAAME. This fee is non-refundable.

By signing below, you agree to the foregoing fee payment schedule. All signature(s), to the extent delivered by means of a facsimile machine, or by .pdf, .tif, .jpeg, or similar attachment to electronic mail will be treated in all manner and respects as an original signature(s).

Client 1 Signature: _____ Date: _____

Client 1 Signature: _____ Date: _____
(If applicable)

Received by Finance Department: _____ Date: _____

Please remit all payments to:
Spence-Chapin, Accounting Department, 120 E 16th St, 11th Floor, New York, NY 10003 212-369-0300

**Spence-Chapin International Adoption Program
Fee Schedule – Networking Families: South Africa, Colombia or Bulgaria
(Addendum C)**

Client Name(s): _____

Address: _____

Email/Phone: _____

Date Received (Internal use only)	Payment Schedule	Fee
	First Installment of Professional Services Fee* Due upon signing of the Adoption Fee Agreement	\$2,500
	Second Installment of Professional Services Fee Due at completion of Spence-Chapin trainings	\$5,000
	Third Installment of Professional Services Fee Due upon dossier submission	\$3,000
	Fourth Installment of Professional Services Fee Due at acceptance of referral	\$5,500
	Total Professional Services Fee	\$16,000

In addition to the fees listed above, Adoptive Parent(s) may be responsible for additional fees throughout the adoption process. See attached *Understanding Fees and Expenses* (Attachment A), *Acknowledgment of Fee Understanding* (Addendum B), and *Program Expense Breakdown* (Addendum A) for more information.

*\$500 of the first installment covers costs and fees for case Monitoring and Oversight by Spence-Chapin's accrediting entity, IAAME. This fee is non-refundable.

By signing below, you agree to the foregoing fee payment schedule. All signature(s), to the extent delivered by means of a facsimile machine, or by .pdf, .tif, .jpeg, or similar attachment to electronic mail will be treated in all manner and respects as an original signature(s).

Client 1 Signature: _____ Date: _____

Client 1 Signature: _____ Date: _____
(If applicable)

Received by Finance Department: _____ Date: _____

Please remit all payments to:
Spence-Chapin, Accounting Department, 120 East 16th Street, 11th Floor, New York NY 10003, 212-369-0300

**Spence-Chapin International Adoption Program
Fee Schedule – Networking Families: Colombia Heritage
(Addendum C)**

Client Name(s): _____

Address: _____

Email/Phone: _____

Date Received (Internal use only)	Payment Schedule	Fee
	First Installment of Professional Services Fee* Due upon signing of the Adoption Fee Agreement	\$2,500
	Second Installment of Professional Services Fee Due at completion of Spence-Chapin trainings	\$4,500
	Third Installment of Professional Services Fee Due upon dossier submission	\$1,500
	Fourth Installment of Professional Services Fee Due at acceptance of referral	\$5,250
	Total Professional Services Fee	\$13,750

In addition to the fees listed above, Adoptive Parent(s) may be responsible for additional fees throughout the adoption process. See attached *Understanding Fees and Expenses* (Attachment A), *Acknowledgment of Fee Understanding* (Addendum B), and *Program Expense Breakdown* (Addendum A) for more information.

*\$500 of the first installment covers costs and fees for case Monitoring and Oversight by Spence-Chapin's accrediting entity, IAAME. This fee is non-refundable.

By signing below, you agree to the foregoing fee payment schedule. All signature(s), to the extent delivered by means of a facsimile machine, or by .pdf, .tif, .jpeg, or similar attachment to electronic mail will be treated in all manner and respects as an original signature(s).

Client 1 Signature: _____ Date: _____

Client 1 Signature: _____ Date: _____
(If applicable)

Received by Finance Department: _____ Date: _____

Please remit all payments to:
Spence-Chapin, Accounting Department, 120 East 16th Street, 11th Floor, New York, NY 10003, 212-369-0300

**Spence-Chapin International Adoption Program
Acknowledgement of Understanding Fees
Addendum B**

1. I have received and read the attached (Attachment A) *Understanding Fees and Expenses* document and the *Country- Specific Program Breakdown* (Addendum A).
2. I understand that in addition to the professional service fees listed in the *Fee Schedule* (Addendum C), I may be responsible for additional fees throughout the adoption process, including foreign country fees and third-party expenses, which will be communicated to me as soon as the information becomes available.
3. I understand that all fees paid to Spence-Chapin for professional services are for services which have been or will be rendered and that costs incurred cannot be reimbursed once the service is rendered or the cost is incurred.
4. I understand that it is illegal for anyone to pay or promise something for placing a child for adoption in this country and every other country, or initiating or influencing processes and procedures related to a child's adoption .
5. I have had an opportunity to discuss and ask for clarification of the fees and fee schedule with Spence-Chapin Staff and I am satisfied with the information I was provided to help me understand fees and the fee schedule in this process.
6. I understand that although Spence-Chapin will make every effort to notify me, some fees may be subject to change without prior notice.
7. I agree to pay fees on schedule pursuant to the *Fee Schedule* (Addendum C).
8. I understand that any form of electronic signature, including signatures via facsimile, scanning, or electronic mail, may substitute for an original signature and shall have the same legal effect as the original signature.

Signature Client 1: _____

Date: _____

Printed Name Client 1: _____

Signature Client 2: _____
(If applicable)

Date: _____

Printed Name Client 2: _____
(If applicable)

Spence-Chapin promotes equal opportunity for all employees and applicants. In doing so, we comply with local, state, and federal laws and regulations to ensure an equal opportunity for everyone. We don't discriminate in employment opportunities or practices on the basis of actual or perceived race, ancestry, color, religion, creed, gender, sexual orientation, gender identity or expression, national origin, age, disability , genetic predisposition or carrier status, HIV status, alienage or citizenship status, pregnancy, marital status or partnership status, caregiver status, status as a victim of domestic violence, military status veteran status or any other basis protected by federal, state or local laws. Our policies and personnel practices are intended to ensure that all of us are treated equally with regard to recruiting, hiring, compensation, training, promotion, demotion, transfer, layoff, termination and all other terms and conditions of employment. Our decisions on employment are made to further the principle of equal employment opportunities for employees.

**NOTICE OF UNANTICIPATED EXPENSES
Addendum D**

Under very limited and urgent circumstances, Spence-Chapin may be required to make a decision as to whether or not to incur extraordinary costs on behalf of and for reimbursement by the Adoptive Parent(s) for unanticipated expenses. Whenever possible, Spence-Chapin will attempt to give notice and obtain consent for additional costs and expenses before they are incurred. However, it is not always possible to reach the Adoptive Parent(s) within the time frame required to make a decision. Where these costs and expenses do not exceed the amount of \$1,000.00, Spence-Chapin may consent to increased costs and expenses without further notice to you as the prospective adoptive parent(s).

WAIVER OF NOTICE AND CONSENT

I/we have reviewed the above Notice of Unanticipated Expenses and understand that under emergency and extraordinary circumstances, where it is not possible to obtain my consent, Spence-Chapin may incur costs and expenses on my/our behalf, in an amount less than or equal to \$1,000.00, without preauthorization from me. In the event of additional costs and expenses that exceed the amount of \$1,000.00, I direct Spence-Chapin as follows:

- I/we hereby authorize Spence-Chapin to incur costs and expenses in excess of \$1,000.00 on my/our behalf, without advance authorization from me/us, if, despite reasonable efforts, Spence-Chapin is unable to provide advance notice to me/us within the time allotted.
- I/we have reviewed the above Notice of Unanticipated Expenses and, I/WE DO NOT authorize Spence-Chapin to incur costs and expenses in excess of \$1,000.00 on my/our behalf, without advance notice and my/our express permission.
- I/we have reviewed the above Notice of Unanticipated Expenses, and I/WE DO NOT authorize Spence-Chapin to incur any costs or expenses on my/our behalf without advance notice and my/our express permission.

Client 1 Signature

Date

Client 1 Printed Name

Client 2 Signature (if applicable)

Date

Client 2 Printed Name (if applicable)

ATTACHMENT B

COMPLAINT POLICY AND PROCEDURES

Policy

Spence-Chapin permits Birth Parents, Prospective Adoptive Parents, Adoptive Parents, and Adoptees to lodge directly with Spence-Chapin signed and dated complaints about any of the services or activities of the agency that the complainant believes raise an issue of compliance with the Convention, the IAA, the UAA or the implementing regulations and advises complainants of additional complaint procedures available to them.

Procedure

Creating a family through adoption can be a complicated and challenging experience. It is also a process that can be costly and often subject to delays outside the control of Spence-Chapin or our clients. At Spence-Chapin Services to Families and Children ('Spence-Chapin'), we understand how difficult this process is and we do our utmost to prepare and support our clients at all stages of the adoption process. Our greatest responsibility, however, is to protect the best interest of children.

In doing so, sometimes Spence-Chapin must make decisions with which our clients do not agree. Although it is not always possible for staff to accommodate or concur with the wishes of clients, all clients are entitled to clear explanations of the policies and procedures used by the agency as well as specific decisions made within the programs. We are committed to providing clients with a supportive environment where questions, complaints, and concerns can be aired and problems resolved whenever possible.

As per 22 CFR 96.41 (a) Spence-Chapin maintains complaint policies and procedures that incorporate the standards in 22 CFR 96.41 (b-h). Complaint procedures, including contact information for the Complaint Registry are as follows:

Filing a Complaint with Spence-Chapin

Spence-Chapin does not take any action to discourage a client or prospective client from, or retaliate against a client or prospective client for: making a complaint; expressing a grievance; providing information in writing or interviews to an accrediting entity on the Spence-Chapin's performance; or questioning the conduct of or expressing an opinion about the performance of Spence-Chapin. Spence-Chapin encourages honest feedback as it provides an opportunity for Spence-Chapin to continuously improve its services.

Spence-Chapin permits and encourages any birth parent, prospective adoptive parent or adoptive parent, or adoptee to submit directly to the agency signed and dated complaints about any of the services or activities of the agency (including its use of domestic and foreign supervised providers and exempt providers) that he or she believes raise an issue of compliance with the Convention, the IAA, the UAA, or the regulations implementing the IAA or UAA. The complainant may submit the complaint directly to the staff he/she has concerns with, a supervisor, or a department director. Complaints may be submitted in writing via mail, email, or in-person.

Once notified in writing, Spence-Chapin will initiate an investigation of the complaint within two business days and the appropriate department director will reply to the complainants grievance in writing within 10 business days (or sooner if the issue is time-sensitive or involves allegation(s) of fraud).

If the complainant finds that their concerns are not resolved through this process or they are otherwise dissatisfied with Spence-Chapin's response to their complaint, the complainant is instructed to send a signed and dated letter to the agency's Chief Executive Officer. The CEO will either respond directly or will appoint a senior staff member to investigate the complaint and recommend a resolution within ten days in writing (or sooner if the issue is time-sensitive or involves allegation(s) of fraud.)

Complaints to External Accrediting or Licensing Bodies

Complainants also always have the right to complaint directly to external accrediting and oversight bodies if the complainant believes Spence-Chapin is in violation of the Hague Convention, the IAA, the UAA, or any of the implementing regulations.

Complainants may make a report to the Complaint Registry, which was established by the US Department of State to receive and maintain records of complaints about accredited agencies providing adoption services, available [here](#).

For assistance with submitting the appropriate complaint forms via mail or fax, complainants can contact the Office of Children's Issues at Adoption@state.gov or (888) 407-4747.

Additionally, as a Hague Accredited agency, complaints against Spence-Chapin may be directed verbally, in writing or electronically to the Intercountry Adoption Accreditation and Maintenance Entity (IAAME), the entity that accredits and monitors Spence-Chapin. Complaints can be submitted to IAAME at this web link: <https://www.iaame.net/report-a-concern>.

Spence-Chapin is licensed to provide adoption services in the states of New York and New Jersey. General complaints about Spence-Chapin's operating procedures and policies and its compliance with state laws and regulations can be submitted to state agencies following the protocol listed below:

To make a confidential complaint about the operations of an agency providing domestic or international adoption for NEW YORK residents, contact:

The Office of Children and Family Services
52 Washington Street, Room 323 North
Rensselaer, NY 12144
Phone: 518-474-9406

Please be advised that a request may be made for a fair hearing with respect to the Agency's decision on a specific matter by submitting your request, in writing, within sixty (60) days from the date of the Agency's determination to:

The Office of Children and Family Services
52 Washington Street, Room 332 North
Rensselaer, NY 12144
Phone: 518-474-9406

To make a confidential complaint about an agency providing domestic or international adoption for NEW JERSEY residents, contact:

State of New Jersey
Department of Children and Families
Office of Licensing
P.O. Box 717
Trenton, NJ 08625
1-877-667-9845

Complaints can be made by phone or in writing and sent to the address above. Cases that cannot be immediately resolved will be investigated. New Jersey residents may also contact the not-for-profit Foster and Adoptive Services agency at 800-222-0047. This organization advocates for the rights of clients in the adoption and foster care systems.

Spence-Chapin is approved to place children in the state of Connecticut. For information on how to submit complaints to the Office of the Ombudsman please call: (Local: 860-550-6301, Toll-Free: 1-866-637-4737).

Additional Complaint Policies & Procedures

Spence-Chapin maintains a written record of each complaint received and the steps taken to investigate and respond to it and makes this record available to the accrediting entity or the Secretary upon request.

Spence-Chapin provides, on a semi-annual basis, to the accrediting entity and the Secretary a summary of all complaints received, including the number of complaints received and how each was resolved, an assessment of any patterns, and any changes or improvements that were made in response to these patterns. Spence-Chapin has in place procedures to guide this process. Spence-Chapin cooperates with any requests made by the accrediting entity or Secretary to provide any information regarding complaints received.

Spence-Chapin has in place a Quality Improvement Program/System Description, managed by the Compliance Department. This process reviews and utilizes complaint data as a means to make systematic improvements to adoption services. Through reviewing stakeholder feedback and external data, trends are identifying, and changes or improvements are made to workflows and service quality and delivery, in accordance with regulations and best practices to serve needs of children and clients.

ATTACHMENT C

SCHEDULE POST-ADOPTION REPORTING

[SEE ATTACHED]

SAMPLE

Bulgaria Post-Adoption Report Requirements

In addition to meeting the post-adoption requirements for the states in which the adoptive family resides, Bulgaria and their Central Authority, the Ministry of Justice (MOJ), requires the social worker to make **four visits** after the child arrives in the US, **at 6, 12, 18 and 24 months**. A social worker should also schedule an appointment to visit with your family within two weeks after you have arrived home as a two-week check-in point. A report is not submitted to Bulgaria from this visit. All members of the adoptive family must be present. All reports must **be a minimum of two pages**. Please, schedule the visits a month in advance as we will need time to send the reports to Bulgaria where they have to be translated and legalized before their submission to Ministry of Justice. After the adoption is finalized, the Program Coordinator at Spence-Chapin will send the Post Adoption Report Schedule and Instructions to the family and the post adoption social worker.

Each report should be numbered (i.e. Post-Adoption Report # 1 (6-Months), 2 (12-Months), etc.) and should follow this format and contain the following information:

COVER PAGE (on agency letterhead): Should list the following,

Date of Report:

Child's Information:

- Child's new name
- Child's original name
- Gender
- Date of birth
- Date of Adoption
- Child's ID Number on Ministry of Justice referral
- Orphanage and region

Parent's Information:

- Name of parents and ages
- Address and phone number

Agency Information:

- Name and credentials of person writing the report
- Date of visit
- Date of previous report (month and year)
- Date of next visit (month and year)

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RECENT MEDICAL INFORMATION:

- Date of last medical exam
- Name and address of Pediatrician
- Height
- Weight
- Results of checkup
- Illness or hospitalizations since last report
- Nutrition and diet (eating habits, preferred foods, etc.)
- Sleep (normal or abnormal, daily routine, etc.)

DEVELOPMENTAL AND ACADEMIC INFORMATION:

- Abilities, interests and activities
- Development of personality
- Education (type of school, mastering the school program - achievements, problems, special services, development of language, etc.)

FAMILY LIFE AND SOCIAL ENVIRONMENT:

- Child's transition/integration into family and community (immediate family, siblings, extended family, local community)
- Child's transitional adjustment and bonding to his/her new adoptive parents and siblings
- Adjustment and bonding of adoptive parents and siblings to the child
- Ability to follow parents' directions (discipline used, how child responds)
- Adjustments/adaptations in the couple's marriage
- Primary caretaker of the child and length of the leave of absence working parents have taken to be at home with their child
- Child care arrangements once a adoptive parent(s) has returned to work
- For siblings, the role the sibling assumed in relation to the child, and if jealous, then describe the sibling's behavior(s)
- Bonding/reactions of the extended family, friends and community to the child
- Home environment (description of home, living conditions, child's bedroom)
- Parents' financial situation, occupation, working hours, impact on child, financial ability to meet child's needs.
- Child's daily schedule
- Any experiences/relationships with other international adoptive families
- Ways the family has begun to integrate Bulgarian culture into their home

DOCUMENTATION UPDATES:

- Copies of any certificates of citizenship, US passports, social security cards, etc. that the family has received for the child since the adoption was finalized in Bulgaria
- Photographs of the child in his/her environment, with family and friends

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WORKER'S RESPONSE:

- Several sentences illustrating the worker's impressions to date
 - Child's needs and how they are being met
 - Evaluation of the success of the adoption and any recommendations

Two original reports for each visit is required. Please send 8-10 photos of the child and family along with the each report (with captions) and any other identification/legal documents that have been receive since the finalization of the adoption.

At each visit, please collect the above items from the family including 8 or more photos of their child and family. Please ensure the photos are captioned. The photos must be printed in color on paper and the captions and photos should be on the same side of the paper. These photos will accompany each report that is sent to the MOJ. The family has been made aware of the standards for photo submission in their Arrival Packet.

Note: Because these photos will be reviewed by the Ministry of Justice and the social workers at ANIDO, we ask that you be aware of the content of each photo. Please be wary of unconventional attire, the consumption of food and beverages, and the presence of pets. As an example, a photo of the child eating is appropriate but a photo where a family member is consuming alcohol is not. The child's place in your immediate family is the focus of these photos so please advise the family to not include photos where this is not the case.

For LOCAL New York/New Jersey families, Spence-Chapin can apostille your reports. Please give a check for \$13 made payable to Spence-Chapin to the social worker at the time of the home visit.

For Networking/Nationwide families, all reports must be notarized and apostille. Please send reports and photos to:

Spence-Chapin Services to Families & Children
ATTN: Lauren Russo
120 East 16th Street, 11th Floor
New York, NY 10003

Thank you! If you have any questions, please contact Lauren Russo at 212-360-0212 or lrusso@spence-chapin.org

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COLOMBIA POST ADOPTION REPORT REQUIREMENTS

In addition to meeting the post adoption requirements for the states in which the adoptive family resides, Colombia and ICBF requires the social worker to make **four visits** after the adoption is finalized in Colombia at **6, 12, 18 and 24 months**. A social worker should schedule an appointment to visit with your family within two weeks after the family has arrived home as a two-week check-in point. A report is not submitted to Colombia from this visit. All members of the adoptive family must be present. **All reports must be a minimum of two pages**. After the adoption is finalized, the Program Coordinator at Spence-Chapin will send the Post Adoption Report Schedule and Instructions to the family and the post adoption social worker. The following topics must be addressed in all supervisory reports-

COVER PAGE (on agency letterhead)

- Date and completion of report
- Name and title of worker completing report
- Number of adoption application
- Name of child after adoption
- Date of birth
- Number of ICBF History
- Regional office from which child originates
- Name of child prior to adoption
- Child's age
- Name of adoptive parents
- Report Number
- Country of Origin: Colombia
- Country of Placement: USA

INTRODUCTION

- Brief summarization of dates and details of the family's time in Colombia (integration period, court dates, finalization dates, travel dates, etc.)
- Review of the family's experiences with the adoption process, before, during and after finalizing the adoption
- Any plans for continued contact with the adoption house or family members, if applicable

RECENT MEDICAL INFORMATION

- Date of last medical exam
- Name and address of Pediatrician
- Height
- Weight
- Results of Checkup
- Illnesses or hospitalizations since last report
- Nutrition and diet (eating habits, preferred foods, bowel control, etc.)

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- Sleep (normal or abnormal, daily, etc.)

DEVELOPMENTAL AND ACADEMIC INFORMATION

- Abilities and interests
- Development of personality
- Language development
- Psychomotor development

FAMILY AND SOCIAL ENVIRONMENT

- Child's transition/integration into family and community (immediate family, siblings, extended family, local, community)
- Adjustment and bonding of adoptive parents and sibling to the child
- Ability to follow parents' directions (discipline used, how child responds)
- Adjustment/adaptations in the couple's marriage (if married) and the family's lifestyle
- Primary caretaker of the child and the length of leave of absence working parents have taken to be at home with their child
- Child-care arrangements once parent(s) have returned to work
- For siblings, the role the sibling assumed in relation to the child, and if jealous, describe the sibling's behavior
- Bonding/reactions of the extended family, friends, and community to the child
- Home environment (description of home, living conditions, child's bedroom)
- Parents' financial situation, occupation, working hours, impact on child, financial ability to meet child's needs
- Child's daily schedule
- Any experience/relationships with other international adoptive families
- Ways the family has begun to integrate Colombian culture into their home
- Education (achievements, extracurricular activities, etc.)

ADOPTION STORIES

- Inquiries by the child about the biological family
- Interest of the child to establish contact with the biological family
- Management by parent(s) of the concept of an adopted child
- Tales of the child about the time he/she was in the protection system

EXPERIENCES OF THE ADOPTIVE PARENTS

- Perception of parent(s) about the adoption process
- Current fears of the parent(s) regarding adoption or related topics

POSSIBLE CHALLENGES

- Crises related to the adoption process
- Describe any counseling or treatment the child or adolescent has received
- Describe interventions, suggestions, or recommendations that the child or adolescent, parents, or extended family present during the visit have received

WORKER'S RESPONSE

- Several sentences illustrating the worker's impression to date

DOCUMENTATION UPDATES

- Copies of any certificates of citizenships, US passports, social security cards, etc. that the family has received for the child since the adoption was finalized in Colombia
- 8-10 photographs with captions, of the child in his/her environment with family and friends

Two original, notarized reports (one must be apostilled) is required for each visit. Send 8-10 photos of the child with each report (with captions) and any other identification/legal documents that have been received since the finalization of the adoption

At each visit, please collect 8 or more photos from the family of their child and family. Please ensure the photos are captioned. The photos must be printed in color on paper and the captions and photos should be on the same side of the paper. These photos will accompany each report that is sent to ICBF. The family has been made aware of these standards for photo submission in their Arrival Packet.

Please Note: for children who were adopted from La Casa, family is required to provide original 4x6 photographs with each report

Note: Because these photos will be viewed by ICBF and the adoption house, we ask that families be aware of the content provided in each photo. Please be wary of unconventional attire, the consumption of food and beverages, and the presence of pets. As an example, a photo of the child eating is appropriate, but a photo where a family member is consuming alcohol is not. The child's place in their immediate family is the focus of these photos so please advise the family to not include photos where this is not the case.

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For LOCAL New York/New Jersey families, Spence-Chapin can apostille your reports. Please give a check for \$13 made payable to 'Spence-Chapin' to the social worker at the time of the home visit.

For NETWORKING (Nationwide) families, all reports must be notarized and apostilled in your home state.

Please send reports and photos to:

Spence-Chapin Services to Families & Children

ATTN: Lauren Russo

120 East 16th Street, 11th Floor

New York, NY 10003

Thank you! If you have any questions please contact Lauren Russo at 212-360-0212
or lrusso@spence-chapin.org

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South Africa Post Adoption Report Requirements

In addition to meeting the post adoption requirements for the states in which the adoptive family resides, South Africa and Johannesburg Child Welfare (JCW) requires reports **at 6 months, 12 months, and annually for 5 years following their arrival in the US. A social worker should also schedule an appointment to visit with your family within two weeks after you have arrived home.** A report is not submitted to South Africa from this visit. All members of the adoptive family must be present. All subsequent reports must **be a minimum of one and a half pages**. Please schedule the visits a month in advance so that reports will be submitted in a timely manner. After the adoption is finalized, the Program Coordinator at Spence-Chapin will send the Post Adoption Report Schedule and Instructions to the family and the post adoption social worker.

The report should be numbered and labeled (i.e. Post-Adoption Report # 1 (6-Months), #2 (12-Months), so on and so forth.) and should follow this format and contain the following information:

COVER PAGE (on agency letterhead): Should list the following,

Date of Report:

Child's Information:

- Child's new name
- Child's original name
- Gender
- Date of birth
- Date of Adoption
- Child's Jo'Burg Child Welfare ID Number
- Orphanage and region

Parent's Information:

- Name of parents and ages
- Address and phone number

Agency Information:

- Name and credentials of person writing the report
- Date of previous report (month and year)
- Date of next visit (month and year)
- Date of visit

RECENT MEDICAL INFORMATION:

- Date of last medical exam
- Name and address of Pediatrician
- Height
- Weight
- Results of checkup
- Illnesses or hospitalizations since last report
- Nutrition and diet (eating habits, preferred foods, etc.)

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- Sleep (normal or abnormal, daily routine, etc.)

DEVELOPMENTAL AND ACADEMIC INFORMATION:

- Abilities, interests, and activities
- Development of personality
- Education (type of school, mastering the school program - achievements, problems, special services, development of language, etc.)

FAMILY LIFE AND SOCIAL ENVIRONMENT:

- Child's transition/integration into family and community (immediate family, siblings, extended family, local community)
- Child's transitional adjustment and bonding to his/her new adoptive parents and siblings
- Adjustment and bonding of adoptive parents and siblings to the child
- Ability to follow parents' directions (discipline used, how child responds)
- Adjustments/adaptations in the couple's marriage (if married) and the family's lifestyle
- Primary caretaker of the child and length of the leave of absence working parents have taken to be at home with their child
- Child care arrangements once a couple has returned to work
- For siblings, the role the sibling assumed in relation to the child, and if jealous, then describe the sibling's behavior(s)
- Bonding/reactions of the extended family, friends and community to the child
- Home environment (description of home, living conditions, child's bedroom)
- Parents' financial situation, occupation, working hours, impact on child, financial ability to meet child's needs.
- Child's daily schedule
- If applicable, how the family has dealt with disclosure around the child's HIV+ status
- Any experiences/relationships with other international adoptive families
- Ways the family has begun to integrate South African culture into their home

DOCUMENTATION UPDATES:

- Copies of any certificates of citizenship, US passports, social security cards, etc. that the family has received for the child since the adoption was finalized in South Africa
- Photographs of the child in his/her environment, with family and friends

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WORKER'S RESPONSE:

- Several sentences illustrating the worker's impressions to date
 - Child's needs and how they are being met
 - Evaluation of the success of the adoption and any recommendations

Two original reports for each visit is required. Send 8-10 photos of the child and family along with the each report (with captions) and any other identification/legal documents that have been receive since the finalization of the adoption.

At each visit, please collect from the family 8 or more photos of their child and family. Please ensure the photos are mounted and captioned. The photos must be printed on photo paper and the captions and photos should be on the same side of the paper. These photos will accompany each report that is sent to JCW. The family has been made aware of the standards for photo submission in their Arrival Packet.

Note: Because these photos will be viewed by the social workers at JCW, we ask that you be aware of the content of each photo. Please be wary of unconventional attire, the consumption of food and beverages, and the presence of pets. As an example, a photo of the child eating is appropriate but a photo where a family member is consuming alcohol is not. The child's place in your immediate family is the focus of these photos so please advise the family to not include photos where this is not the case.

All reports must be notarized but **DO NOT** require Apostille. Please send **reports and photos** to:

Spence-Chapin Services to Families & Children
Attn: Lauren Russo
120 East 16th Street, 11th Floor
New York, NY 10003

Thank you! If you have any questions, please contact Lauren Russo
at 212-360-0212 or lorusso@spence-chapin.org

