

## CONTRACT DECLARATIONS AND EXECUTION

<b>Procurement Type/Number</b>	<b>Contract #</b>
RFP #ACFS 20-006	ACFS 20-XXX

<b>Title of Contract</b>
Family-Centered Services

This Contract must be signed by all parties before the Contractor provides any Deliverables. The Agency is not obligated to make payment for any Deliverables provided by or on behalf of the Contractor before the Contract is signed by all parties. This Contract is entered into by the following parties:

<b>Agency of the State (hereafter "Agency")</b>	
<b>Name/Principal Address of Agency:</b> Iowa Department of Health and Human Services 321 E 12 <sup>th</sup> Street Des Moines, IA 50319-0114	<b>Agency Billing Contact Name / Address:</b> <b>Phone:</b>
<b>Agency Contract Manager (hereafter "Contract Manager") /Address ("Notice Address"):</b> Sara Buis 321 E 12 <sup>th</sup> Street Des Moines, Iowa 50319-0114 <b>Phone:</b> 515.377.0322 <b>E-Mail:</b> sbuis@dhs.state.ia.us	<b>Agency Contract Owner (hereafter "Contract Owner") / Address:</b> Lori Frick 321 E 12 <sup>th</sup> Street Des Moines, Iowa 50319-0114 Department of Health and Human Services <b>E-Mail:</b> <a href="mailto:lfrick@dhs.state.ia.us">lfrick@dhs.state.ia.us</a>

<b>Contractor: (hereafter "Contractor")</b>	
<b>Legal Name:</b> <b>Doing Business As Name(s):</b>	<b>Contractor's Principal Address:</b>
<b>Tax ID #:</b>	<b>Organized under the laws of:</b> Iowa
<b>Contractor's Contract Manager Name/Address ("Notice Address"):</b> <b>Phone:</b> <b>E-Mail:</b>	<b>Contractor's Billing Contact Name/Address:</b> <b>Phone:</b>

<b>Contract Information</b>	
<b>Start Date:</b> 06/01/20	<b>End Date of Base Term of Contract:</b> 06/30/22
<b>Possible Extension(s):</b> The Agency shall have the option to extend this Contract up to 4 additional 1-year extensions.	
<b>Contract Contingent on Approval of Another Agency:</b> No	<b>ISPO Number:</b> ISPO-20-1
<b>Contract Include Sharing SSA Data?</b> No	

<b>Contract Execution</b>
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This Contract consists of this Contract Declarations and Execution Section, the Special Terms, any Special Contract Attachments, the General Terms for Services Contracts, and the Contingent Terms for Service Contracts.

In consideration of the mutual covenants in this Contract and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into this Contract and have caused their duly authorized representatives to execute this Contract.

<b>Contractor,</b>	<b>Agency, Iowa Department of Health and Human Services</b>
Signature of Authorized Representative:	Signature of Authorized Representative:
Printed Name:	Printed Name: Kelly Garcia
Title:	Title: Director
Date:	Date:

**Iowa Code Chapter 8F**

As a condition of entering into this Contract with the Agency, the Contractor certifies that: 1) it has the information required by Iowa Code Chapter 8F and referenced in Section 3.4, Certification Regarding Iowa Code Chapter 8F available for inspection by the Agency and the Iowa Legislative Services Agency; and 2) the Contractor is in full compliance with all laws, rules, regulations, and contractual agreements applicable to the Contractor and the requirements of Iowa Code Chapter 8F.

**[Per Iowa Code § 8F.3 (2), certification shall be signed by: 1) An officer AND director; OR 2) Two directors; OR 3) The sole proprietor of the Contractor, whichever is applicable]**

<b>Contractor, by:</b>	<b>Contractor, by:</b>
Signature of Authorized Representative:	Signature of Authorized Representative:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

## SECTION 1: SPECIAL TERMS

### *1.1 Special Terms Definitions.*

Special Contract Definitions applicable to this Contract are set forth in Special Contract Attachment A.

### *1.2 Contract Purpose.*

Pursuant to this Contract, the Contractor will deliver Family-Centered Services (FCS) that align with the Family First Prevention Services Act (Family First), which was signed into law as part of the Bipartisan Budget Act on February 9, 2018.

FCS to be delivered under this Contract encompasses Family Casework, Family Focused Meeting Facilitation, Youth Transition Decision-Making (YTDM) Meeting Facilitation, Child Safety Conference (CSC) Facilitation, SafeCare®, Family Preservation Services, Family Interactions, and Kinship Navigator Services.

### *1.3 Scope of Work.*

#### **1.3.1 Deliverables.**

The Contractor shall provide services as directed by the Agency, including but not limited to the following:

#### **1) Transition and Implementation.**

##### **A.** The Contractor shall:

- a.** Hire staff in accordance with the staff qualifications as set forth in Special Contract Attachment B - Contractor Scope of Work Obligations for General Family-Centered Services Delivery.
- b.** Train staff in accordance with the training obligation as set forth in Special Contract Attachment B - Contractor Scope of Work Obligations for General Family-Centered Services Delivery.
- c.** Meet with the Agency as directed during the transition period to address transition of open Cases as set forth in Special Contract Attachment B - Contractor Scope of Work Obligations for General Family-Centered Services Delivery.

#### **2) Operations.**

##### **A.** During Operations, the Contractor shall provide services as directed by the Agency, including, but not limited to, the following:

##### **a.** *Core Obligations:* The Contractor shall:

- i.** Comply at all times with the General Obligations as set forth in Special Contract Attachment B - Contractor Scope of Work Obligations for General Family-Centered Services Delivery.
- ii.** Maintain accreditation at all times in accordance with their respective accrediting body.
- iii.** Comply at all times with the Agency approved documentation and reporting requirements as set forth in Special Contract Attachments B through H.
- iv.** Train new and ongoing staff in accordance with Special Contract Attachment B - Contractor Scope of Work Obligations for General Family-Centered Services Delivery.
- v.** Comply at all times with any Program Improvement Plan as set forth in Special Contract Attachment B - Contractor Scope of Work Obligations for General Family-Centered Services Delivery.

##### **b.** *Service Delivery:* The Contractor shall:

- i. Provide Motivational Interviewing as directed by the Agency and in accordance with Special Contract Attachment C - Contractor Scope of Work Obligations for Family Casework.
- ii. Provide FFM/YTDM Meeting Facilitation as directed by the Agency and in accordance with Special Contract Attachment D - Contractor Scope of Work Obligations for FFM and YTDM Meeting Facilitation.
- iii. Provide SafeCare® as directed by the Agency and in accordance with Special Contract Attachment E - Contractor Scope of Work Obligations for Provision of SafeCare®.
- iv. Provide Family Preservation Services as directed by the Agency and in accordance with Special Contract Attachment F - Contractor Scope of Work Obligations for Family Preservation Services and CSC Facilitation.
- v. Provide Kinship Navigator Services as directed by the Agency and in accordance with Special Contract Attachment G – Contractor Scope of Work Obligations for Kinship Navigator Services.
- vi. Provide Family Interaction Services as directed by the Agency and in accordance with Special Attachment H- Contractor Scope of Work Obligations for Family Interactions.

### 1.3.2 Performance Measures.

Performance measures and targets are included as a part of this Contract and used to assess performance of the Contractor. The performance measures and targets included are the minimum performance requirements. The Agency reserves the right to modify performance measures if the Agency determines that modification of performance measures is necessary to effectively assess and/or promote accomplishment of goals under this Contract.

#### 1.3.2.1 Family Casework on Agency Child Welfare Service Cases and Non-Agency Cases)

- A. Performance Measure 1:** Children served by the Contractor are safe from abuse for 12 consecutive months following the conclusion of their Case. The target is to achieve 90% on all Cases served.
- B. Performance Measure 2:** Children served by the Contractor are safely maintained in their own homes or with Kin/Fictive Kin Caregivers during the Case. The target is to achieve 90% on all Cases served.
- C. Performance Measure 3:** Children served by the Contractor who are reunified or exit foster care do not experience reentry into care within 12 consecutive months of their reunification date. The target is to achieve 90% on all Cases served.

#### 1.3.2.2 SafeCare® on Agency Child Welfare Service Cases

- A. Performance Measure 1:** 65% of parents in Contractor's Cases receiving SafeCare® will complete and graduate from all three modules.
- B. Performance Measure 2:** 85% of parents in Contractor's Cases receiving SafeCare® will complete the parent-Child/parent-infant interactions module.

#### 1.3.2.3 Family Preservation Services on Agency Child Welfare Service Cases

- A. Performance Measure 1:** Children served by the Contractor during a CPS Child Abuse Assessment will not be removed from their homes and placed in foster care during provision of Family Preservation Services and for three months following the end date of this service. The target is to achieve 90% on all Cases served.

- B. Performance Measure 2:** 80% of Children served by the Contractor during the CPS Child Abuse Assessment will not suffer maltreatment during provision of Family Preservation Services and for three months following the end date of this service.

#### **1.3.2.4 Kinship Navigator Services on Agency Child Welfare Service Cases**

**Performance Measure 1:** 90% of Kinship Caregivers who participate in Kinship Navigator Services will receive a minimum of two contacts with the Kinship Specialist per full month the Case is open.

#### **1.3.3 Agency Responsibilities.**

The Agency will:

- A.** Provide recommendations for Motivational Interviewing (MI) training resources to Contractor staff and any subcontractor staff.
- B.** Meet with Contractor to transition existing Cases from prior contracts to this Contract.
- C.** Refer Cases to Contractor to provide FCS as needed.
- D.** Participate in a Case transition meeting (handoff) with the assigned FSS.

#### **1.3.4 Monitoring, Review, and Problem Reporting.**

##### **1.3.4.1 Agency Monitoring Clause. The Contract Manager or designee will:**

- Verify Invoices and supporting documentation itemizing work performed prior to payment;
- Determine compliance with general contract terms, conditions, and requirements; and
- Assess compliance with Deliverables, performance measures, or other associated requirements based on the following:

The Agency will assign a Service Contract Specialist to the Contract. The Service Contract Specialist, or designee, will be responsible for the following contract management responsibilities:

- A.** Responding to day-to-day questions from the Contractor.
- B.** Resolving Contract issues and disputes between the Agency and the Contractor to the extent possible.
- C.** Monitoring the Agency's data on a monthly basis regarding any performance-based payments the Contractor is eligible to obtain.
- D.** Monitoring the Agency's data on a monthly basis regarding Key Performance Measures (KPMs) and Continuous Quality Improvement (CQI) measures the Contractor is expected to meet.
- E.** Conducting file reviews of Contractor records, including the records of subcontractors as necessary, to validate the Contractor's monthly service reporting and compliance with the service requirements. The Agency reserves the right to set the frequency of file reviews.
- F.** For Family Casework, the Service Contract Specialist will read a minimum of 25 randomly selected records semi-annually. Of the 25 records, Family Casework services provided will be reviewed, as well as records that include Kinship Navigator, SafeCare®, and Family Preservation Services. This sample will also include Non-Agency records. The records will be selected through a random sampling methodology to be reviewed as part of the Contractor's Quality Assurance review. If there is a significant error rate of service of more than 10%, the Agency reserves the right to increase the sample size. Results of each semi-annual review will be compiled into a Contract Compliance Review Report and provided to the Contract Owner and Service Area Manager upon completion of each review.

- G. Reviewing 20% of cases selected for contractor self-assessments. Contractor self-assessment will be expected to be in substantial agreement on the cases the Service Contract Specialist reviews.
- H. Monitoring Program Improvement Plans (PIP) that the Contractor is required to develop to improve their performance in meeting the service requirements.
- I. Reviewing data regarding Contractor performance to make a recommendation to the Contract Manager and Contract Owner regarding contract renewal and any necessary contract amendments.
- J. Conducting file reviews of the Contractor's overall Quality Assurance system to validate that the Contractor is implementing a Quality Assurance system as described in their proposal.
  - a. Quality Assurance reviews by the Service Contract Specialist will occur periodically throughout the contract period. The first review will take place within the first nine (9) months of the Contract. Further review, as needed, will ensure that the Service Contract Specialist maintains an understanding of the Contractor's Quality Assurance processes. During the subsequent reviews, the Service Contract Specialist will review 10 staff files including newly hired staff and on-going staff, and five subcontractor staff if there are any subcontractors, to check on the compliance with records checks and qualifications. Based on Service Contract Specialist's or Contractor's preference, these reviews may be scheduled prior to or concurrent with the Contract Compliance Review.

**1.3.4.2 Agency Review Clause.** The Contract Manager or designee will use the results of monitoring activities and other relevant data to assess the Contractor's overall performance and compliance with the Contract. At a minimum, the Agency will conduct a review semiannually; however, reviews may occur more frequently at the Agency's discretion. As part of the review(s), the Agency may require the Contractor to provide additional data, may perform on-site reviews, and may consider information from other sources.

The Agency may require one or more meetings to discuss the outcome of a review. Meetings may be held in person. During the review meetings, the parties will discuss the Deliverables that have been provided or are in process under this Contract, achievement of the performance measures, and any concerns identified through the Agency's contract monitoring activities.

**1.3.4.3 Problem Reporting.** As stipulated by the Agency, the Contractor and/or Agency shall provide a report listing any problem or concern encountered. Records of such reports and other related communications issued in writing during the course of Contract performance shall be maintained by the parties. At the next scheduled meeting after a problem has been identified in writing, the party responsible for resolving the problem shall provide a report setting forth activities taken or to be taken to resolve the problem together with the anticipated completion dates of such activities. Any party may recommend alternative courses of action or changes that will facilitate problem resolution. The Contract Owner has final authority to approve problem-resolution activities.

The Agency's acceptance of a problem report shall not relieve the Contractor of any obligation under this Contract or waive any other remedy. The Agency's inability to identify the extent of a problem or the extent of damages incurred because of a problem shall not act as a waiver of performance or damages under this Contract.

**1.3.4.4 Addressing Deficiencies.** To the extent that Deficiencies are identified in the Contractor's performance and notwithstanding other remedies available under this Contract, the Agency may require the Contractor to develop and comply with a PIP acceptable to the Agency to resolve the Deficiencies. See Special Contract Attachment B.

The Agency reserves the right to impose a PIP under this Contract based on Contractor's performance under any predecessor Contract.

### **1.3.5 Contract Payment Clause.**

**1.3.5.1 Pricing.** In accordance with the payment terms outlined in this section and the Contractor's completion of the Scope of Work as set forth in this Contract, the Contractor will be compensated as follows:

Payment is contingent on the Contractor accepting each Case originating from their assigned Counties noted in Special Attachment I on a No Reject, No Eject basis, providing services in accordance with the provisions of this Contract, achieving the Contract performance targets, and submitting Invoices for each month of the Contract.

#### **1.3.5.1.1 Billable Unit of Service and Payments for Family Casework**

The Contractor may Invoice the Agency in the month following the month of service in an amount of **\$705.00** per Case for each full month of Family Casework on open Agency Child Welfare Service Cases or an amount of **\$501.00** per Case for each full month of service provision on Non-Agency Cases. The service start date begins on the date of the Agency referral, which is the effective date of the 3055.

Payment for services for partial calendar months will be prorated, using a daily rate calculated based on a 30-day month, based on the number of days of services approved during the month. Payments will be made for both the beginning and ending days of service. The prorated daily amount will equal the monthly rate divided by thirty days.

#### **1.3.5.1.2 Billable Unit of Service and Payments for SafeCare®**

The Contractor may Invoice the Agency in the month following the month of service in an amount of **\$705.00** per Case for each full month of SafeCare® on open Agency Child Welfare Service Cases receiving this service.

Payment for services for partial calendar months will be prorated, using a daily rate calculated based on a 30-day month, based on the number of days of services approved during the month. Payments will be made for both the beginning and ending days of service. The prorated daily amount will equal the monthly rate divided by thirty days.

#### **1.3.5.1.3 Billable Unit of Service and Payments for Family Preservation Services**

The Agency purchases Family Preservation Services using the following unit of service methodology:

- A.** One unit of service (10 calendar days) with a defined unit rate. The Agency Worker may purchase a unit of service as needed to provide Family Preservation Services for a Case, with the option of purchasing up to two additional units of service if the Agency Worker determines that safety concerns continue in a Case after the first unit of service. The unit of service begins with the date of referral.
- B.** The Contractor may Invoice the Agency following the unit of service in an amount of **\$475.00** for each unit of service.

#### **1.3.5.1.4 Billable Month of Service and Payments for Kinship Navigator Services**

The Contractor may Invoice the Agency in the month following the month of service in an amount of **\$27,000.00** for all Cases up to 60 for each month of Kinship Navigator Services on open Agency Child Welfare Service cases receiving this additional service.

In addition, the Contractor may Invoice the Agency in the month following the month of service on Cases exceeding 60 at a Case rate of **\$475.00** per Case for each additional case up to a maximum of 100 Cases.

#### **1.3.5.1.5 Billable Month of Service and Payments for Family Interactions**

The Contractor may Invoice the Agency in the month following the month of service in an amount of **\$705.00** for each Case where a Child is removed and placed in Out-of-Home Care, placed with a Non-Custodial Parent, or in situations in which a child is in informal temporary care through a Safety Plan and there are regularly scheduled Family Interactions. Family Interactions are not to exceed 20 hours of Face-to-Face supervision time or 10 separate Family Interactions for the month.

#### **1.3.5.1.6 Performance-Based Payments**

The Contractor may receive a performance-based payment for achieving targets for each applicable performance measure included in the Contract in addition to the monthly base or unit rate. Performance-based pay is contingent on performance results achieved and are paid out after review of the performance.

Performance-Based payments are only payable on Cases that are closed at the end of the service period and are not payable on Cases that are reopened or transferred within 30 days of the end of the Contract service period.

**1.3.5.1.6.1** The Contractor may submit monthly Invoices for performance-based payments after the Agency Service Contract Specialist or Contract Manager reviews system reports and approves the amount specified on the Invoice.

#### **Family Casework on Agency Child Welfare Service Cases and Non-Agency involved Cases**

- A. Performance Measure 1** - Performance-based payments made in the amount of \$250 per Case where the measure is met. Eligibility to receive payment for this performance measure begins 12 months after Case closure.
- B. Performance Measure 2** - Performance-based payments made in the amount of \$200 per Case where the measure is met. Eligibility to receive payment for this performance measure begins after Case closure.
- C. Performance Measure 3** - Performance-based payments made in the amount of \$150 per Case where the measure is met. Eligibility to receive payment for this performance measure begins within 12 months of the reunification date.

#### **Family Preservation Services on Agency Child Welfare Service Cases**

- A. Performance Measure 1** - Performance-based payments made in the amount of \$300 per Case where the measure is met. Eligibility to receive payment for this performance measure begins three months after completion of Family Preservation Services.

**1.3.5.1.7** If approved by the Agency, the Contractor may Invoice the Agency for costs incurred associated with SafeCare® accreditation and licensing fees up to a maximum of \$11,000.

**1.3.5.1.7.1** If approved by the Agency, the Contractor may Invoice the Agency for costs incurred associated with purchases provided to parents on Out-of-Home Cases with the goal of family reunification for graduating from all three SafeCare modules up to a maximum of \$50.00 per Household.

#### **1.3.5.2 Reserved. (Payment Methodology)**

**1.3.5.3 Timeframes for Regular Submission of Initial and Adjusted Invoices.** The Contractor shall submit an Invoice for services rendered in accordance with this Contract. Invoice(s) shall be submitted monthly. Unless a longer timeframe is provided by federal law, and in the absence of the express written consent of the Agency, all Invoices shall be submitted within six months from the last day of the month in which the services were rendered. All adjustments made to Invoices shall be submitted to the Agency within ninety (90) days from the date of the Invoice being adjusted. Invoices shall comply with all applicable rules concerning payment of such claims.

**1.3.5.4 Submission of Invoices at the End of State Fiscal Year.** Notwithstanding the timeframes above, and absent (1) longer timeframes established in federal law or (2) the express written consent of the Agency, the Contractor shall submit all Invoices to the Agency for payment by August 1<sup>st</sup> for all services performed in the preceding state fiscal year (the State fiscal year ends June 30).

**1.3.5.5 Payment of Invoices.** The Agency shall verify the Contractor's performance of the Deliverables and timeliness of Invoices before making payment. The Agency will not pay Invoices that are not considered timely as defined in this Contract. If the Contractor wishes for untimely Invoice(s) to be considered for payment, the Contractor may submit the Invoice(s) in accordance with instructions for the Long Appeal Board Process to the State Appeal Board for consideration. Instructions for this process may be found at: <https://dom.iowa.gov/state-appeal-board>.

The Agency shall pay all approved Invoices in arrears and in conformance with Iowa Code 8A.514. The Agency may pay in less than sixty (60) days, but an election to pay in less than sixty (60) days shall not act as an implied waiver of Iowa law.

**1.3.5.6 Reimbursable Expenses.** Unless otherwise agreed to by the parties in an amendment to the Contract that is executed by the parties, the Contractor shall not be entitled to receive any other payment or compensation from the State for any Deliverables provided by or on behalf of the Contractor pursuant to this Contract. The Contractor shall be solely responsible for paying all costs, expenses, and charges it incurs in connection with its performance under this Contract.

#### **1.4 Insurance Coverage.**

The Contractor and any subcontractor shall obtain the following types of insurance for at least the minimum amounts listed below:

<b>Type of Insurance</b>	<b>Limit</b>	<b>Amount</b>
General Liability (including contractual liability) written on occurrence basis	General Aggregate	\$2 Million
	Product/Completed Operations Aggregate	\$1 Million
	Personal Injury	\$1 Million
	Each Occurrence	\$1 Million
Automobile Liability (including any auto, hired autos, and non-owned autos)	Combined Single Limit	\$1 Million
Excess Liability, Umbrella Form	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Workers' Compensation and Employer Liability	As required by Iowa law	As Required by Iowa law
Property Damage	Each Occurrence	\$1 Million

	Aggregate	\$1 Million
Professional Liability	Each Occurrence	\$2 Million
	Aggregate	\$2 Million

**1.5 Data and Security.** If this Contract involves Confidential Information, the following terms apply:

**1.5.1 Data and Security System Framework.** The Contractor shall comply with either of the following:

- Provide certification of compliance with a minimum of one of the following security frameworks, if the Contractor is storing Confidential Information electronically: NIST SP 800-53, HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater, ISO 27001 or PCI-DSS version 3.2 prior to implementation of the system and again when the certification(s) expire, or
- Provide attestation of a passed information security Risk assessment, passed network penetration scans, and passed web application scans (when applicable) prior to implementation of the system and again annually thereafter. For purposes of this section, “passed” means no unresolved high or critical findings.

**1.5.2 Vendor Security Questionnaire.** If not previously provided to the Agency through a procurement process specifically related to this Contract, the Contractor shall provide a fully completed copy of the Agency’s Vendor Security Questionnaire (VSQ).

**1.5.3 Cloud Services.** If using cloud services to store Agency Information, the Contractor shall comply with either of the following:

- Provide written designation of FedRAMP authorization with impact level moderate prior to implementation of the system, or
- Provide certification of compliance with a minimum of one of the following security frameworks: HITRUST version 9, SOC 2, COBIT 5, CSA STAR Level 2 or greater or PCI-DSS version 3.2 prior to implementation of the system and again when the certification(s) expire.

**1.5.4 Addressing Concerns.** The Contractor shall timely resolve any outstanding concerns identified by the Agency regarding the Contractor’s submissions required in this section.

**1.6 Reserved. (Labor Standards Provisions.)**

**1.7 Reserved. (Performance Security.)**

**1.8 Incorporation of General and Contingent Terms.**

**1.8.1 General Terms for Service Contracts (“Section 2”).** The version of the General Terms for Services Contracts Section posted to the Agency’s website at <https://hhs.iowa.gov/contract-terms> that is in effect as of the date of last signature in the Contract Declarations and Execution section, or a more current version if agreed to by amendment, is incorporated into the Contract by reference. The General Terms for Service Contracts may be referred to as Section 2.

The contract warranty period (hereafter "Warranty Period") referenced within the General Terms for Services Contracts is as follows: The term of this Contract, including any extensions.

**1.8.2 Contingent Terms for Service Contracts (“Section 3”).** The version of the Contingent Terms for Services Contracts posted to the Agency’s website at <https://hhs.iowa.gov/contract-terms> that is in effect as of the date of last signature in the Contract Declarations and Execution section, or a more current version if agreed to by amendment, is incorporated into the Contract by reference. The Contingent Terms for Service Contracts may be referred to as Section 3.

All of the terms set forth in the Contingent Terms for Service Contracts apply to this Contract unless indicated

otherwise in the table below:

<b>Contractor a Business Associate?</b> Yes	<b>Contractor a Qualified Service Organization?</b> Yes
<b>Contractor subject to Iowa Code Chapter 8F?</b> Yes	<b>Contract Includes Software (modification, design, development, installation, or operation of software on behalf of the Agency)?</b> No
<b>Contract Payments include Federal Funds?</b> Yes <b>The Contractor for federal reporting purposes under this Contract is a:</b> Subrecipient <b>Federal Funds Include Food and Nutrition Service (FNS) funds?</b> No <b>DUNS #:</b> <b>The Name of the Pass-Through Entity:</b> Iowa Department of Health and Human Services	
<b>CFDA #:</b> 93.558 <b>Grant Name:</b> Temporary Assistance for Needy Families	<b>Federal Awarding Agency Name:</b> Department of Health and Human Services/Administration for Children and Families

## SPECIAL CONTRACT ATTACHMENTS

- Special Contract Attachment A – Special Terms Definitions
- Special Contract Attachment B – Contractor Scope of Work Obligations for General Family-Centered Services Delivery
- Special Contract Attachment C – Contractor Scope of Work Obligations for Family Casework
- Special Contract Attachment D – Contractor Scope of Work Obligations for FFM and YTDM Meeting Facilitation
- Special Contract Attachment E – Contractor Scope of Work Obligations for Provision of SafeCare®
- Special Contract Attachment F – Contractor Scope of Work Obligations for Family Preservation Services and Child Safety Conference Facilitation
- Special Contract Attachment G – Contractor Scope of Work Obligations for Kinship Navigator Services
- Special Contract Attachment H – Contractor Scope of Work Obligations for Family Interactions
- Special Contract Attachment I – Contractor County Assignments

## Attachment A Special Terms Definitions

**“Agency Child Welfare Service Case”** means at least one Child in a Household is involved in Agency services with an Agency assigned social work case manager.

**“Agency Worker”** means the Agency Child welfare worker that has been assigned responsibility for a Child and Family’s Case, either to perform a CPS Child Abuse Assessment, CPS Family Assessment, or CPS CINA Assessment or assume Case management responsibility for ongoing Agency Child Welfare Service Cases.

**“Business Day”** means any day other than a Saturday, Sunday, or State holiday as specified by Iowa Code § 1C.2.

**“Case”** means the following:

For Family Casework, “Case” means:

- the Children who are victims of abuse and meet the Agency’s criteria for opening ongoing services, or Children who are subject to a court order based on Child in Need of Assistance (CINA) proceedings; and
- any whole, half, or step siblings of these Children who reside in the same Household at the time of service referral or move into the Household during the service delivery period, or are in placement under the care and supervision of the Agency; and
- the parents, stepparents, adoptive parents, or Kin/Fictive Kin Caregivers of the Children.

For SafeCare®, “Case” means

- the parents and Children ages zero to five in at-Risk Families.

For Family Preservation Services, “Case” means:

- intact Families or Kin/Fictive Kin Caregivers who have Children at Imminent Risk of Removal and placement in foster care as assessed by the Agency Worker and completion of the Agency Family Risk assessment.

For Kinship Navigator Services, “Case” means:

- the Kin or Fictive Kin Caregivers with Children placed in their care or temporarily residing with them as arranged by their parent and has an open Agency Case.

For Family Interactions, “Case” means:

- Children in out-of-home placement, placed in the care of a non-custodial parent, family foster care, or in formal or informal kinship care and has an open Agency Case.

**“Casework Contact”** means contact such as Family Casework, SafeCare or other necessary Family supportive activities. A Casework Contact shall, at a minimum, be 45 minutes in length and include interventions and assessment of parent/Child interactions for danger and Risk.

**“CHEA”** means Council for Higher Education Accreditation.

**“Child”, “Children,” or “Youth”** means a person or persons who meets the definition of a Child in Iowa Code § 234.1(2).

**“Child Abuse”** means one or more of the categories of Child Abuse defined in Iowa Code § 232.68.

**“Child Abuse Assessment”** means an assessment process by which the Agency responds to all accepted reports of Child abuse which allege Child Abuse as defined in Iowa Code section 232.68(2) “a” (1) through (3) and (5) through (10); or which allege Child Abuse as defined in Iowa Code section 232.68(2) “a” (4) that also allege imminent danger, death, or injury to a Child. A Child Abuse Assessment results in a disposition and a determination of whether a Case meets the definition of Child Abuse and a determination of whether criteria for placement on the registry are met.

**“Child’s Home Of Origin”** means the primary Household from which the Child was residing prior to Removal (i.e. parents, caretaker, and guardian).

**“Child in Need of Assistance (CINA)”** means a Child adjudicated by juvenile court to be a Child in Need of Assistance pursuant to Iowa Code § 232.2.

**“Child Protective Services (CPS) Child Abuse Assessment Summary”** means the report form completed by the Agency Worker that documents information obtained during the Child Abuse Assessment process.

**“Child Protective Services (CPS) CINA Assessment Summary”** means the report form completed by the Agency Worker that documents information obtained during the CINA Assessment process.

**“Child Protective Services (CPS) Family Assessment Summary”** means the report completed by the Agency’s Child Protective Worker that documents information obtained during the Family Assessment process.

**“Child Safety Conferences” or “CSC”** means a conference facilitated for Children at Imminent Risk of Removal and placement in foster care. CSCs are held within three Business Days from the date of referral and again 10 calendar days from the date of the initial CSC, unless this date falls on a Saturday, Sunday, or State holiday.

**“Child Vulnerability”** means the degree that a Child cannot on the Child’s own avoid, negate, or minimize the impact of Present or Impending Danger.

**“Combined Cost Report”** means a report that allows the Agency to determine allowable costs for each service across various Agency programs.

**“Concrete Supports”** means assistance in obtaining provisions such as clothing, food, furniture, and other items that address basic needs of the Child(ren).

**“Contractor(s)”** means the organization that has executed a Contract with the Agency to provide Family-Centered Services. This term refers to the organization that is named as the responsible party in the Contract and whose authorized representative has signed the Contract.

**“Contract Manager”** means the Agency person or persons accountable to the Contract Owner, acting under the direction and guidance of the Contract Owner for a specific RFP and Contract.

**“Contract Owner”** means the Agency administrative official who has the authority to make decisions related to the Contract on behalf of the Agency.

**“Crisis Intervention Response”** means activities and interventions undertaken by a Contractor, or their subcontractors, to respond, both during and after normal business hours, to crisis situations, as defined by the Family, Agency Worker, or Contractor, that present significant threats to the safety, Permanency, or well-being of a Child(ren) in Cases for which the Contractor is responsible.

**“Cultural Competence/Responsiveness”** means the ability of individuals and systems to respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths or religions in a manner that recognizes, affirms, and values the worth of individuals, Families, tribes, and communities, and protects and preserves the dignity of each.

**“Eco Map”** means a graphical representation (diagram) that shows all of the systems, including social and personal relationships, in an individual’s life.

**“Evidence-Based Interventions” or “EBIs”** means practices or programs that have peer-reviewed, documented empirical evidence of effectiveness. EBIs use a continuum of integrated policies, strategies, activities, and services whose effectiveness has been proven or informed by research and evaluation.

**“Face-to-Face Contact” or “F-F”** means in person or by videoconferencing. Videoconferencing will be on a limited basis in appropriate circumstances with prior Agency approval.

**“Family” or “Families”** means the person or persons comprising the Household where the alleged victim of Child Abuse resides.

**“Family Assessment”** means an Assessment process by which the Agency responds to all accepted reports of Child Abuse that allege Child Abuse as defined in Iowa Code section 232.68(2)"a"(4), but do not allege imminent danger, death, or injury to a Child. A Family Assessment does not include a determination of whether a Case meets the definition of Child Abuse and does not include a determination of whether criteria for placement on the registry are met.

**“Family Casework”** means a family-centered model of child welfare practice involving ongoing assessment, case planning, and direct services to Families which assists Families in building the skills necessary to provide a permanent, safe, and stable environment for the Children. Direct services include any interventions to ameliorate barriers/deficits which would otherwise result in removal or delay reunification.

**“Family Finding”** means strategies to find and engage Kin and Fictive Kin of Children living in foster care and establishes lifetime network of support for Children and Youth who are disconnected or at risk of disconnection through placement outside of their home and community. The process identifies Family members and other supportive adults, estranged or unknown to the Child, especially those who are willing to become a permanent connection for him/her.

**“Family Support Specialist” or “FSS”** means the individual primarily responsible for Family Casework and Family Preservation Services. The FSS is responsible for providing general service delivery and Motivational Interviewing.

**“Facilitator”** means an approved person who organizes, prepares for, conducts, and reports on all activities involved in a FFM and/or Youth Transition Decision-Making Meeting.

**“Family Case Plan”** means the official record of the Agency’s involvement with the Family.

**“Family-Centered Services” or “FCS”** means the services and supports provided under this Contract.

**“Family Focused Meeting” or “FFM”** means a gathering of Family members, friends, formal and informal supports, with the assistance of the meeting facilitator, to draw on past successes of the Family in problem solving and work in partnership with the Family to enhance the safety of Children. Motivational Interviewing, family engagement and relapse prevention strategies will be utilized in the facilitation of the meeting.

**“Family Focused Meeting Notes” or “FFM Notes”** means a collaborative plan between the Family system and the Child welfare system developed with the Family during a FFM that identifies the family’s strengths, goals, and objectives developed during the meeting.

**“Family Interaction”** means the philosophy to maintain relationships with siblings, parents, Family, and other individuals and to reduce the sense of abandonment and loss that Children experience at placement.

**“Family Interaction Plan”** means the plan guiding Family Interactions that encourages progressive increase in a parent’s responsibility and premised on Case goals and on an assessment of a Family functioning and safety concerns for the Children.

**“Fictive Kin”** means an individual who is unrelated by either birth or marriage but who has an emotionally significant relationship with another individual who would take on the characteristics of a Family relationship.

**“Household”** means parents and their Children living in the same residence with at least one of the Children being the subject of a Child Abuse Assessment, Family Assessment, or CINA Assessment.

**“Immediate Threat”** means conditions that, if no response were made, would be more likely than not to result in sexual abuse, injury, or death to a Child. (Iowa Administrative Code 441 IAC-175.21)

**“Impending Danger”** means a foreseeable state of danger in which Family behaviors, attitudes, motives, emotions, or the Child’s physical environment poses a threat of maltreatment.

**“In-Home”** means residing in one's home.

**“Intervention Specialist” or “IS”** means an individual responsible for providing Evidence Based Interventions.

**“Kin”** means one’s Family and relations.

**“Kinship Care”** means the care of Children by Kin or Fictive Kin. Kin are the preferred resource for Children who must be removed from their birth parents because it maintains the Children’s connections with their Families.

**“Kinship Caregiver”** means Kin (e.g. grandparent, sibling, etc.) and Fictive Kin (e.g. godparents, close Family friends, etc.) providing care for a Child.

**“Kinship Navigator Services”** means the services and supports providing information, referral, and follow-up to Kin and Fictive Kin who are caring for and raising absent Kin’s Children to link them to benefits and other resources they need.

**“Kinship Specialist”** means the person assigned by the Contractor to assist Kin or Fictive Kin Families in identifying and locating resources within their local community under this Contract.

**“Motivational Interviewing”** means an evidence-based method of interacting with clients designed to promote behavior change and improve physiological, psychological, and lifestyle outcomes which target child safety and well-being, improved protective capacities for parents, and reduce risk of future maltreatment.

**“Non-Agency Case”** means nobody in the Household is involved with an Agency assigned social work Case manager. Case management and decision making responsibility is assigned to the Contractor.

**“Non-Custodial Parent”** means a parent who does not have physical custody of his or her minor child.

**“No Reject, No Eject”** means that the Contractor shall accept and serve all Cases referred to FCS by the Agency.

**“Out-of-Home Care”** means that the Agency has placement and care responsibility of the Child.

**“Permanency”** means a Child has a safe, stable custodial environment in which to grow up, a life-long relationship with a nurturing caregiver, and is able to explore and retain significant connections to Family members to the greatest extent possible.

**“Practice Standards”** means a document that includes expectations around core service delivery requirements under the FCS Contract.

**“Protective Capacities”** means Family strengths or resources that reduce, control, and/or prevent Threats of Maltreatment.

**“Quality Assurance”** means the procedures established and activities undertaken by Contractor for FCS to ensure that service is delivered in accordance with requirements established by the Agency and to improve the quality of services to achieve safety, Permanency, and well-being.

**“Referral and Authorization for Child Welfare Services, Form #470-3055” or “3055”** means the authorization for service provision.

**“Removal”** means the placement of a Child from the setting in which they were living by order of the Court or Voluntary Placement Agreement.

**“Risk”** means the probability or likelihood that a Child in the future will experience maltreatment.

**“SafeCare®”** means an evidence-based training curriculum for parents who are at-Risk or have been reported for Child maltreatment. Parents receive weekly home visits to improve skills in several areas, including home safety, health care, and parent-Child interaction.

**“Safety Constructs”** means elements to explore in assessing safety that include Threats of Maltreatment, Child Vulnerability, and caretaker’s Protective Capacities.

**“Safety Plan”** means a specific, formal, concrete strategy for controlling threats of maltreatment or harm or supplementing protective capacities. The plan is designed to manage the foreseeable dangers in the least restrictive manner to allow child protective services intervention to proceed.

**“Service Area”** means the 99 counties grouped together by the Agency to provide for improved, localized administration of programs.

**“Service Area Manager” or “SAM”** means the Agency official responsible for managing the Agency’s programs, operations, and Child welfare budget within one of the Agency Service Areas.

**“Service Contract Specialist”** means the Agency worker assigned to provide review and oversight for an Agency Contract with a Contractor.

**“Staffing Report”** means a report that outlines costs associated with the number and positions of personnel providing services under this Contract, including salaries and other direct costs.

**“Support Worker”** means the person assigned by the Contractor to provide assistance and support to the Family Support Specialist providing FCS to achieve identified family goals for safety, Permanency, and well-being as specified in the service plan. The Support Worker may provide assistance by scheduling appointments and meetings, providing transportation assistance, supervising Family Interactions and sibling interactions, escorting parents and adults in the Case, advocating for Children and Families, and conduct telephone contacts with parents and adults in the Case.

**“Threats of Maltreatment”** means the aggravating factors that combine to produce a potentially dangerous situation.

**“Youth Transition Decision-Making (YTDM) Meeting”** means a Youth-centered practice model and teaming approach that follows standards and is offered to Youth 16 years of age and older. This model has two key components: Engagement/Stabilization and the Dream Path process to promote self-sufficiency and to empower Youth to take control of their lives and dreams. Supportive adults and peers create a team to help the Youth make connections to resources, education, employment, health care, housing and supportive personal and community relationships.

**“Youth Transition Decision-Making (YTDM) Meeting Dream Path”** means a Youth-friendly collaborative plan completed for all YTDM Meetings covering the five Fostering Connections categories. The main focus is accomplishing steps toward achieving the Youth’s goals for age 18 and older.

**“Youth Transition Decision-Making (YTDM) Meeting Youth Plan”** means a collaborative plan between the Youth and the Child welfare system developed with the Youth during a YTDM Meeting. The plan states the strategies and agreements made during the YTDM Meeting.

**Attachment B**  
**Contractor Scope of Work Obligations for General Family-Centered Services Delivery**

***General Obligations for Provision of FCS Delivery.***

The Contractor shall:

- A.** Participate in a Case transition process for existing Agency Child Welfare Service Cases transitioning over July 1, 2020, under this Contract. Assignment of Cases is based on Family need as well as the Contractor capability to provide the service.
- B.** Participate in Face-to-Face Case transition meetings with Agency staff in June 2020 on all Cases transferring to the Contractor.
- C.** Work in collaboration with the Agency to develop Practice Standards to be utilized under this Contract.
- D.** Contractor will provide services consistent with Agency-approved Practice Standards found here <https://hhs.iowa.gov/policy-manuals/social-services>.
- E.** Assess Child safety throughout provision of FCS by identifying, documenting, and reporting the three elements of Safety Constructs: Threats of Maltreatment, Child Vulnerability, and caretaker's Protective Capacities.
- F.** Provide FCS to all Families referred by the Agency on a No Reject, No Eject basis in rural and urban areas throughout the Service Area.
  - a.** If a Family should move from one Service Area to another Service Area during FCS and juvenile court has jurisdiction in that Service Area, the current Contractor shall be responsible for providing services to the Children and Family regardless of where the Family moves in Iowa until the Court jurisdiction changes. The Contractor shall deliver services in other Service Areas of Iowa either directly or through subcontracts with other organizations. Once Court jurisdiction changes, the Case will close and a new Case will open in the new Service Area.
  - b.** If there is no juvenile court jurisdiction, the Case will close in that Service Area and a new Case will open in the new Service Area. If the current Contractor has a Contract in the Service Area where the Family moved, the Case will be assigned to that Contractor. If the current Contractor does not have a Contract in the Service Area, the Case will be assigned based on Family need as well as Contractor capability to provide the service unless there is only one Contractor.
  - c.** Use encrypted email in any correspondence containing Family information.
- G.** Participate in Service Area and/or state level meetings, to be held at least quarterly, with the Service Area Manager (SAM) or their designees, and other Agency staff upon Agency request to review and resolve any service delivery issues.
- H.** Participate in service implementation training with Agency staff beginning in June 2020 and in the service transition process so that most existing Cases can be transitioned to Contractors for delivery of the services as of July 1, 2020.
- I.** Provide transportation assistance, either directly or by providing funding for transportation supports, or arranging transportation through a community resource or through the Family's support network when necessary for the Family to access services and/or supports, attend interactions, and participate in other activities identified as essential needs stated in the Agency Safety Plan or Agency Case Plan.
- J.** Develop a training plan and tailor such plan to the needs of workers and target populations for the services and submit to the Agency for review within 30 days after the contract start date. A final training plan, incorporating any changes requested by the Agency, shall be submitted to the Agency within 30 days after the first submission of the plan. The Contractor shall execute, adhere to, and provide training set forth in the Agency-approved training plan. The Contractor shall resubmit updated training plans to the Agency whenever changes are made. The training plan shall include initial and ongoing training provided for all Contractor or subcontractor staff on Children and Family identified needs, including but not limited to:
  - a.** Domestic Violence,
  - b.** Mental health,
  - c.** Substance use/abuse,

- d. Cultural responsiveness, and
  - e. Trauma informed care.
- K.** Begin implementation of the Agency-approved Motivational Interviewing training, documentation, fidelity monitoring, and CQI plan no later than July 1, 2024, with full implementation occurring on an Agency-approved schedule not to exceed April 1, 2025.

***Staff Qualifications.***

The Contractor shall:

- A.** Adhere to the following minimum staff qualifications for all Contractor, or subcontractor staff providing FCS:
- a.** Any Contractor or subcontractor staff delivering a service intervention for which a professional licensure is required by state statutes shall possess the current appropriate professional licensure.
  - b.** The FSS and Kinship Specialist shall possess a bachelor's degree or master's degree from an accredited four year college recognized by the Council for Higher Education Accreditation (CHEA); or an associate of arts degree from an accredited college or university plus the equivalent of two years of full time experience in human services or related field.
    - i.** The FSS providing Family Casework shall be trained in Motivational Interviewing or working towards training and certification.
      - 1.** The FSS shall not have more than 14 Families assigned to their caseload at one time.
    - ii.** The FSS providing Family Preservation Services shall be trained and certified in Motivational Interviewing or working towards training and certification.
      - 1.** The FSS shall not have more than four Families assigned for this service to their caseload at one time.
    - iii.** The Kinship Specialist providing Kinship Navigator Services shall not have more than 20 Kinship Caregivers assigned to their caseload at one time.
  - c.** The IS shall meet requirements in accordance with model fidelity for the EBI utilized and by which they are trained.
    - i.** The IS providing SafeCare® shall be trained and certified or working toward certification.
      - 1.** The IS shall not have more than 15 Families assigned to their caseload at one time.
    - ii.** The IS shall possess a minimum of one year of full-time experience in human services or a related field.
      - 1.** Staff employed as Intervention Specialists with the Contractor on or prior to June 30, 2024, are exempt from this requirement.
  - d.** The FSS and the IS assigned to the same Case shall work collaboratively as a team and provide necessary interventions and/or supports to address Family needs.
  - e.** The Support Worker shall possess a high school degree with minimum of one year of full time experience in human services; or an associate of arts degree in human services or related field from an accredited college or university with a minimum of six months of full time experience in human services; or a bachelor degree in human services or a related field from an accredited four year college recognized by the Council for Higher Education Accreditation (CHEA).
- B.** Conduct, at their own expense, criminal, Child and dependent adult abuse, and sex offender record checks in the state of Iowa on all of Contractor and subcontractor staff who will have contact with Children and Families served under this Contract prior to their delivery of services as well as periodically, at a minimum annually throughout employment. The Contractor shall maintain copies of these record checks in the personnel file and make them available for review as requested by the Agency. The Contractor shall check the program exclusion status of individuals and entities prior to entering into and continuing employment or contractual relationships. In order to do this, the Contractor shall check the System for Award Management (SAM) and HHS - Office of Inspector General (OIG) by name of each individual or entity for their exclusion status before the Contractor hires

or enters into any contractual relationship with the person or entity. The Contractor will, at a minimum annually, check the website for exclusions for the employees and subcontractors involved with this Contract. These checks cannot be more than 12 months apart year to year. SAM is the official U.S. Government system that consolidated the capabilities of CCR/Fed Reg, ORCA, and EPLS. The website is: <https://www.sam.gov/portal/public/SAM/>. The website for the Office of Inspector General is: <http://exclusions.oig.hhs.gov/>

- C. Establish, maintain, and adhere to a record check evaluation process that ensures the Contractor is in compliance with the following requirements:
- a. Persons listed on the sex offender registry shall not work with Children and Families.
  - b. Persons who have been convicted of a felony offense as specified in Iowa Code § 237.8(2) that precludes their licensure as a foster parent shall not be employed by the Contractor, or any of their subcontractors, to work with Children and/or Families. These felony offenses are as follows:
    - i. Drug-related offenses within the five-year period preceding their employment;
    - ii. Child endangerment or neglect or abandonment of a dependent person;
    - iii. Domestic abuse;
    - iv. Crimes against a Children, including but not limited to sexual exploitation of a minor; or
    - v. A forcible felony.
- D. Implement, maintain, and adhere to a procedure to be used by the Contractor and subcontractors to conduct record check evaluations and make hiring decisions for persons who have founded Child Abuse records or have criminal convictions that do not automatically prohibit them from employment under B. above. These procedures shall include a description of how the Contractor and subcontractors will evaluate the types of Child Abuse or criminal offenses potential staff may have committed and how they will monitor and supervise persons they employ with any Child Abuse or criminal histories. The Contractor shall provide documentation of this procedure to the Agency.

Iowa statutes allow for persons with founded Child Abuse reports or criminal convictions to be considered for employment in Child serving settings when the nature of their offenses does not preclude them from work in these capacities as defined in B, above.

***Quality Assurance and Improvement Reporting.***

The Contractor shall:

- A. Have an established Quality Assurance and Improvement System for tracking and evaluating the effectiveness of service delivery under this Contract.
- B. Have a Quality Assurance and Improvement System that prepares and submits Monthly Service Performance Summary Reports to their Agency Service Contract Specialist that describe the aggregate performance of the Contractor in meeting key service requirements for all Cases in which they provided FCS during each month.
- C. Use the Agency-developed format for these Monthly Service Performance Summary Reports. This report is due by 3:00 p.m. 15 days from the last day of the month. If the 15<sup>th</sup> day falls on a Saturday, Sunday, or holiday observed by the State of Iowa, the report is due by 8:30 a.m. on the next Business Day.
- D. Complete an Agency-developed quarterly Staffing Report to the Service Contract Specialist by the 15th of the following month.
- E. Complete and submit an Agency-developed Combined Cost Report annually to the Service Contract Specialist within 90 days after the end of the Contractor's fiscal year.
- F. Complete self-assessments consisting of file reviews using an Agency-developed format on 50 randomly selected cases at a minimum of twice per year. Contractors shall complete more frequent self-assessments if less than 85% of cases meet or exceed expectations for services. These self-assessments will be due 15 days after the contract specialist sends the list of cases selected for the self-assessment. If

the 15<sup>th</sup> day falls on a Saturday, Sunday, or holiday observed by the State of Iowa, the report is due by 8:30 a.m. on the next Business Day.

- G. Review Agency-provided data when requested and provide responses to questions on Agency-set timetable.

The Contractor will be held to 95% on accuracy in reporting for FCS of the elements reported to the Agency through entry in the JARVIS system or through monthly reporting. If the Contractor falls below the 95%, a Program Improvement Plan (PIP) shall be required.

The Contractor shall transmit reports to the Agency by the method determined by the Agency.

***Program Improvement Plans.***

This section describes the Agency procedures for requiring the Contractor to develop PIPs.

**Monthly Reports**

If the Contractor does not achieve 85% of Case compliance with the service elements for the Monthly Service Report for any consecutive three-month period of time for FCS, the Contractor shall be required to have a PIP.

**Semi-Annual Contract Compliance Review**

If the Contractor does not achieve 85% on accuracy in reporting for FCS, the Contractor shall be required to have a PIP.

**KPM/CQI Measures**

If the Contractor does not achieve 85% of Case compliance under each KPM, two or more CQI measures, or a CQI measure in conjunction with a KPM over three consecutive months, a Notice of Problem shall be issued. If the noncompliant measure(s) are not brought into compliance in the three-month period following the issuance of the Notice of Problem, the Contractor will be expected to develop a PIP.

**Semi-Annual Contractor Self-Assessments**

If the Contractor does not achieve ratings of satisfactory or excellent on 85% of Cases reviewed during three consecutive self-assessments, the Contractor will be expected to develop a PIP in addition to continued quarterly self-assessments.

**Expectations for all Performance Improvement Plans**

PIPs must be approved and in place within 60 days from the notice of the PIP requirement. The Contractor shall implement the described action steps and appropriate improvement benchmarks in order to meet contractual minimum compliance expectations. Case compliance PIPs shall continue for a minimum of six months and shall contain measurable improvement goals that will be achieved by the Contractor during the six-month period. FCS accuracy of reporting PIPs shall continue until the Contractor reaches 85% accuracy as determined by the results of the Contract Compliance Review. PIPs for the KPM/CQI and the Contractor Self-Assessments will continue until the Contractor reaches the 85% benchmark for compliance. The Agency Contract Owner must approve all PIPs.

Once a PIP is approved, the Contractor shall submit required documentation, including monthly reports, concerning progress on their plan to the Agency Service Contract Specialist. The Service Contract Specialist will monitor implementation of the plan throughout its duration. The Contractor shall satisfactorily provide the services described in this Contract and any PIP in order to meet the desired outcomes throughout the duration of the Contract.

In the event that the Contractor fails to successfully complete any PIP within a reasonable timeframe, the Agency reserves the right, in its sole discretion, to cease assignment of Cases until such time as Contractor remedies, to the Agency's satisfaction, any concerns regarding performance. In addition, the Agency reserves

the right to cease assignment at any point that the Agency determines that the best interests of those served are not met by placing additional Cases with Contractor.

***Service Provision Dispute Protocol.***

If the Contractor is directed by an Agency Worker to provide a level of interventions or supports beyond what they believe is required or reasonable, the Contractor, or their subcontractor, shall provide services to the Family at the level directed by the Agency while the matter is being resolved. The Contractor can communicate the basis of their belief in writing or via electronic communication to the Agency Worker and their supervisor. Every effort shall be made to resolve the Case service provision dispute at the lowest level possible, through discussions between the Agency Worker and their supervisor and the Contractor and/or subcontractor worker and supervisor, generally within five Business Days of receipt of the review request.

If the Contractor is not satisfied with the dispute resolution decision of the Agency Worker and their supervisor, the Contractor may refer the Case situation in writing or via electronic communication to the respective Agency Service Area Manager (SAM) or designee for review. This review shall be generally completed within seven Business Days after receipt of the request for review. After completion of this review, the Agency SAM or designee will communicate the Agency's decision in writing to the Contractor.

If a dispute over Contract terms is identified, the social work administrator (SWA) reviews the Contract dispute and refers to the Agency Service Contract Specialist. The Service Contract Specialist reviews the dispute and attempts to resolve the issue. If the issue is not resolved, the dispute is elevated to the Contract Owner where the dispute is addressed with the Contractor.

**Attachment C**  
**Contractor Scope of Work Obligations for Family Casework**

***General Obligations for Provision of Family Casework***

The Contractor shall:

- A. Provide a monthly service package using Evidence Based Interventions (EBI), which shall include Motivational Interviewing, with Children and Families with an open Agency Child Welfare Service Case. This includes intact Families on In-Home Cases, when Children are in Kin/Fictive Kin Caregiver placements, or when in foster care placements.
- B. Provide a monthly service package with Children and Families during In-Home Cases with no Agency involvement up to a maximum of four (4) months.
  - a. The Contractor shall have Case management and decision making responsibility on Non-Agency involved Cases.
  - b. The Contractor shall ensure minimum Casework Contacts are met.
  - c. The Contractor shall complete a handoff meeting with the family and referring worker within 3 business days of receiving the referral. If a handoff meeting does not occur, the contractor shall make at least 2 face-to-face attempts to meet with the family in the first 10 business days after the Non-Agency referral.
  - d. The Contractor shall use Motivational Interviewing during Casework Contacts with the Family.
- C. Provide Motivational Interviewing in accordance with model fidelity.
  - a. Follow training, coaching, and fidelity monitoring processes as developed between the Contractor and HHS.
- D. Receive Agency referrals with available Case-specific information, including:
  - a. Referral and Authorization for Child Welfare Services (Agency Form #470-3055) authorizing service provision and service duration,
  - b. CPS Child Abuse Assessment which led to referral,
  - c. Safety Assessment at the end of the CPS Child Abuse Assessment Summary that led to referral, and
  - d. Other available referral information, including information on results from previous FFMs, YTDM Meetings, or CSCs concerning the Family and their Children and/or Youth.
- E. Assign a FSS trained or actively training in Motivational Interviewing for each Case referred for Family Casework. This person shall be responsible for delivering and/or coordinating all services and supports provided for the Case and preparing and submitting required reports on the Case to the Agency Worker throughout the service delivery period. The assigned FSS shall not be in a supervisory or project manager position providing Family Casework. **Exceptions:**
  - i. A Contractor supervisor or project manager may carry a caseload when they are completing the process to become certified upon notice to and approval from the Agency.
  - ii. A FSS who promotes into a supervisory or project manager position may continue to carry Cases when determined to be beneficial to the Family and upon notice and approval from the Agency. Some Families may require additional time to transition to another FSS or may be near closing, which would impact the decision to transfer to another worker. The transition period on these Cases will not exceed three months. If near the end of three months, the Contractor believes additional time is warranted, the Contractor may request approval from the Agency Service Area Manager (SAM) or designee for an extension by providing supporting justification. Upon review of the justification, the Agency SAM or designee has the option to approve or deny the request. No new Cases shall be assigned to the promoted supervisor or project manager.
- a. The FSS and the IS assigned to the same Case shall work collaboratively as a team and provide necessary interventions and/or supports to address Family needs.

- b. Initial contact with the Family shall occur within 3 business days of receiving the referral to schedule a handoff meeting, which will occur within the first 5 business days of receiving the referral.
- c. The FSS, at a minimum, shall make four Face-to-Face Casework Contacts within each full calendar month of service delivery. Additional Casework Contacts shall be considered based upon Family need. **Exception:** If SafeCare® is provided to the Family in addition to Family Casework, the FSS shall make two Face to Face Casework Contacts rather than the four.
  - i. At a minimum, two of the four monthly Casework Contacts shall take place in the parental home for each calendar month.
    - 1. If one or more Children reside out of the home, at least one of the four calendar month Casework Contacts must occur in the home where the Child(ren) currently resides.
  - ii. At a minimum, the Casework Contacts shall be 45 minutes in length and include interventions and assessment of parent/Child interactions for danger and Risk.
    - 1. If one or more Children reside out of the home, at least one of the four calendar month Casework Contacts must occur in the home where the Child(ren) currently resides.
  - iii. For cases where Children have not been removed from the Household, the FSS may decrease contact frequency with written (email) approval from HHS after the first 60 calendar days of services.
  - iv. For cases where Children have experienced reunification, the FSS may decrease contact frequency with written (email) approval from HHS after the first 60 calendar days the child has been reunified.
- d. The FSS shall participate in a Case transition meeting (handoff) with the assigned Agency Worker. This meeting will occur within 5 business days of receiving the referral.
- e. The FSS shall identify and address any concerns relating to Immediate Threat during service delivery and report concerns of Immediate Threat immediately and directly to the Agency Worker or their supervisor by telephone or electronic communication.
- f. The FSS shall utilize individualized Case needs and results of the FFM, YTDM Meeting, and/or CSC to direct the blend of services and supports provided to address the Safety, Risk, and Permanency issues.

This is not an exhaustive list but describes the range of core activities that may be necessary to achieve desired outcomes in the types of Cases referred for these services:

- i. **Family functioning interventions** - Provide service activities that improve and enhance a Family's and/or Children's functioning skills and Protective Capacities through teaching and hands on support. These activities include, but are not limited to, the following:
  - 1. Communication and social interaction functioning, which includes promoting effective communication skills, enhancing productive means of expressing feelings, and effective anger management techniques.
  - 2. Family relationship enhancement, which means activities with one or more members to improve Family relationships, build and strengthen parent/Child relationships, and/or address issues that jeopardize the safety, Permanency, or well-being of the Child.
  - 3. Supporting Family involvement in substance abuse, mental health, or domestic violence treatment programs.
  - 4. Advocacy training including providing one or more Family members instruction on how to advocate for, access, and utilize services/supports from systems such as mental health, substance abuse treatment, domestic violence programs, education, public housing, public, and private benefit

programs, etc. This will help the Family successfully access community services and supports within their communities to promote Family self-reliance.

5. Assess underlying unmet needs to assist parents in making positive change. Provide supportive assistance to families to address their ability to meet basic needs (food, safe and stable housing, transportation, etc.).

- i. **Concurrent and Permanency Planning service activities** - Provide services that support Concurrent Planning practice and help the Agency identify and achieve alternative permanent Family connections for Child(ren) who cannot be reunified.

Examples of service activities include, but are not limited to:

1. Supporting parents to accept movement to other Permanency plans for their Children;
2. Identifying potential Kin/Fictive Kin Caregivers for Children and supporting transition of the Children to this placement;
3. Supporting and maintaining the placement of Children in settings such as with Kin/Fictive Kin Caregivers and foster Family care; and
4. Providing transition planning and support as a Child/Youth moves toward adulthood.
5. Developing a map of kin and fictive kin relationships to the Child to support the identification of supports and permanency options.

- ii. **Activities or provision of funding** – Assist Children and their Families to secure necessary concrete supports, such as emergency groceries, Household supplies, diapers, etc. essential to Family safety, Permanency, or well-being and efforts to connect the Children and Family to community resources and informal supports and promote greater self-reliance.

- g. The FSS and/or the IS shall attend all FFMs, YTDM Meetings, and CSCs held on the Child/Youth and Family while the Case is open. If neither the FSS or IS is able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf.
- h. The FSS and/or the IS shall attend court hearings and be prepared to testify and attend other meetings on the Child and Family while the Case is open when their attendance is requested either by the Court or Agency Worker and when provided at least 24-hour notice. If neither the FSS or IS is able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf. NOTE: The FSS or IS may be subpoenaed to testify after a Case closes with the Contractor.
- i. The FSS shall promptly notify the Agency Worker concerning any Children or adults exiting the Household or new Children or adults entering the Household, while the Case is open.
- j. The FSS shall provide Culturally Responsive services to Families referred to the Contractor to meet the needs of the Child and Family including but not limited to:
  - i. Provision of interpreter and translation services as necessary, including sign language to meet the needs of the Children and Family.
  - ii. Collaboration with community organizations that reflect the ethnic and cultural diversity of the community within the Service Area and tailor services to serve Families of different race/ethnicity and cultural background.

***Service Documentation and Reporting Deliverables on open Agency Child Welfare Service Cases.***

The Contractor shall:

- A. Maintain a system of individual files on each Case referred by the Agency and maintain these files in an organized and confidential fashion, in compliance with Agency information security and privacy standards, for a minimum of seven years beyond the end of the Contract.
- B. Ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency Worker:

- a. **Service Plan** - The Contractor shall complete an Agency-developed service plan prepared by the FSS that aligns with the current Agency Family Case Plan. The service plan shall be developed and submitted within 45 calendar days of the initial referral for services. The Support Worker shall provide contact narratives for all Casework Contacts to the FSS but shall not author the service plan. The Contractor shall outline the role of the Support Worker in the service plan.
  - i. The Contractor shall also provide a copy of the service plan to the parents, unless their parental rights have been terminated, within five Business Days from submission to the Agency Worker. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.
- b. **Case Progress Report** - The Contractor shall complete an Agency-developed monthly Case progress report prepared by the FSS for the Case. Due dates for the Case progress report are calculated from the effective date of the 3055. These reports shall be provided each month within five Business Days from the end of the month of service provision.
  - i. The Contractor shall also provide a copy of the monthly Case progress report to the parents, unless their parental rights have been terminated. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.
- c. **Service Termination Summary** - The Contractor shall complete an Agency-developed service termination summary prepared by the FSS within 10 Business Days from Case closure.
  - i. The Contractor shall also provide a copy of the service termination summary to the parents, unless their parental rights are terminated, within 10 Business Days from Case closure. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.
- d. **Other Reports** - Upon Agency Worker request, the Contractor shall provide other reports such as a special progress letter for Court, etc.
- e. **Concurrent planning documents** – The Contractor shall develop a map of kin and fictive kin relationships to the Child within the first 30 calendar days of a Case and provide a copy within 10 Business Days of completion or revision.

***Service Documentation and Reporting Deliverables on Non-Agency Cases.***

The Contractor shall:

- A. Maintain a system of individual files on each Case referred by the Agency and maintain these files in an organized and confidential fashion, in compliance with Agency information security and privacy standards, for a minimum of seven years beyond the end of the Contract.
- B. Ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency:
  - a. **Casework Contact Note** - The Contractor shall complete an Agency-developed Casework Contact note prepared by the FSS after each Casework Contact with the Family. The Casework Contact note shall be submitted to the Agency within 10 calendar days from the date of the contact.
  - b. **Service Plan** - The Contractor shall complete an Agency-developed service plan prepared by the FSS. The service plan shall be developed and submitted within 30 calendar days of the initial referral for services.
    - i. The Contractor shall also provide a copy of the service plan to the parents within five Business Days from submission to the Agency. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.
  - c. **Service Termination Summary** - The Contractor shall complete an Agency-developed service termination summary prepared by the FSS within 10 Business Days from Case closure.

- i. The Contractor shall also provide a copy of the service termination summary to the parents within 10 Business Days from Case closure. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.

**Attachment D**  
**Contractor Scope of Work Obligations for FFMs and YTDM Meeting Facilitation**

***General Obligations for Provision of FFMs and YTDM Meeting Facilitation.***

The Contractor shall:

- A.** Provide trained FFM and YTDM Meeting Facilitators to facilitate meetings.
  - a.** FFM facilitators shall complete initial Family Casework training prior to attending FFM facilitation training.
  - b.** FFM facilitators shall attend additional specialized training within the first year of becoming a trained facilitator.
  - c.** Supervisors with primary or secondary responsibility to supervise FFM facilitators shall complete initial Family Casework training and FFM facilitation training.
- B.** Facilitate FFMs or YTDM Meetings at the following junctures during the life of the Case on open Agency Child Welfare Service Cases:

**For FFMs**

- a)** Initial (within 5 business days from the date of referral, to coincide with warm handoff).
- b)** Comprehensive (within 45-60 days of the initial FFM)
- c)** Upon Family request
- d)** Six months from the date of referral to services.
- e)** 12 months from the date of referral to services and every six months the Case remains open.
- f)** Prior to Case closure.

Note: Should the Agency require, FFMs shall occur:

- 1.** when the Agency determines that a FFM is needed to address Child safety;
- 2.** when the Family needs the assistance of others to achieve next steps with their Case Plan;
- 3.** when opportunities arise to recognize and celebrate change and identify what is left to accomplish.

**For YTDM Meetings**

- a)** On or after the Youth's 16<sup>th</sup> birthday.
- b)** Within 90 days prior to the Youth's 18<sup>th</sup> birthday.

- C.** Accept all completed referrals from the Agency.
- D.** Provide the following activities, at a minimum, upon receipt of the completed referral:
  - a.** Initiate FFM or YTDM planning with the Family or Youth upon receipt of the completed referral.
  - b.** Contact the Agency Worker for background information on the Family or Youth.
  - c.** Schedule all FFM or YTDM Meetings.
  - d.** Make initial contact with the family and complete the initial FFM within 5 business days of receiving the referral.
  - e.** Facilitate the comprehensive FFM-within 45-60 calendar days from the date of referral.
  - f.** Contact the family within 3 business days of a family-requested FFM referral and facilitate a meeting within 10 business days of the referral.
  - g.** Coordinate and conduct all preparatory work for the FFM or YTDM Meeting.
  - h.** Contact the youth within 3 business days of receiving a YTDM referral and facilitate the YTDM within 15 business days of receiving the referral.

***Service Documentation and Reporting Deliverables.***

The Contractor shall:

- A.** Ensure completion of the FFM Agenda and Meeting Summary and provide to the Family at conclusion of the FFM.
- B.** Ensure completion and submission of the FFM Agenda and Meeting Summary, or the YTDM Meeting Notes, form #470-5161 depending upon the type of meeting, and submit to the referring Agency Worker within five Business Days from the date of the meeting.
  - a.** Complete the Youth's Dream Path, form #470-5176 in addition to or in lieu of the YTDM Meeting Notes if preferred by the Youth with all fields completed, and submit to the referring Agency Worker within five Business Days from the date of the meeting.
- C.** Complete random audits of FFMs by making phone calls to all FFM participants within 5 Business Days of the FFM.
  - a.** Make actionable decisions based on information obtained.
- D.** Provide an Agency-approved satisfaction survey to all YTDM Meeting participants. The results of the survey shall be compiled into a dated report and maintained by the Contractor within two weeks of the meeting. The Contractor shall make the results of the surveys available to Agency staff when requested.
- E.** Provide all supplies, interpreters, equipment, access to conference calls/phone lines, and any materials necessary to conduct a FFM or YTDM Meeting.

**Attachment E**  
**Contractor Scope of Work Obligations for Provision of SafeCare®**

***General Obligations for Provision of SafeCare®.***

The Contractor shall:

- A.** Provide a monthly service package of SafeCare® when referred on an open Agency Child Welfare Service Case or when referred for Non-Agency SafeCare® Services. This includes intact Families on In-Home Cases, when Children are in Kin/Fictive Kin Caregiver placements, or when in foster care placements.
  - a.** The Contractor shall have Case management and decision making responsibility on Non-Agency SafeCare Cases.
    - i.** The Contractor shall provide SafeCare sessions at a minimum of every other week, with the option to provide case management to the family on alternate weeks.
- B.** Receive Agency referrals with available Case-specific information, including:
  - a.** Referral and Authorization for Child Welfare Services (Agency Form #470-3055) authorizing service provision and service duration.
- C.** Assign an IS for each Case receiving SafeCare®.
  - a.** The IS shall provide a minimum of three sessions of SafeCare® per month in accordance to model fidelity and standard frequency of weekly sessions. SafeCare® delivery should occur no more than twice a week and no less than every two weeks.
    - i.** SafeCare® delivery shall occur in the home of the parent/caregiver participating in the service. If services cannot be delivered in the home, an alternative setting can be used.
    - ii.** One SafeCare session per calendar month may occur during a Family Interaction.
  - b.** The IS and FSS assigned to the same Case shall work collaboratively as a team and provide necessary interventions and/or supports to address Family needs.
  - c.** The IS and/or the FSS shall attend all FFMs, YTDM Meetings, and CSCs held on the Child/Youth and Family while the Case is open. If neither the IS or FSS is able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf.
  - d.** The IS and/or the FSS shall attend court hearings and be prepared to testify and attend other meetings on the Child and Family while the Case is open when their attendance is requested either by the Court or Agency Worker and when provided at least 24 hour notice. If neither the IS or FSS is able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf. NOTE: The FSS or IS may be subpoenaed to testify after a Case closes with the Contractor.
- D.** Make initial contact with the Family within 3 business days and schedule an initial meeting with the Family within 5 business days of receiving the referral. If an initial meeting does not occur in the first 5 business days, the contractor shall make at least 4 face-to-face attempts to meet with the family in the first 15 business days after the referral.

***Service Documentation and Reporting Deliverables.***

The Contractor shall:

- A.** Ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency Worker:
  - a. Casework Contact Note** - The Contractor shall complete an Agency-developed Casework Contact note prepared by the IS after each SafeCare® Casework Contact with the Family. The Casework Contact note shall be submitted to the Agency Worker within 10 calendar days from the date of the contact.
  - b. Service Termination Summary** - The Contractor shall complete an Agency-developed service termination summary prepared by the IS within 10 Business Days from closure of SafeCare®.
    - i.** The Contractor shall also provide a copy of the service termination summary to the parents, unless their parental rights have been terminated, within 10 Business Days from closure SafeCare®. The Contractor shall maintain a copy in the Case file for

review by the Agency. The date of completion and provision shall be included within the report.

**Attachment F**  
**Contractor Scope of Work Obligations for Family Preservation Services and Child Safety Conference Facilitation**

***General Obligations for Provision of Family Preservation Services, CSC Facilitation, and Motivational Interviewing.***

The Contractor shall:

- A.** Provide a Family Preservation Services package of one, 10-calendar day unit of service, or at direction of the Agency, a maximum of three consecutive, 10-calendar day units of service. Although the unit of service is 10 calendar days, the actual number of days of service delivery may be less than 10 days as determined by the Agency.
- B.** Receive Agency referrals and begin providing services according to the Agency's referral. All Agency referrals will be made by phone to the Contractor. The Contractor shall receive the written Safety Plan, referral face sheet, and 3055 within 24 hours of the Agency referral.
- C.** Ensure a one-hour return response time to the Agency Worker after the initial referral call is received.
- D.** The Contractor shall schedule a CSC upon receipt of the Agency referral.
  - a.** The Contractor shall facilitate the initial CSC within three Business Days of the Agency referral.
  - b.** The Contractor shall facilitate a follow up CSC within 10 calendar days from the date of the initial CSC.
- E.** Ensure availability of the FSS and services 24 hours a day, seven days per week.
- F.** Assign a FSS trained in Motivational Interviewing (MI) or in process of being trained for each Case receiving Family Preservation Services. This person shall be responsible for delivering and/or coordinating all Family Preservation Services provided for the Case and preparing and submitting required reports on the Case to the Agency Worker throughout the service delivery period. The assigned FSS shall not be in a supervisory or project manager position providing Family Preservation Services. The FSS supervisor can be involved in activities provided during Family Preservation Services activities when coordinated with the FSS.
  - a.** The FSS shall utilize Motivational Interviewing to engage and support the Family.
  - b.** The FSS shall meet with the Family within 24 hours of the Agency Worker's referral to assess initial criteria and explain the service to the Family.
  - c.** The FSS shall identify and address any concerns relating to Immediate Threat during the provision of the Family Preservation Services and report any concerns immediately and directly as they arise to the Agency Worker or their supervisor via telephone with a follow up electronic communication.
  - d.** The FSS, at a minimum, shall make at least eight Face-to-Face Casework Contacts within each unit of service with one of the eight Face-to-Face Casework Contacts to include the CSC. Additional Casework Contacts shall be considered based upon Family need.
    - i.** At a minimum, five of the Casework Contacts shall take place in the Child's Home Of Origin.
    - ii.** At a minimum, all Casework Contacts shall be 60 minutes in length and include interventions and assessment of parent/Child interactions and all other situations that could constitute danger and Risk to the Children.
    - iii.** If a FSS providing Family Casework meets with the Family and the Face-to-Face Casework Contact is at least 60 minutes in length, this Casework Contact shall count toward one of the eight Face-to-Face Casework Contacts required in this service.
  - e.** The FSS shall ensure a two-hour response time, either Face-to-Face or by telephone depending on the situation, to any crisis, as defined by the Family, Agency Worker, or Contractor, that threatens the safety of the Children. The Support Worker shall not be a substitute for managing crisis or situations that could impact safety.

- i. The FSS shall directly notify the Agency Worker or their supervisor via telephone or electronic communication.
- f. The FSS shall utilize individualized Case needs and results of the CSC to direct the blend of services and supports provided to each Case in order to maintain Children safely In the Home or with Kin/Fictive Kin Caregivers.
  - i. The CSC plan guides the Family Preservation Services intervention. The focus is development of solutions that will remove the Risks placing the Children in imminent Risk of Removal.
- g. The FSS shall help Children and Families with concrete advocacy and service coordination needs.
- h. The FSS shall deliver services uniquely designed within the CSC plan to address the identified needs of the Family, such as, but not limited to:
  - i. Provide necessary information and skill building opportunities to Family members.
  - ii. Teach problem solving and other life skills, focusing on assisting in crisis management and the specific issues placing the Children at imminent Risk of Removal from the home.
  - iii. Provide funding or activities to help the Family secure necessary concrete supports.
  - iv. Assist the Family in establishing social connections with formal and informal supports and community services.
  - v. Evaluate the safety of Children to carry out the CSC plan. The focus is on regular assessment of the Protective Capacities of the caregivers, Child Vulnerability, and Threats of Maltreatment to the Children throughout the provision of Family Preservation Services.
  - vi. Provide assistance and basic education to Families regarding Household management skills and capacities related to issues of Immediate Threat identified in the CSC plan.
  - vii. Provide activities to ensure that a parent is keeping medical, mental health and substance abuse appointments as appropriate to the Case situation.
- i. The FSS and/or the IS shall attend all FFMs, YTDM Meetings, or CSCs held on a Case receiving Family Preservation Services. If neither the FSS or IS is able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf.
- a. The FSS and/or IS shall attend court hearings and be prepared to testify and attend other meetings on Cases receiving Family Preservation Services when requested by the Court or requested by the Agency Worker and when provided at least 24-hour notice. If neither the FSS or IS is able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf. NOTE: The FSS or IS may be subpoenaed to testify after a Case closes with the Contractor.

***Service Documentation and Reporting Deliverables.***

The Contractor shall:

- A. Maintain a system of individual files on each Case from the Agency and maintain these files in an organized and confidential fashion, in compliance with Agency information security and privacy standards, for a minimum of seven years beyond the end of the Contract.
- B. Ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency Worker:
  - a. **CSC Plan** - The Contractor shall complete an Agency-developed CSC Plan and provide by end of the next **Business Day**.
  - b. **Casework Contact Note** - The Contractor shall complete an Agency-developed Casework Contact note prepared by the FSS after each Casework Contact with the Family. The Casework Contact note shall be submitted to the Agency Worker by end of the next **Business Day**.
  - c. **Service Summary Report** - The Contractor shall complete an Agency-developed service summary report prepared by the FSS for each unit of service. The unit of service begins on the

effective date on the 3055. The Contractor shall provide the summary report by end of the next Business Day of the final day of service for the respective unit.

- i. The Contractor shall also provide a copy of the service summary report to the parents, unless their parental rights have been terminated, by end of the next Business Day of the final day of service for the respective unit. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.
- d. Other Reports** – Upon Agency Worker request, the Contractor shall provide other reports such as a special progress letter for Court, etc.

**Attachment G**  
**Contractor Scope of Work Obligations for Kinship Navigator Services**

***General Obligations for Provision of Kinship Navigator Services***

The Contractor shall:

- A.** Provide a monthly service package of Kinship Navigator Services when referred on an open Agency Child Welfare Service Case.
- B.** Provide services in accordance with the Agency-developed Kinship Navigator Services manual.
- C.** Establish relationships with local community services and supports to align service provision in the community to meet the needs of Kinship Caregivers.
  - a.** Connect the Kinship Caregivers to these services to meet established family needs. These services shall provide support and interventions to Kinship Caregivers for Child(ren) placed or temporarily residing with Kinship Caregivers in a coordinated manner without duplication of service.
- D.** Receive Agency referrals and begin providing services according to the Agency's referral.
- E.** Provide Kinship Specialists with a minimum of four (4) hours of orientation training, prior to providing Kinship Navigator Services, including but not limited to:
  - a.** Family Finding
  - b.** Importance and values of keeping Child(ren) in their natural supports, i.e. Kinship placement
  - c.** Understanding traumatic events, such as removals.
  - d.** Completing assessments of Kinship Caregiver needs.
- F.** Assign a Kinship Specialist for each Case receiving Kinship Navigator Services. The person shall be responsible for delivering and/or coordinating all Kinship Navigator Services provided for the Case, preparing, and submitting required reports on the Case to the Agency Worker throughout the service delivery period.
  - a.** The Kinship Specialist shall engage and support the Kinship Caregivers.
  - b.** The Kinship Specialist shall make initial phone contact with Kinship Caregivers within two (2) Business Days of the Agency referral.
    - i.** If the Kinship Caregiver accepts services, the Kinship Specialist shall make in-person contact with the Kinship Caregivers within five (5) Business Days of the Agency referral.
      - 1.** If the Kinship Caregiver expresses interest but declines services at the initial phone contact, the Kinship Specialist may follow up with the Kinship Caregiver within thirty (30) calendar days to offer services at that time.
      - 2.** If the Kinship Caregiver accepts services at this later date, the Kinship Specialist shall make in-person contact with the Kinship Caregivers within five (5) Business Days of their acceptance of services.
  - c.** The Kinship Specialist shall provide, at a minimum, two (2) hours of services and/or supports to Kinship Caregivers per month. At a minimum, the Kinship Specialist shall make two at least two (2) in-person contacts during the month that are 30 minutes in length. NOTE: These two – thirty (30) minute contacts shall count toward the minimum two (2) hours of contact required per month.
  - d.** The Kinship Specialist shall complete an Eco Map on each Kinship Caregiver family within the first thirty (30) calendar days of the Agency referral. NOTE: If the Kinship Caregiver initially declines but later accepts services, the Kinship Specialist shall complete an Eco Map within thirty (30) calendar days from the date the Kinship Caregiver accepts services.
  - e.** The Kinship Specialist shall assess the Kinship Caregivers needs and develop an individualized Kinship Care Plan. The Kinship Care Plan shall include information relevant to family needs, strengths, demographics, goals, objectives, and required resources to ensure the safety and stability of the Child(ren) in their care and avoidance of disruption of placement.

- i. Kinship Caregiver needs shall be reassessed every 90 days. If no new needs or ongoing needs are identified at the time of reassessment, the Kinship Navigator Case shall close within the next 30 calendar days after completion of the reassessment.
    - ii. The Kinship Care Plan shall be updated at the time of each reassessment.
  - f. The Kinship Specialist shall work with Kinship Caregivers to identify other family members, neighbors, friends, or persons known to the Kinship Caregivers who may serve as potential supports during placement of the Child(ren).
  - g. The Kinship Specialist shall provide quality service activities that focus on addressing the Kinship Caregiver needs and issues identified in the Kinship Care Plan. Activities the Kinship Specialist shall provide include, but are not limited to, the following:
    - i. Emotional support
    - ii. Information and referral sources to organizations for assistance
    - iii. Explanation of types of juvenile court hearings and referrals for legal advice
    - iv. Case management
    - v. Knowledge of local resources
    - vi. Parent education /skill development
    - vii. Support with entitlement applications
    - viii. Access to medical, dental, and mental health
    - ix. Assessment of Kinship Caregivers needs, direct and indirect services to help Kinship Caregivers cope, peer-to-peer support groups, and trauma informed services.
    - x. Kinship Caregivers support group
    - xi. Concrete Supports for basic needs based on Kinship Care Plan, such as:
      - 1. Clothing allowance
      - 2. Beds/cribs/furniture
      - 3. Gas (via gas cards)
      - 4. Food (grocery gift cards or Walmart gift cards, etc.)
  - h. The Kinship Specialist shall connect Kinship Caregivers to a wide range of community resources and services that are responsive to their presenting needs at the time of referral. Activities include, but are not limited to, successful transition of the Child(ren) into the home, securing necessary resources, assisting with the adjustment to a new caretaker role, preparing for supervision or facilitation of Family Interactions, and resolving new dynamics within the family.
  - i. The Kinship Specialist shall inform and explain the Kinship Caregiver payment to all Kinship Caregivers.
  - j. The Kinship Specialist shall discuss the benefits of becoming licensed with all Kinship Caregivers within thirty (30) calendar days from the date of referral. (1.1.22)
    - i. The Kinship Specialist shall email the assigned Agency Worker of the Kinship Caregiver's interest or willingness to participate in the licensing process.
    - ii. Complete a referral to the RRTS contractor when Kinship Caregivers express willingness to participate in licensing. Include the SWCM on the referring email.
- G.** Provide and maintain an up-to-date service referral network that is readily accessible, available, and convenient to Kinship Caregivers. These services shall be accessible and available at times that are reasonable and convenient to the Kinship Caregivers served.

***Service Documentation and Reporting Deliverables.***

The Contractor shall:

- A.** Maintain a system of individual files on each Case from the Agency and maintain these files in an organized and confidential fashion, in compliance with Agency information security and privacy standards, for a minimum of seven years beyond the end of the Contract.
- B.** Ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency Worker:

- a. **Agreement of Service** - The Contractor shall complete an Agency-approved agreement of service upon verbal consent and provide to the Kinship Caregivers within 30 (thirty) calendar days from the date of the Agency Referral. The agreement of service succinctly explains the rights and responsibilities of Kinship Caregivers in receive of services and supports. The Kinship Specialist shall document the Kinship Caregiver’s verbal consent to receive services and supports. A verbal consent to the agreement of service demonstrates the Kinship Caregiver has accepted services. A copy of the agreement of service shall be provided to the Kinship Caregivers for signature. NOTE: If the Kinship Caregiver initially declines but later accepts services, the Kinship Specialist shall complete the Agency-approved Agreement of Service and provide to the Kinship Caregivers within 30 (thirty) calendar days from the date the Kinship Caregiver accepts services.
- b. **Eco Map** - The Contractor shall complete an Eco Map for all Kinship Caregivers referred by the Agency within thirty (30) calendar days from the date of Agency referral. A copy of the Eco Map shall be provided to the Kinship Caregivers with a copy maintained in the Contractor’s case file for review by the Agency. The Contractor shall provide a copy of the Eco Map to the Agency referring worker within 10 business days. NOTE: If the Kinship Caregiver initially declines but later accepts services, the Kinship Specialist shall complete an Eco Map for the Kinship Caregivers referred by the Agency within thirty (30) calendar days from the date the Kinship Caregiver accepts services.
- c. **Kinship Care Plan** - The Contractor shall complete an Agency-developed Kinship Care Plan. The Kinship Care Plan shall be completed within 30 calendar days from the date of Agency referral. NOTE: If the Kinship Caregiver initially declines but later accepts services, the Kinship Specialist shall complete an Agency-developed Kinship Care Plan within 30 calendar days from the date the Kinship Caregiver accepts services. The Kinship Care Plan shall be provided to the Agency referral worker and the Kinship Caregivers within five (5) Business Days of completion with a copy maintained in the Contractor’s case file for review by the Agency. When Kinship Care Plan updates are completed, the updated Kinship Care Plan shall be provided to the Agency referral worker within five (5) Business Days. The Kinship Care Plan shall include the following:
  - i. Date of the Kinship Care Plan
  - ii. Identified needs of the Kinship Caregivers
  - iii. Identified goals and objectives to address needs
  - iv. Strategies and assessment tools utilized to identify needs
  - v. Identified resources and supports to assist the Kinship Caregivers
  - vi. Documentation of any concrete goods, tangible items, or gift cards provided to the Kinship Caregivers
    - 1. Amount of funds utilized
    - 2. Purpose of funds
    - 3. Kinship Caregiver signature for receipt and tracking of funds
- d. **Monthly Report** – The Contractor shall complete an Agency-developed Monthly Report prepared by the Kinship Specialist at the end of each service month, counted from the day that the kin or fictive kin caregiver accepts Kinship Navigator Services. This report is due 10 business days after the end of the service month and a copy of the report shall be provided to the caregiver within ten (10) business days.
- e. **Termination Summary** – The Contractor shall complete an electronic Agency-developed Termination Summary report and provide the summary report to the Agency referral worker within ten Business Days from the date the Kinship Specialist terminates their services. The Contractor shall also provide a copy of the termination summary to the Kinship Caregivers with a copy maintained in the Contractor’s case file for review by the Agency. The date of completion and provision shall be included within the report. The termination summary report shall include the following:
  - i. The date of termination of Kinship Navigator Services

- ii. Placement status of the Child(ren)
- iii. A description of the Kinship Caregiver family and community supports developed and provided that will serve as resources to the Kinship Caregiver family (i.e. materials, documents, website, next steps, etc.)

## Attachment H Contractor Scope of Work Obligations for Family Interactions

### *General Obligations for Family Interactions.*

The Contractor shall:

- A. Provide a monthly service package of Family Interactions when referred on an open Agency Child Welfare Service Case.
- B. Receive Agency referrals with available Case-specific information, including:
  - a. Referral and Authorization for Child Welfare Services (Agency Form #470-3055) authorizing service provision and service duration,
  - b. Family Interaction Plan (Agency Form #470-5148) designating safety concerns warranting supervision of interactions, intensity of supervision, and duration and frequency of interactions.
  - c. Other available referral information, including information on results from previous FFMs or CSCs concerning the Family and their Children.
- C. Provide input on progress, barriers, and next steps for Family Interaction Plans.
- D. Assign an FSS or FSW trained in facilitating and supervising Family Interactions and/or sibling interactions. This person shall be responsible for scheduling, planning, arranging, providing interaction supervision, and/or providing parenting instruction during interactions as specified in the Family Interaction Plan. The FSW may only begin supervising parent/Child and/or sibling interactions after a face-to-face introduction with the Family has been completed with the FSS.
- E. Train, prepare, and monitor informal supports to assist with supervising and/or facilitating Family Interactions once approved by the Agency Worker and other members of the team.
- F. Coordinate transportation planning for parent/Child or sibling interaction with the Child's Kin/Fictive Kin Caregivers, foster parents, Agency Worker, or others. Provide transportation when other options are not available.

### *Service Documentation and Reporting Deliverables:*

The Contractor shall:

- A. Maintain a system of individual files on each Case from the Agency and maintain these files in an organized and confidential fashion, in compliance with Agency information security and privacy standards, for a minimum of seven years beyond the end of the Contract.
- B. Ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency:
  - a. **Family Interaction Observation Note** - The Contractor shall complete an Agency-developed Family Interaction observation note prepared by the FSS/FSW after each Family Interaction facilitated by Contractor staff. The observation notes shall be submitted to the Agency as part of the Family Casework monthly Progress Report. Due dates for the Case progress report are calculated from the effective date of the Family Casework 3055. These reports shall be provided each month within five Business Days from the end of the month of service provision.
    - i. For Cases where there is not an open Family Casework Case, Family Interaction observation notes shall be submitted to the Agency monthly on an Agency-developed form, with the Due date calculated from the effective date of the Family Interaction 3055. These reports shall be provided each month within five Business Days from the end of the month of service provision.
  - b. **Service Termination Summary** – For Cases with a concurrent Family Casework Case and Family Casework will remain open, Family Interaction service termination information, including but not limited to the date services were terminated, efforts, and progress shall be included in the next Family Casework monthly Progress Report. For Cases with a concurrent Family Casework Case and Family Casework is also closing, the termination information shall

be included in the Family Casework Service Termination Summary immediately following the receipt of the closing 3055 in accordance with Family Casework Service Termination Summary due dates. For Cases with no concurrent Family Casework Case, the Contractor shall complete an Agency-developed service termination summary within 10 Business Days from Case closure.

- i. The Contractor shall also provide a copy of the service termination summary to the parents within 10 Business Days from Case closure. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.

**Attachment I**  
**Contractor County Assignments**

Contract Number	Contractor	Counties served
ACFS20-007	Father Flanagan's Boys Home	Audubon, Buena Vista, Carroll, Cass, Cherokee, Clay, Crawford, Dickinson, Emmet, Fremont, Greene, Guthrie, Harrison, Ida, Kossuth, Lyon, Mills, Monona, Montgomery, O'Brien, Osceola, Page, Palo Alto, Plymouth, Pottawattamie, Sac, Shelby, Sioux, Taylor, Woodbury
ACFS20-008A	Family Access Center	Audubon, Buena Vista, Carroll, Cass, Cherokee, Clay, Crawford, Dickinson, Emmet, Fremont, Greene, Guthrie, Harrison, Ida, Kossuth, Lyon, Mills, Monona, Montgomery, O'Brien, Osceola, Page, Palo Alto, Plymouth, Pottawattamie, Sac, Shelby, Sioux, Taylor, Woodbury
ACFS20-009	Families First	Allamakee, Black Hawk, Boone, Bremer, Buchanan, Butler, Calhoun, Cerro Gordo, Chickasaw, Clayton, Dallas, Delaware, Fayette, Floyd, Franklin, Grundy, Hamilton, Hancock, Hardin, Howard, Humboldt, Marshall, Mitchell, Pocahontas, Story, Webster, Winnebago, Winneshiek, Worth, Wright
ACFS20-010	Mid-Iowa Family Therapy Clinic	Allamakee, Black Hawk, Boone, Bremer, Buchanan, Butler, Calhoun, Cerro Gordo, Chickasaw, Clayton, Dallas, Delaware, Fayette, Floyd, Franklin, Grundy, Hamilton, Hancock, Hardin, Howard, Humboldt, Marshall, Mitchell, Pocahontas, Story, Webster, Winnebago, Winneshiek, Worth, Wright
ACFS20-011	Families First	Cedar, Clinton, Des Moines, Dubuque, Henry, Jackson, Lee, Louisa, Muscatine, Scott
ACFS20-013	Families First	Appanoose, Benton, Davis, Iowa, Jasper, Jefferson, Johnson, Jones, Keokuk, Linn, Mahaska, Monroe, Poweshiek, Tama, Van Buren, Wapello, Washington
ACFS20-014	Four Oaks	Appanoose, Benton, Davis, Iowa, Jasper, Jefferson, Johnson, Jones, Keokuk, Linn, Mahaska, Monroe, Poweshiek, Tama, Van Buren, Wapello, Washington
ACFS20-015	Children and Families of Iowa	Adair, Adams, Clarke, Decatur, Lucas, Madison, Marion, Polk, Ringgold, Union, Warren, Wayne
ACFS20-016	Mid-Iowa Family Therapy Clinic	Madison, Marion, Polk, Warren