

Contractor Expectations for Provision of Family Centered Services

Solution Based Casework

- Make initial contact with the family within 3 business days and hold a handoff meeting within 5 business days
- Minimum of 4 face-to-face contacts per month, at least two in the parental home and at least one in each child's placement, each contact will be at least 45 minutes long
- Provide activities/interventions to support the family in achieving Case Plan goals
- Attend SFMs and YTDMs and provide input on the family's needs and goals
- Attend court hearings when requested and be prepared to testify
- Service plan/Family Discussion Guide uploaded within 45 days of case referral
- Monthly case progress report uploaded within 5 business days of the end of the service month (service month is based on referral date)
- Service Termination Summary uploaded within 10 business days of case closure

Family Interactions

- Up to 10 interactions or 20 hours of interactions per month based on Family Interaction Plan
- Planning, organizing, and transportation NOT included in the 10/20 interaction time
- Assess family functioning and provide guidance and interventions as needed
- Family interaction time and SBC provision cannot overlap

Solution Focused Meetings/YTDMs

- Make initial contact with the family to begin prep work within 10 business days of the referral (3 business days if the referral is for a family-requested meeting)
- Initial meeting held within 45 days of referral for SFM (within 10 business days if the referral is for a family-requested meeting)
- Follow up meetings 6 months after referral and every 6 months afterward, at the request of the family, and prior to case closure
- Upload SFM meeting notes within 5 business days of the meeting
- Outline of the meeting is as follows:
 - Opening Phase: Welcome, Givens, and Confidentiality, Ground rules
 - Happens at all meetings
 - Consensus summary and getting focused on outcomes: Family story and family outcomes, summary of outcomes
 - Happens in Milestones 1 and 2
 - Using strengths to launch action planning: Solicit strengths, brainstorm ideas/tasks
 - Happens in Milestone 3 and should be the most common at the 45 day SFM
 - Private Family Time: Offered to each family unless there is a safety concern

- Developing the Plan and Getting supports to assist: Offered at every meeting in which ideas were brainstormed
 - Family Interaction Planning: Offered if child(ren) is in out of home placement
 - Celebration Tasks: When family is in Milestone 4
- For YTDMs, contact the youth within 3 business days of receiving a YTDM referral and facilitate the YTDM within 15 business days

Family Preservation Services/Child Safety Conferences

- Minimum 8 face-to-face contacts over 10 calendar days, each contact should be at least 60 minutes in length, initial meeting with the family within 24 hours of referral
- Contact notes due within 1 business day after each contact
- CSC scheduled within 3 calendar days of referral, follow up CSC must occur within 10 calendar days. The follow up meeting can occur after FPS has closed.
- CSC plan provided on the next business day after the meeting
- Service Termination Summary uploaded within 10 business days

SafeCare

- Make initial contact with the family within 3 business days and schedule an initial meeting to occur within 5 business days of receiving the referral; or make at least 4 face-to-face attempts to meet with the family in the first 15 business days after the referral.
- Minimum three face-to-face contacts per month, no more than 2 weeks between contacts and no more than one contact per week
- Casework Contact Notes uploaded within 10 calendar days from the date of contact
- Service Termination Summary uploaded within 10 business days after each unit of service
- The PCIT/PCAT and Health Decision-Making modules may be scheduled during Family Interactions

Kinship Navigator

- Make initial phone contact within 2 business days of referral. If caregiver accepts services, make in-person contact within 5 business days of referral. If caregiver declines services at initial phone contact, make another phone contact within 30 calendar days after the initial contact to again offer services. If caregiver accepts, make in-person contact within 5 business days.
- At least 2 hours of contact with kin/fictive kin caregiver per month, which includes at least two, 30-minute in person contacts
- Eco Map and Care Plan uploaded within 30 days of Agency referral, or within 30 days of caregiver accepting services if the caregiver initially declines
- Kinship Monthly Report uploaded within 10 business days of the end of the service month
- Kinship Service Termination Summary uploaded within 10 business days of case closure

Practice Standards

- Provide services consistent with Agency-approved Practice Standards found at <https://dhs.iowa.gov/policy-manuals/social-services> (beginning December 1, 2022).