

Safe Kids

Transforming Child Protective Services in Iowa

Collecting Feedback Over Time

2022

July

HHS Director Kelly Garcia, Division Director Janee Harvey and Chief Justice Christiansen began court listening sessions.

December

Change and Innovation Agency (C!A) began initial steps of their assessment of Iowa's child welfare system.

2023

February

Director Harvey and Director Frick began listening sessions with CPS staff and leadership.

March

Director Harvey began quarterly town halls.

HHS distributed Employee Engagement Survey.

CPS Leadership distributed Service Area Realignment Survey.

August

SBT began prioritization and workgroups.

2024

March

CPS Leadership distributed Policy and Practice Survey.

CPS Leadership distributed FWBP Who We Are Survey.

Final C!A report was received by HHS.

April

Director Harvey began external town halls.

June

Assistant Attorney General conducted culture assessment.

August

Director Frick, Bureau Chief Konchalski began feedback meetings with CPS Supervisors.

Collecting Feedback by the Numbers

36 Listening Sessions

3 Assessments

4 Staff Surveys

12 Town Halls

11 Court Listening Sessions

Conducted by HHS Director Garcia, Director Harvey and Chief Justice Christensen

800 Participants

25 Staff Listening Sessions

Conducted by Director Harvey and Director Frick

85 Participants

22

Recommendations from the Change and Innovation Agency (CIA) Report

14

Recommendations from the AAG Report

6

Recommendations from the Sivic Solutions Group, LLC (SSG) Report

798 Respondents

HHS Employee Engagement Survey

223 Respondents

Service Area Realignment Survey

528 Respondents

FWBP Who We Are Survey

67 Respondents

Policy and Practice Survey

6 Internal

Town Halls for Child Protective Services (CPS) staff members

6 External

Town Halls held for:

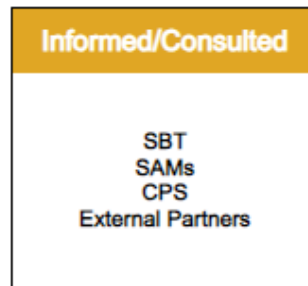
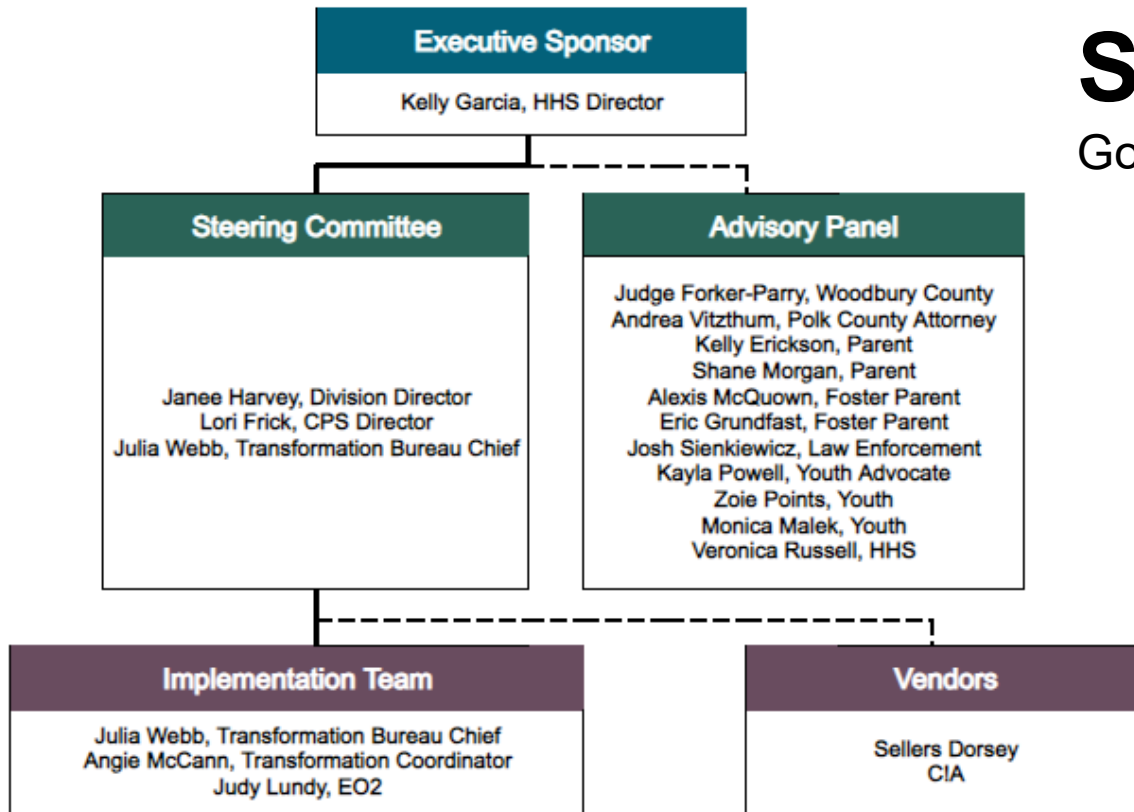
- Foster parents
- Adoptive parents
- Individuals who support foster and adoptive parents
- Legal partners

How We Will Improve Outcomes

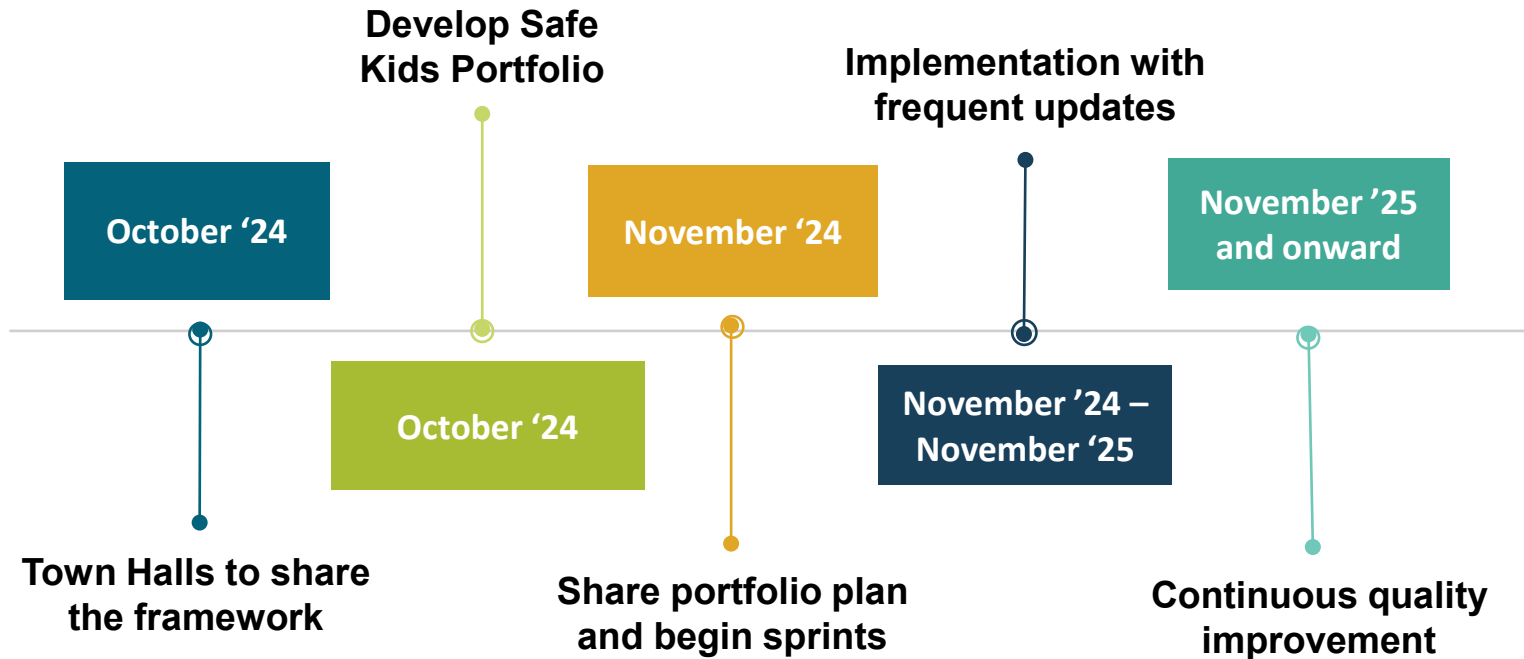


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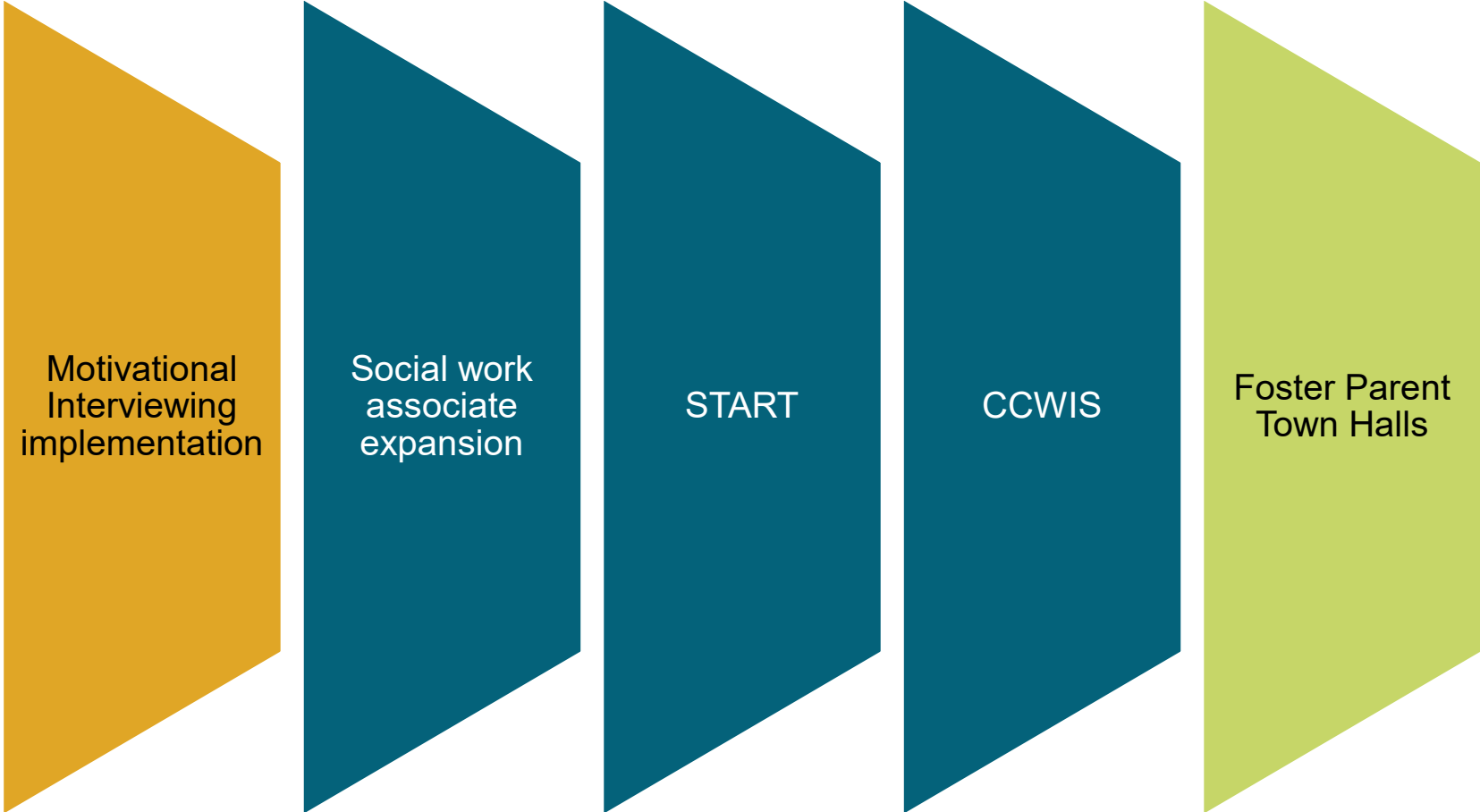
Governance



Implementation Timeline



Portfolio Update



Motivational
Interviewing
implementation

Social work
associate
expansion

START

CCWIS

Foster Parent
Town Halls

Elevate quality specialty care to meet unique needs

- ▶ Motivational Interviewing
 - FCS providers began training their teams July 1, 2024
 - All SWCMs, CPWs and Supervisors were assigned an eLearning course and Lyssn modules by December 31, 2024
 - HHS learning courses start July 2025



Support a well-trained workforce equipped to spend more time with families

- ▶ Embedded social work associate expansion
 - Northern currently has this position filled
 - Successful
 - Expanding to Western, Des Moines and Cedar Rapids





Shelter Beds Program

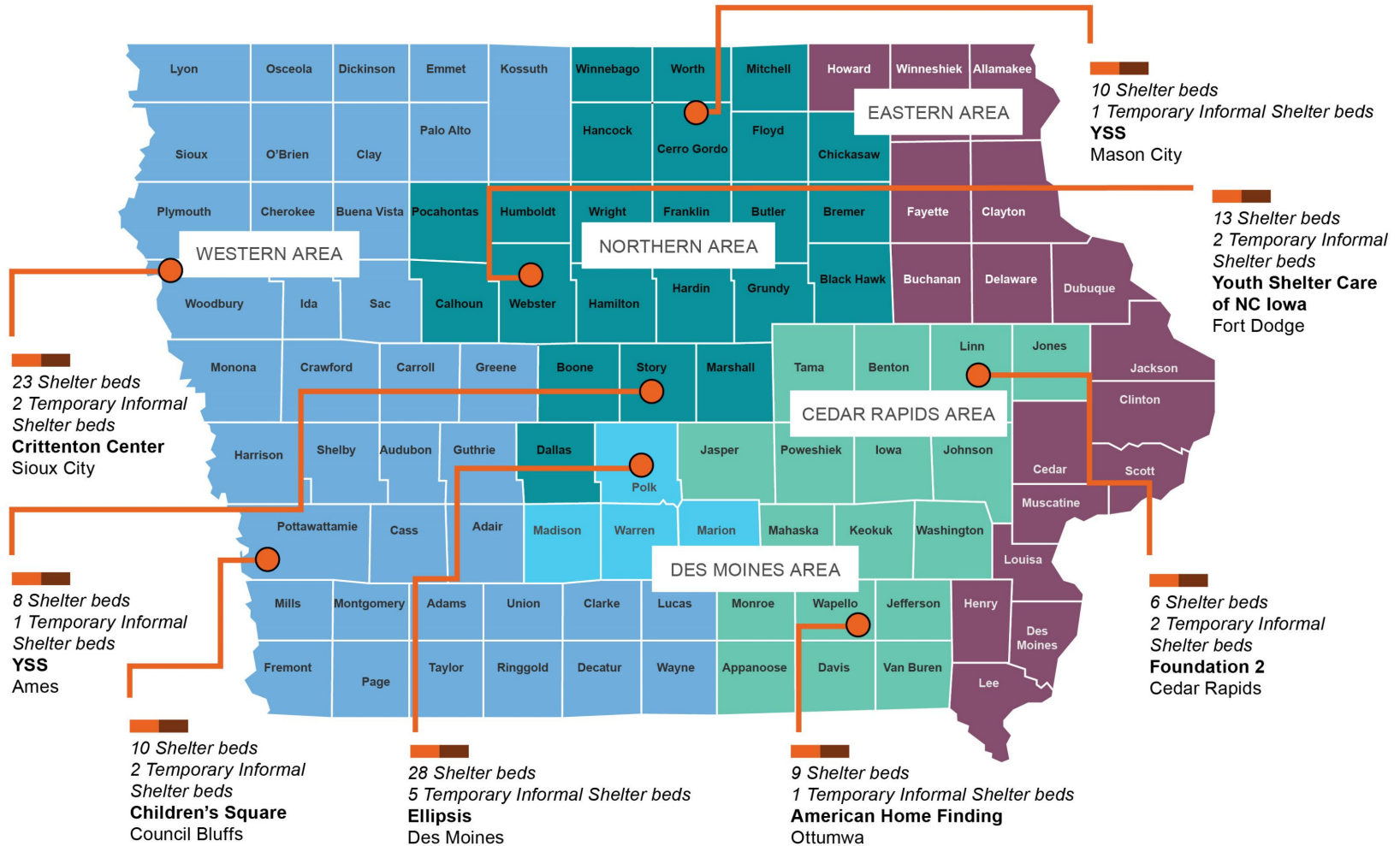


Shelter



Temporary Informal Shelter

*List of counties for Temporary Informal Shelter beds can be found on CareMatch



Sobriety, Treatment and Recovery Teams (START)

An evidence-based approach to child welfare delivery

Improves outcomes for both children and families when implemented with fidelity

- ▶ Serves families involved in child welfare with at least one child, age 5 or younger, and at least one parent diagnosed with a SUD
- ▶ Utilizes a team approach, with one HHS Social Worker and one Family Mentor working together
- ▶ Will be piloted in 2 sites in Iowa
- ▶ Training and Technical Assistance will be provided by Child and Family Futures



Comprehensive Child Welfare Information System (CCWIS)

Reduce worker
documentation

Increase time with
families

Support family finding
efforts



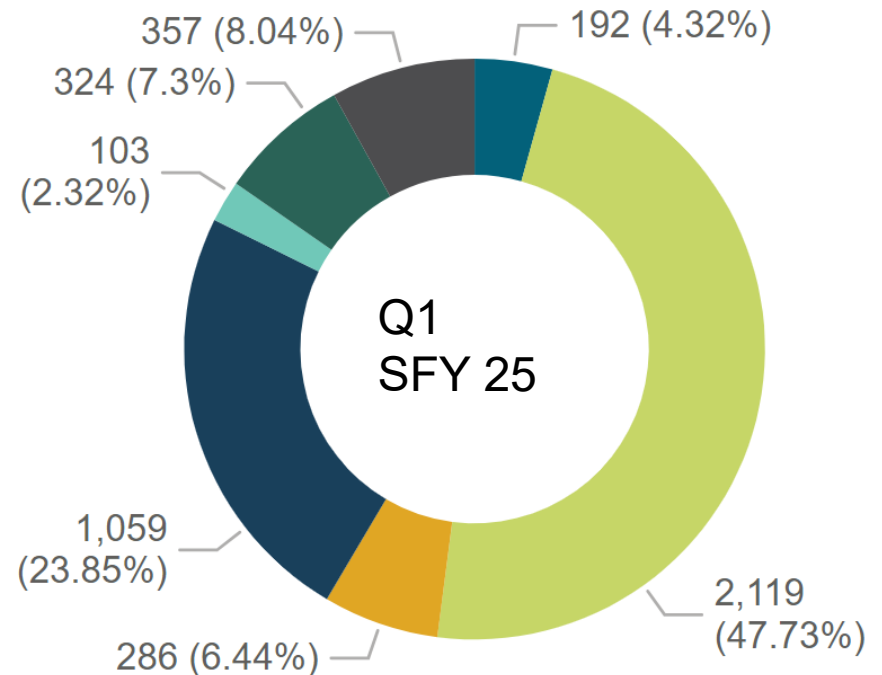
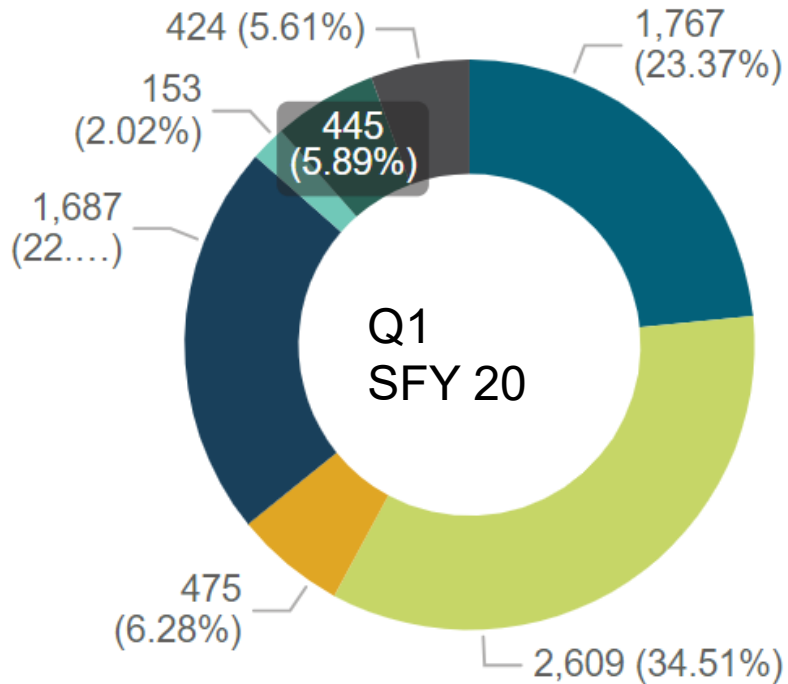
Communicate Effectively to Ensure Collaboration

- ▶ Foster parent town halls every other month
 - Engage with and support foster parents
- ▶ Therapeutic foster parent recruitment



Supporting Safe Kids

Kinship Placements



- Trial Home Visit
- Relative/Fictive Kin
- Shelter Care
- Adoption Presubsidy
- Licensed Substitute Caregiver
- Qualified Residential Treatment Program
- Other Care

Develop Expedited and Separate Licensing Standards for Relative and Fictive Kin

- Children do better when they are with **their** families
- Allow the child(ren) to maintain:
 - A sense of place and belonging
 - Their cultural identity
 - Connection to their own community
- Current foster care licensure standards are the same for general foster homes and kin/fictive kin placements
 - Delays in permanency
 - Placement disruptions
 - Increased financial burdens on kin/fictive kin families
- Streamlined approval process
 - More timely financial assistance for kin/fictive kin placements
 - Provide supportive services for the placement family and child(ren)

Safety and Security Enhanced Funding to QRTP

Promote safety
and security for
QRTPs

One-time,
\$1,000,000
investment

Consulted with
each location to
understand the
need

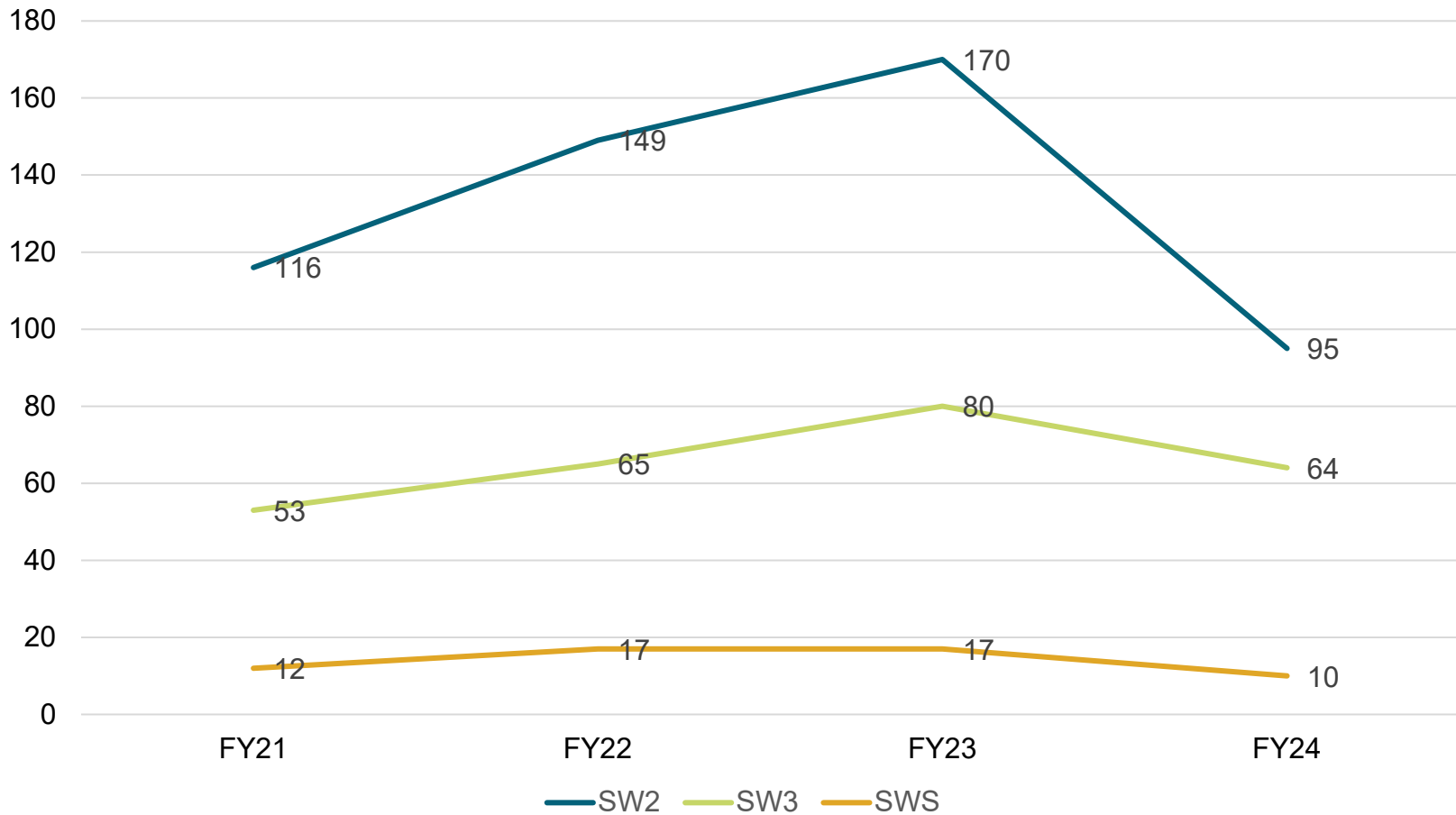
Examples of funding uses:

- Doors with delayed locks
- Motion activated security cameras
- Privacy fences
- Updated windows

Update on Previous Initiatives to Support Workforce

Workforce Retention Payment Impact

Vacancies Over Time

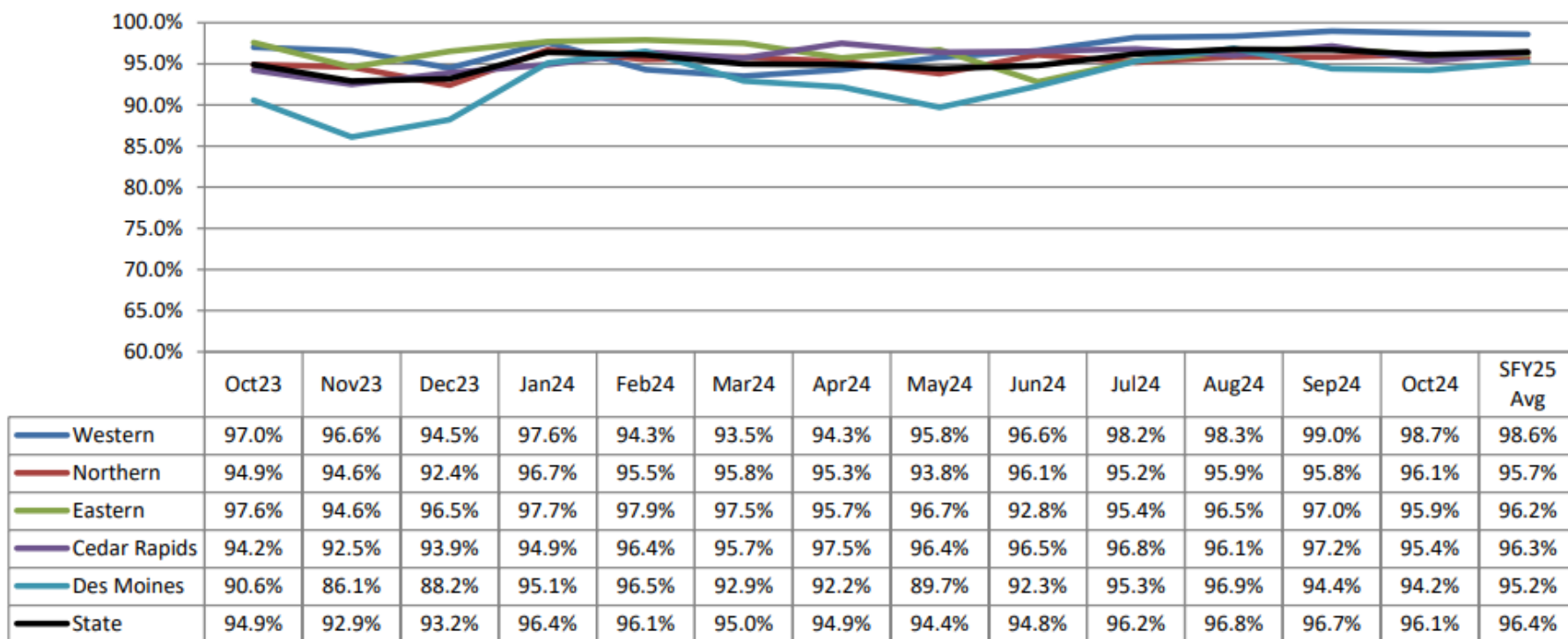


Worker Visits Over Time

Monthly Visits Made With Involved Children *DHS Only

Source: ROM

(Pulled 2 months after the month ends)



Children in Foster Care

