

Contractor Expectations for Provision of Family Centered Services

Family Casework

- Make initial contact with the family within 3 business days and hold a warm 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
 - For in-home cases, contact frequency may reduce to 3 face-to-face contacts per month 60 days after case referral with written (email) HHS approval
 - For out-of-home cases, contact frequency may reduce to 3 face-to-face contacts per month 60 days after reunification with written (email) HHS approval
- Provide activities/interventions to support the family in achieving Case Plan goals
- Attend FFMs and YTDMs and provide input on the family's needs and goals
- Attend court hearings when requested and be prepared to testify
- Service plan 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 original 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
- Each month, one Family Casework contact and/or one SafeCare contact may occur during a Family Interaction

Family Focused Meetings/YTDMs

- Utilize referring worker's availability to schedule the warm handoff meeting with the family which shall occur within 5 business days of referral
- Attend warm handoff in person or virtually if in-person attendance is not possible
- Facilitator will schedule the comprehensive meeting to be held within 45-60 days of referral (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 FFM meeting notes within 5 business days of the meeting
- Outline of the meeting is as follows:
 - Welcome and introductions

- Meeting Purpose
- Initial Reason for Involvement and How Safety was Assured
- Family Voice
- Family Interaction Planning discussion (if applicable)
- Family Strengths, Services, and Supports
 - Current Plan
 - Next Steps
 - Genogram Review
- Child Well-Being
- Family Input on How to Address Risks and Safety Concerns
- Goals and Action Steps
- Crisis Plan
- Concurrent Planning
 - Discussion of relatives/fictive kin options if children are in stranger foster care
 - Inquire about ICWA/gather info if possible tribal association is identified
- 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
- Complete caregiver needs assessment at the start of the case and every 90 days after
- 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://hhs.iowa.gov/about/policy-manuals/social-services> (beginning December 1, 2022).