

# OUR SEAMLESS SYSTEM ... MAKING IT WORK FOR YOU

The services of Pennsylvania's Seamless System are FREE.

The Pennsylvania Adoption Exchange (PAE) and the SWAN Helpline work together with county children and youth agencies and affiliate agencies to bridge the gap between waiting children and waiting approved adoptive FAMILIES.

See how our system can help you bring waiting children and families TOGETHER.

**PAE**

**1-800-227-0225**

**SWAN Helpline**

**1-800-585-SWAN (7926)**



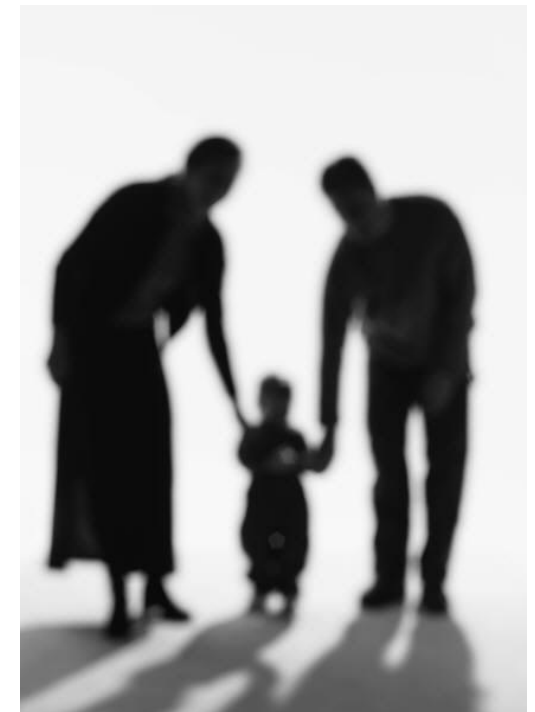
Pennsylvania's Seamless System

**471 JPL Wick Drive  
Harrisburg, PA 17111  
Agency's Phone (800) 227-0225  
Family's Phone  
(800) 585-SWAN (7926)  
Fax (717) 236-8510  
Updated: 4/20/2012**

---

PENNSYLVANIA'S  
SEAMLESS SYSTEM  
Facilitated by PAE &  
SWAN Helpline

Filling Gaps  
Improving Communication  
Aiding in Building Families  
Serving YOU!



## THE PROCESS

1. Approved adoptive families call the SWAN Helpline to ask about any child listed on [www.adoptpa.kids.org](http://www.adoptpa.kids.org).
2. The approved adoptive family is given additional information about the child that is not on the Web site.
3. PAE coordinators work directly with the child's caseworker to get additional details about the child that are not available on their CY130 forms.
4. That additional information about the child is then reviewed with the family.
5. If a family remains interested in a particular child after being given that additional information, PAE will notify the child's worker of the family's interest.

## SWAN HELPLINE'S ROLE

The SWAN Helpline's role is to provide in depth information about available children to families with a completed approved family profile who are registered with PAE. This process promotes family engagement and facilitates communication.

## PAE COORDINATORS' ROLE

PAE coordinators carry a caseload of children from their assigned region. They follow the status of each family referral given to them by Helpline until it is decided whether the family is selected or not selected for a child. They work with county and child specific recruitment workers to assure that in-depth

information on each child is available to families.

## COUNTY & CHILD SPECIFIC RECRUITMENT CASEWORKER ROLE

Caseworkers can help by keeping information about a child current with PAE. Writing strong, strength-based narratives and updating a child's picture are key to this process. Quickly responding to emails from the SWAN Helpline and notifying them about a family's current status also helps to keep the process working smoothly.

## FAMILY WORKER ROLE

Critical to the success of the Seamless System, affiliate agencies can help by routinely updating information about the availability of their families with PAE. Families approved for matching will continue to receive matches about waiting children until PAE is otherwise informed.

Immediately responding to requests from child workers when a family profile is requested helps keep the system moving. Provide the family profile to the child's worker in a manner consistent with the SWAN Benchmarks.

## QUICK FACTS ABOUT WAITING CHILDREN & FAMILIES

1. Half of the approximately 1,000 waiting families in PA are willing to take children age 10 and older.
2. About 400 children currently registered with PAE need a permanent resource.
3. 87% of the children who need a resource are age 10 or older.
4. 68% of the waiting children are male.
5. Children age 6 and younger are exclusively matched with waiting families and are not placed on the website for 60 days unless specifically requested by the caseworker.
6. Pennsylvania's waiting children are 32% African American, 53% Caucasian, 14% are of mixed races and 15% Hispanic ethnicity.

*For additional information or to request training about the Seamless System, please contact your regional technical assistant.*