



DFPS FAD Transfer Cases Frequently Asked Questions

Below are answers to some of the most asked questions. We hope this will assist you, and we are here to help. If you have further questions call us at (281) 236- 3989 select option 2.

What is the difference between DFPS FAD and Monarch Family Services?

There are not many differences between both entities, Monarch follows the same guidelines and requirements to verify homes. Some of the specific services offered may be different between the two; overall, the verification process will consist of collecting documents, training, home inspections, and the home study stage.

Is the process free?

Yes, it is, there are no charges to be verified with Monarch Family Services. We offer financial assistance to kinship families.

Do I have to start the process from the beginning?

No you don't, the agency will have you sign a consent to release information document, and we will send over to your DFPS worker and request your file. Once received we will upload all documents and inform you and your family of the remaining items. We also have a Specialized Team working with families that need to be verified within 30-45 days or a shorter time frame. If you fall in this category your case will be expedited and you will have access to staff who are strictly focused in meeting this goal.

What about fingerprints and training?

You should not have to re-do your fingerprints; we will re-run your background to pull information over under our agency. Once your packet is received, we will let you know if there is any further training you will need to do. The training required by DFPS FAD Department and Monarch follows the same guidelines. Our goal is not to hold your case up, and we will work with you on providing extension after being licensed, or offering personalized training to meet your needs, virtual and in person.

What type of licenses do you offer?

We offer a dual licensed foster to adoption, and a straight adopt licensed for families who are already working with specific children. We work with both unrelated and kinship families. We will work on also getting you a provisional license, while all items are received from DFPS FAD Department

Do you do ICPC?

Yes, for kinship families.

Do you do risk evaluations and variances?

Yes, for kinship families. For unrelated families we can look at case by case for risk evaluations only.

How do I get started with your agency?

You can call us at the (281) 236-3989 select option 2 or you can send a message through our website. <http://monarchfamilyservices.com/contact-us/>

Once you call or submit a message our Intake staff will provide you with the next steps, within minutes you will also receive an email from alerts@extendedreach.com, so that you can activate your account and start uploading your own documents.

When do you offer orientations?

Monarch caters to each one of our families, and we schedule our orientations one on one at a time and day that works for you and your family. We can do orientations during the day, evening, or on weekends and in person or virtually. Our goal is to have your orientation scheduled within 72 hours of you calling.

What other services do you offer?

- Behavior Health and Psychological Services provided by our sister agency The Adolescent Center <https://www.theadolescentcenter.com/>
- Case management department that assists with connecting families with outside resources. The agency is also joining the Unite Us Network to strengthen its referral capabilities.
- 24/7 Crisis Hotline Access
- Matching Coordinator that works with families to help them be match with potential children.
- Parent Support Group
- Invitations to Monarch Family Events
- Advocacy through the TXPOP Program that works with DFPS and the court systems to build a network that supports families and children.
- Post-Permanency Services offered even after your case is closed

What type of children do you work with?

We work with children of all age groups. We can license homes for basic, moderate, and specialized level of care.

Do you have a religious affiliation?

No, we do not. We work with all types of families from different backgrounds and household compositions.

