

Contractor Expectations for Provision of The Parent Partner Program

Parent Partner Mentoring and Support

- Referral
 - Parents who have an open child protective case and have had their children placed outside their care, or have been referred for Family Preservation Services, are referred to the Parent Partner Program for peer mentoring support by HHS. Referrals to the program are made by either the CPW or the SWCM assigned to the case.
 - HHS case worker completes the Child Welfare Referral Face Sheet by selecting the Parent Partner Program checkbox at the top of the form and completing the Parent Partner section on page 2. The completed Referral sheet is sent to the Contractor via email designated by HHS service area on the Parent Partner Statewide Map to make a referral to the program.
 - Parent Partner Coordinator shall match an available Parent Partner with the parent no later than two working days after referral.
 - If HHS requests a Parent Partner attend a Solution Focused Meeting, CSC meeting or related meeting to support the family, Coordinator will assign a Parent Partner to attend this meeting if the parent agrees.
- Intake
 - Parent Partner must meet with the family within two working days of being assigned, and at least twice with the parent participant before the intake is completed.
 - Coordinator and/or Lead Parent Partner shall meet with the parent within 90 days of the initial referral date to complete the Participant Profile (referral/intake form).
 - The Contractor shall be responsible for assuring the Parent Partner works with the family to complete the Self-Assessment Form (Entry) per instructions no later than 30 days after intake.
- Ongoing Support
 - After intake, the Parent Partner will meet with the parent at least two to four times per month based on the parent's needs.
 - Parent Partner can provide mentoring and support to the parent in a One-on-One setting, before and after court hearings, at Solution Focused Meetings and other related meetings (CSCs, Reunification Meetings, Bridge Meetings etc.), and before and after Family Interactions.

- Contractor shall remain flexible with the number of One-On-One and other face-to-face contacts with the parent as needed. The Coordinator/Parent Partner case consultation and the family's needs shall determine frequency and types of contacts.
- Contractor shall provide interpreter and translation services as necessary, including sign language to meet the support needs of the parent.
- Program Exit
 - Parents may receive on-going support through the Parent Partner Program until HHS case closure. The program is voluntary, and the parent may choose to exit at any time.
 - When a parent is exiting the program, the Contractor shall complete the Self-Assessment form (Exit), Parent Partner Participant Feedback (Exit) form, and Fidelity Checklist and Participant Outcomes forms to be entered into the Parent Partner Database within 30 days of completion.

Child Safety Conferences (CSC):

- Parent Partners provide mentoring and support to parents referred by HHS for families who participate in a CSC through family preservation services. Parent agrees to receive support from a Parent Partner on a voluntary basis.
- Parent Partners will meet with the referred Parent ahead of the CSC to explain the purpose of Parent Partner support and to ensure the parent is in favor of Parent Partner support at the CSC.
- HHS sends the completed Child Welfare Referral Face Sheet to the Parent Partner Contractor via email to make a referral.
- Parent Partner attends the initial CSC and 10 day follow up CSC. Support to the parent will be provided throughout the 10-day CSC timeframe.
- Parent Partner can provide on-going support to the parent when the child or children remains in the home with HHS involvement.

Parent Partner Community Outreach

- Parent Partners Program provides opportunities for Lead Parent Partners, Parent Partners, and Parent Partners in Training to participate in community and state opportunities such as committees related to child protection, new worker training, CPPC, speaking engagements and program awareness, foster parent trainings, other meetings, trainings, and activities.
- Parent Partner Coordinator will coordinate, assess the request for a Parent Partner, and match the appropriate Parent Partner with the activity.

- Parent Partner Coordinator and/or Lead Parent Partner will provide prep to the Parent Partner to participate in activity.

Parent Partner Recruitment and Eligibility

- Contractor will accept referrals for potential Parent Partner mentors from HHS.
- Recruitment of Parent Partners will include parents from diverse racial and ethnic backgrounds.
- Training and coaching of Parent Partners will be in accordance with expectations set in the Parent Partner Handbook.
- Contractor will assure Parent Partners complete all requirements before mentoring and submit approval process documentation once all training and coaching is completed.

Flex Funding

- Purpose of flex funding is to meet specific needs of families enrolled in the Parent Partner Program, when no other available resources, to support reunification efforts or assist in preventing removal.
- Parent Partner Management Team has an approved protocol and process for approval of equal distribution of funds based on population and need.
- Flexible funds shall be tracked and recorded and monthly updates on utilization and quarterly summary describing impact submitted to the Contract Manager.

Parent Partner Reimbursement

- Parent Partners, Parent Partners in Training, Parent Partners in Training Mentoring, and Lead Parent Partners will be compensated at a competitive retention and reimbursement rate for time and expenses for all Parent Partner related activities, including but not limited to mentoring supports, training, presentations, conferences, and meetings.
- May vary Parent Partner compensation rates as necessary to foster the continuity of services, to maintain Parent Partner relationships with those being served, and to maintain comparable retention rates throughout the state.

Mental Health Support for Parent Partners

- Parent Partner Program provides a master level Licensed Clinician to facilitate monthly group support sessions for Parent Partners.
- Licensed Clinician is available as needed for individual session to assess needs and facilitate problem solving.

Training

- Parent Partner Program provides Building a Better Future (BABF), a three-day course for all Parent Partners, Coordinators and HHS staff equally represented.
- BABF training shall be implemented with two approved trainers, a Parent Partner and a professional experienced in the Parent Partner program.
- Each Parent Partner in Training receives all required training, as identified in Parent Partner Handbook.
- A minimum of seven BABF trainings and all required supplemental trainings for Parent Partners in Training are offered each year across the state.

Career Development

- Contractor will develop a plan to assist Parent Partners in the multi-faceted career development program
 - Include a referral process, equal access for Parent Partners statewide, identification services and supports being offered, and implementation of items regarding career development.
 - Supports and programming in partnership with existing resources including Workforce Development, community colleges, county extensions and other related resources.
 - Provide education on all economic supports available to assist Parent Partners, financial education, resume and interviewing skill development, and career selection education
- Plan for approval is submitted to the Contract Manager and report progress of implementation of the plan to Contract Manager in quarterly reporting.

Parent Partner Management Team

- Shall meet monthly and consist of the Contractor leadership staff from each Service Area, Statewide Coordinator, and the HHS Contract Manager.
- Have at least three former Parent Partners, Parent Partner Lead, or a current Parent Partner appointed to the team.

Parent Partner Service Area Steering Committees

- Each service area steering area committee team meets quarterly to discuss implementation strategies and progress of activities.
- HHS shall designate HHS liaisons for each steering committee.
- Contractor will provide coordination and logistics for meetings.

Parent Partner's Policy and Practice Recommendation Team

- Contractor will develop a protocol and structure for incorporating statewide Parent Partners collective feedback on child welfare policy and practice changes.
- Structure shall integrate feedback from the local program, Parent Partner Service Area Steering Committees and Advisory Committee.
- Committee will meet quarterly and shall submit meeting minutes to the Contract Manager.
- Contractor provides annual formal recommendations for child welfare policy and practice changes made by the committee to the Contract Manager.

Parent Partner Advisory Committee

- Meets semi-annually in the Des Moines area.
- Three representatives (Parent Partner, Coordinator and HHS Liaison) from each service coordination area shall attend and provide feedback on Parent Partner Program implementation process, training improvement, policy recommendation and peer support activities.

Annual Parent Partner Summit

- Contractor plans and coordinates annual Parent Partner Summit in Des Moines.
- Planning committee meetings will include Parent Partners
- HHS staff representation from each service area invited to attend the Summit