CONTRACT DECLARATIONS AND EXECUTION

Procurement Type/Number	Contract #
RFP #FWBP-CPS-27-001	FWBP-CPS-27-XXX

Title of Contract
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:

Agency of the State (hereafter "Agency")	
Name/Principal Address of Agency: Department of Health and Human Services Lucas State Office Building 321 E 12th Street Des Moines, Iowa 50319-1002	**Agency Billing Contact Name / Address:** Nicole Rand 1407 Independence Ave Waterloo, IA 50704 **Phone:** (515) 316-9737
Agency Contract Manager (hereafter "Contract Manager") /Address ("Notice Address"): Sara Buis 321 E. 12th Street Des Moines, IA 50319-0114 **Phone:** (515) 377-0322 **E-Mail:** sara.buis@hhs.iowa.gov	**Agency Contract Owner (hereafter "Contract Owner") / Address:** Janee Harvey 321 E. 12th Street Des Moines, IA 50319 **E-Mail:** janee.harvey@hhs.iowa.gov

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

Contract Information

Start Date: 07/01/26	**End Date of Base Term of Contract:** 06/30/28
Possible Extension(s): The Agency shall have the option to extend this Contract up to 4 additional 1-year extensions.	
Contract Contingent on Approval of Another Agency: No	**ISPO Number:** DSPOR2026-148
Contract Include Sharing SSA Data? No	**DoIT Number:** N/A

Contract Execution

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.

Contractor,	**Agency, Iowa Department of Health and Human Services**
Signature of Authorized Representative:	Signature of Authorized Representative:
Printed Name:	Printed Name: Janee Harvey
Title:	Title: Division 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]

Contractor, by:	**Contractor, by:**
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 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, Family Preservation Services with Child Safety Conference (CSC) Facilitation, SafeCare, Post Removal Conference (PRC) Facilitation, and Family Interactions.

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:

1.3.1.1 Transition and Implementation.
The Contractor shall:

A. Hire staff in accordance with the staff qualifications as set forth in 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 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 the transition of open Cases as set forth in Attachment B, Contractor Scope of Work Obligations for General Family-Centered Services Delivery.

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

***Core Obligations*:**
The Contractor shall:

A. Comply at all times with the General Obligations as set forth in Attachment B, Contractor Scope of Work Obligations for General Family-Centered Services Delivery.
B. Maintain accreditation at all times in accordance with their respective accrediting body or obtain accreditation within two (2) years if not accredited at the time of contract award.
C. Comply at all times with the Agency approved documentation and reporting requirements as set forth in Attachments B-H.
D. Train new and ongoing staff in accordance with Attachment B, Contractor Scope of Work Obligations for General Family-Centered Services Delivery.
E. Comply at all times with any Performance Improvement Plan as set forth in Attachment B, Contractor Scope of Work Obligations for General Family-Centered Services Delivery.

Service Delivery:
The Contractor shall:

A. Provide Family Casework as directed by the Agency and in accordance with Attachment C, Contractor Scope of Work Obligations for Family Casework.
B. Provide Family Focused Meeting Facilitation as directed by the Agency and in accordance with Attachment D, Contractor Scope of Work Obligations for Family Focused Meeting (FFM) Facilitation.
C. Provide SafeCare as directed by the Agency and in accordance with Attachment E, Contractor Scope of Work Obligations for Provision of SafeCare.
D. Provide Family Preservation Services as directed by the Agency and in accordance with Attachment F, Contractor Scope of Work Obligations for Family Preservation Services and CSC Facilitation.
E. Provide Post Removal Conferences (PRC) as directed by the Agency and in accordance with Attachment G, Contractor Scope of Work Obligations for Post Removal Conferences.
F. Provide Family Interaction Services as directed by the Agency and in accordance with 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 Services Cases

A. **Performance Measure 1:** Children served by the Contractor are safe from abuse during Family Casework services and for 12 consecutive months following the conclusion of their Case. The target is to achieve 90% on all Cases served in each calendar month.
B. **Performance Measure 2:** Families served by the Contractor will receive in-person contacts at the frequency determined by progression through the Casework Contact Matrix located in Appendix A. The target is to achieve 90% on all Cases served in each calendar month.
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 in each calendar month.

1.3.2.2 SafeCare on Agency Child Welfare Service Cases

A. **Performance Measure 1:** Parents in Contractor's Cases receiving SafeCare will not experience the Removal of their children from their care during the provision of SafeCare and for six months following the end date of this service. The target is to achieve 90% on all Cases served in each calendar month.

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 in each calendar month.

1.3.2.4 Family Interactions on Open Child Welfare Service Cases

A. **Performance Measure 1:** Children served by the Contractor during an Open Agency Case will have interactions with their Parents for the duration as set in the Family Interaction Plan. The target is to achieve 90% on all Cases served in each calendar month.
B. **Performance Measure 2:** The Contractor shall initiate Family Interactions within seven calendar days of a Post Removal Conference (PRC) occurring. The target is to achieve 90% on all Family Interactions Cases in each calendar month.

1.3.2.5 Staff Retention

A. **Performance Measure 1:** The Contractor shall retain 85% of frontline staff and supervisors during each fiscal quarter.

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 and the Family.

1.3.4 Monitoring, Review, and Problem Reporting.

1.3.4.1 Agency Monitoring Clause.

A. The Contract Manager or designee will:
    a. Verify Cost Reports, Invoices and supporting documentation itemizing work performed prior to payment;
    b. Determine compliance with general contract terms, conditions, and requirements; and
    c. Assess compliance with Deliverables, performance measures, or other associated requirements based on the following:
B. 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. Respond to day-to-day questions from the Contractor.
    b. Resolve Contract issues and disputes between the Agency and the Contractor to the extent possible.
    c. Monitor the Agency's data on a monthly basis regarding any performance-based payments the Contractor is eligible to obtain.
    d. Conduct 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.

e. For Family Centered Services, 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 SafeCare, Family Preservation Services, and Family Interactions. This sample will also include Non-Agency Services and Non-Agency SafeCare 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 Accuracy and Compliance Review Report and provided to the Contract Owner and Service Area Manager upon completion of each review.
f. Review 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.
g. Monitor Performance Improvement Plans (PIP) that the Contractor is required to develop to improve their performance in meeting the service requirements.
h. Review data regarding Contractor performance to make a recommendation to the Contract Manager and Contract Owner regarding contract renewal and any necessary contract amendments.
i. Conduct 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.
    i. 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 Attachment B, Contractor Scope of Work Obligations for General Family Centered Services Delivery.

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 Methodology.
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:

1.3.5.1 Payment Contingencies
Payment is contingent on the Contractor accepting each Case originating from their assigned Contract Area (See Attachment J) on a No Reject, No Eject basis, providing services in accordance with the provisions of this Contract, achieving the Contract performance targets, and submitting Cost Reports for each month of the Contract.

1.3.5.2 Administrative Costs
The Agency is placing a cap on the amount of funds that may be spent for Administrative Costs in any contract(s) resulting from this RFP. Spending on Administrative Costs under each contract, for both the contractor and all their subcontractors, cannot exceed 15% of the total contract amount. For the purposes of this subsection, *"*Administrative Costs*"* means the costs that may include, but are not limited to, such categories as: salary and benefits for administrators, communications equipment and services, and postage and shipping costs.

1.3.5.3 Payment Rate
The Agency shall reimburse the Contractor for services provided under this contract according to the matrix found in Appendix B.

The Contractor shall receive a single payment for Family Centered Services provision each month. The payment shall be based on the total anticipated case load in each Service Area for all service types- Family Casework (including Family Focused Meeting Facilitation), SafeCare (including Non-Agency SafeCare), Family Preservation Services with Child Safety Conferences,

Family Interactions (including Post Removal Conferences), and Non-Agency Services. Anticipated caseloads and monthly payments reflected in Appendix B are based on historical data on monthly caseloads. If there are two Contractors for a Service Area, the caseloads and payments for that Service Area shall be equitably divided.

The Contractor shall submit a monthly Cost Report on an Agency-approved format shown in Attachment I. This report shall be used to monitor caseloads, ensure payments reflect the actual costs of cases served, monitor staff wages, and provide an overview of Concrete Supports to Families costs. The maximum amount of Concrete Supports shall not exceed 3% of the total monthly payment. Administrative Costs shall not exceed 15% of the total monthly payment.

The Agency shall review payments monthly and evaluate actual costs reported on the FCS Cost Report (see Attachment I) on a quarterly basis. When direct costs for services (salary for frontline staff and supervisors and Concrete Supports for families) result in total actual costs for services deviating more than 5% below the monthly amount paid (see chart in Appendix B) for two or more State of Iowa fiscal quarters within any 12-month period, the Agency reserves the right to adjust the payment rate to reflect total actual costs of Cases served. When direct costs for services result in total actual costs for services deviating more than 5% above the monthly amount paid for two or more State of Iowa fiscal quarters within any 12-month period, the Contractor shall demonstrate that total actual caseload (active authorizations per month) has exceeded total anticipated caseload by more than 5% and that additional direct costs are directly related to the increased caseload. Upon Agency approval, the Contractor may submit an Invoice for the additional costs above the monthly payment.

The Agency will review payments and costs each fiscal year to determine whether adjustments to the payment amounts are needed. Adjustments may be made when the difference between monthly payments and actual costs exceeds 5% for two fiscal quarters within the previous 12 month period.

When two contractors serve a Service Area, the monthly Service Area payment amount indicated in Appendix B shall be equitably distributed based on caseloads. At least once per year, the Agency shall evaluate caseloads and payments for each contractor and may adjust each contractor’s portion of payment rendered based on actual caseloads and costs. Adjustments may occur when the difference exceeds 5% for two fiscal quarters within the previous 12-month period. For Service Areas with two contractors, the Agency reserves the right to adjust payment allocations at any time based on updated caseload or cost information. Payment adjustments will apply to the next service month.

1.3.5.3.1 Monthly Payment Rate Reductions

When a Contractor has been required to develop a Performance Improvement Plan (PIP) for Family Centered Services and has not successfully achieved the improvement benchmarks listed on their PIP within a six-month period, the Agency will reduce the Contractor’s monthly payment amount by 2% for all Cases served by the Contractor from that point forward.

The Contractor will also be required to amend and submit for approval their PIP which shall continue for a minimum of six months. The monthly payment reduction shall remain in effect until the Contractor meets the benchmarks established in their most recent PIP.

When a Contractor has received a 2% monthly payment reduction and does not achieve the benchmarks of their second PIP within the next six-month period, the Agency will reduce the

Contractor's monthly payment amount by 5% for all Cases they serve and also require submission and approval of a third version of their PIP. The 5% payment reduction will remain in effect until the Contractor has successfully met the benchmarks of this PIP. The Contractor's failure to satisfactorily comply with this plan could result in contract termination and/or the Agency choosing to not renew the contract.

1.3.5.4 Request for Start Up Funding for SafeCare (Attachment K)
If the Contractor is not currently approved and accredited to provide SafeCare, the Contractor may present and describe a justification in the Bid Proposal for their need for start-up funding to Contract with the National SafeCare Training and Research Center to become trained, approved, and accredited. Start-up payment is limited to $75,000.00. A detailed budget for start-up activities funding is required for this payment to be considered. Start-up funding is available only during the first 60 days of the initial Contract and will not be available during renewal periods. Submit start-up funding requests using Attachment K.

1.3.5.5 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.

1.3.5.6 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 1st for all services performed in the preceding state fiscal year (the State fiscal year ends June 30).

1.3.5.7 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.

1.3.5.8 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:

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

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

1.5.1 Security Framework. The Contractor shall comply with at least one of the following and provide evidence of such compliance to Agency upon request:

- Certification with one or more of the following security frameworks: NIST SP 800-53, NIST Cybersecurity Framework, HITRUST, COBIT, CSA STAR, ISO 27001, SOC 2 Type II, CIS Controls or PCI-DSS prior to implementation of the system and when the certification(s) expire, or
- Compliant with HIPAA Security Rule 45 CFR Part 160 and Subparts A and C of Part 164.

1.5.2 Vendor Security Questionnaire. The Contractor shall provide a fully completed copy of the Agency's Vendor Security Questionnaire (VSQ) upon Agency request.

1.5.3 Cloud Services. The Contractor shall be compliant with at least one of the following and provide evidence of such compliance to Agency upon request:

- FedRAMP authorization with impact level moderate prior to implementation of the system, or
- Certification with one or more of the following security frameworks: NIST SP 800-53, NIST Cybersecurity Framework, HITRUST, COBIT, CSA STAR, ISO 27001, SOC 2 Type II, CIS Controls or PCI-DSS prior to implementation of the system and 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.

1.5.5 Business Associate. If the Contractor is designated as a Business Associate through this Contract, the Contactor agrees to follow Section 3.2 of the Contingent Terms for Service Contracts. By signing this Contract, the Business Associate certifies it will comply with the Business Associate Agreement Addendum ("BAA"), and any amendments thereof, as posted to the Agency's website: https://hhs.iowa.gov/media/2904/download?inline.

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/initiatives/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/initiatives/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:

Contractor a Business Associate? No	**Contractor a Qualified Service Organization?** Yes
Contractor subject to Iowa Code Chapter 8F? Yes	**Contract Includes Software (modification, design, development, installation, or operation of software on behalf of the Agency)?** No
Contract Payments include Federal Funds? Yes **The Contractor for federal reporting purposes under this Contract is a:** Subrecipient **Federal Funds Include Food and Nutrition Service (FNS) funds?** No **UEI #:** UEI NMBR **The Name of the Pass-Through Entity:** Iowa Department of Health and Human Services	

ALN #: 93.472 **Grant Name:** Title IV-E Prevention Program	**Federal Awarding Agency Name:** Department of Health and Human Services/Administration for Children and Families
ALN #: 93.558 **Grant Name:** Temporary Assistance for Needy Families	**Federal Awarding Agency Name:** Department of Health and Human Services/Administration for Children and Families

1.9 **Reserved.** ***(Additional Terms.)***

SPECIAL CONTRACT ATTACHMENTS

The Special Contract Attachments in this section are a part of the Contract.

Attachment A - Special Terms Definitions
Attachment B - Contractor Scope of Work Obligations for General Family-Centered Services Delivery
Attachment C - Contractor Scope of Work Obligations for Family Casework
Attachment D - Contractor Scope of Work Obligations for FFM Meeting Facilitation
Attachment E - Contractor Scope of Work Obligations for Provision of SafeCare
Attachment F - Contractor Scope of Work Obligations for Family Preservation Services and Child Safety Conference Facilitation
Attachment G - Contractor Scope of Work Obligations for Post Removal Conferences
Attachment H - Contractor Scope of Work Obligations for Family Interactions
Attachment I - FCS Cost Report
Attachment J – Contractor Coverage Area

Appendix A - Casework Contact Matrix
Appendix B - Contract Payment Matrix

Attachment A
Special Terms Definitions

"Administrative Costs" means the costs that may include, but are not limited to, such categories as: salary and benefits for administrators communications equipment and services, and postage and shipping costs.

"Agency Child Welfare Service Case" means at least one Child in a Household is involved in Agency services with an Agency assigned 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 specific service types provided to Families upon Agency referral. Cases include specific eligibility depending on the type of service:

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 Family Interactions, "Case" means:
- Children in Out-of-Home Placement, placed in the care of a Non-Custodial Parent, Family foster care, formal or informal Kinship Care, or when the court orders supervised interactions for a Non-Custodial Parent and has an open Agency Case.

"Case Manager" means the Agency Social Work Case Manager or Case Management Specialist assigned to work with the Family.

"Casework Activities" means activities that aid Families in achieving case plan goals which may be part of a Casework Contact. This may include, but is not limited to:
- Teaching and coaching a parent on new discipline skills for their child;

- Providing feedback to a parent who is demonstrating new skills;
- Discussing developmentally appropriate behaviors based on a child's age;
- Partnering with the parent to develop a household routine and supporting them in practicing the routine;
- Discussing household budgeting with a parent and supporting them in setting up a budget;
- Teaching self-care skills and discussing how they are/are not working;
- Assisting the Family with making the home safe for the children and developing a tidying/cleaning plan;
- Coaching a parent through making calls to community organizations that can help meet the needs of families;
- Taking parents to shop for groceries/essentials and working on budgeting or managing the children's behaviors while shopping;
- Taking parents to an initial mental health evaluation or substance use evaluation and supporting them in completing paperwork for themselves or their children;
- Assisting parents with selecting appropriate baby-proofing items that meet the Family's home environment needs;
- Attending IEP meetings and assisting parents with understanding/advocating for their children; and
- Going with parents to a community service agency and assisting in advocacy for supports/services that help meet the needs of the Family.

Non-examples of Casework Activities include (e.g. these activities do not constitute a Casework Contact):

- Driving a parent to drug testing and back home;
- Driving a parent to therapy/treatment and dropping them off;
- Transporting parents to a Family Interaction;
- Attending court hearings;
- Making phone calls to connect the Family with community supports outside of a home visit; or
- Directing a Family to complete tasks without providing guidance, support, or assistance in planning out steps needed to complete the task.

"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 as well as engaging the Family in Casework Activities. Attendance at court hearings does not constitute a Casework Contact unless Casework Activities take place for a minimum of 45 minutes before or after the court hearing.

For Family Preservation Services, a Casework Contact shall be 60 minutes in length.

"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 section 232.68(2).

"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 Protection Worker (CPW)" means the Agency worker assigned to complete the child abuse Assessment, CINA assessment, or Family Assessment which may result in referrals to Family Centered Services.

"Child Safety Conferences" or "CSC" means a conference facilitated by the Contractor for Children at Imminent Risk of Removal and placement in foster care. CSCs are held within five calendar days from the date of referral and again within 10 calendar days from the date of the initial CSC.

"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.

"Cost Report" means a report submitted by the Contractor on an Agency-approved form 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 as a result of this Solicitation. 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.

"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 contact between the assigned Contractor staff and the Family in person or by videoconferencing. Videoconferencing will be on a limited basis in appropriate circumstances with prior Agency approval.

- For Family Focused Meetings, "Face-to-Face" means the Contractor, Agency Worker, and Family meet in person. Additional attendees may attend via videoconferencing if they are unable to attend in person.

"Facilitator" means an approved person who organizes, prepares for, conducts, and reports on all activities involved in a Family Focused Meeting or Post Removal Conference. This includes, but is not limited to, contacting all attendees invited to participate, coordinating a date, time, and location for the meeting, and ensuring all attendees have access to transportation to the meeting.

"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 engagement, 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 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 (MI).

"Family Case Plan" means the official record of the Agency's involvement with the Family. This document is created and maintained by the Agency Worker.

"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 (MI), family engagement and relapse prevention strategies will be utilized in the facilitation of the meeting.

"Family Focused Meeting Summary" or "FFM Summary" means a collaborative plan between the Family system and the Child welfare system developed with the Family during an FFM that identifies the Family's strengths, goals, and objectives developed during the meeting. The FFM Facilitator will write the document and provide copies to the Family and Agency.

"Family Functional Assessment" means activities designed to assess and evaluate the strengths and needs of the Child(ren) and/or their Family related to the safety, Permanency, and well-being of the Child(ren). These activities are intended to assess Child and Family strengths/needs, Protective Capacities, and general functioning of the Child(ren) and/or Family at specific points in time. Interventions should then be implemented and referrals made to other resources that may be useful in improving the functioning of the Child(ren) and Family. The focus is on assessing Children within the context of their Family, neighborhood, community, and environment. Family Functional Assessments are completed by the Contractor and shall include a determination of whether substance abuse, domestic violence, and/or mental health issues are concerns directly impacting the Child(ren) and Family's safety, Risks, and Protective Capacities.

"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 Agency 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, specifically SafeCare.

"Kin" means one's Family and relations.

"Invoice" means a Contractor's claim for payment. At the Agency's discretion, claims may be submitted on an original Invoice from the Contractor or may be submitted on a claim form accepted by the Agency, such as a General Accounting Expenditure (GAX) form.

"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.

"Motivational Interviewing" or "MI" 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 Services Case" means nobody in the Household is involved with an Agency assigned 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 Placement" 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.

"Post Removal Conference" or "PRC" means a meeting between the Parents, Agency, Contractor, and placement caregiver to discuss the Child's needs, Parents' next steps, and the Family Interaction Plan following the court-ordered Removal of a Child from their home. A trained Facilitator from the Contractor's organization will lead the meeting.

"Practice Standards" means a document that includes expectations around core service delivery requirements under the FCS Contract. This document clarifies performance obligations and provides best practice guidance for provider staff.

"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 provided to the Contractor by the Agency.

"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 from the Contractor 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 developed by the Agency and Family 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 interventions 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 staff assigned to provide review and oversight for an Agency Contract with a Contractor.

"Social Network Map" means a tool completed by the Contractor with the Family to assess the support and function of a Family's social network and is utilized to help identify the Family's formal and informal support systems.

"Staffing Report" means a Contractor-submitted report that outlines allocation of Contractor direct staff and supervisors throughout the Service Area and identifies specific case load sizes for staff.

"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.

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, 2026, under this Contract. Assignment of Cases is based on Family need as well as the Contractor capability to provide the service.
B. Work in collaboration with the Agency to develop Practice Standards to be utilized under this Contract and to ensure Practice Standards follow best practices.
C. Contractor will provide services consistent with Agency-approved Practice Standards found here https://hhs.iowa.gov/policy-manuals/social-services.
D. 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.
E. 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 Contract Area to another Contract Area during FCS, the FCS Case will close in that Contract Area and a new Case will open in the new Contract Area. If the current Contractor has a Contract in the Contract Area where the Family moved, the Case will be assigned to that Contractor. If the current Contractor does not have a Contract in the Contract Area, the Case will be assigned based on Family need as well as Contractor capability to provide the service.
    b. Use encrypted email in any correspondence containing Family information.
F. 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.
G. Participate in service implementation training with Agency staff and in the service transition process so that existing Cases can be transitioned to Contractors for delivery of the services as of July 1, 2026.
H. 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.
I. 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,
    e. Trauma informed care,
    f. Parenting skills/appropriate discipline,
    g. Household management, and
    h. Child development.

J. Submit a Quality Assurance/Quality Improvement Plan for Family Centered Services at the time of contract implementation and provide an updated Quality Assurance/Quality Improvement Plan within 30 calendar days of submitting each self-assessment review.
K. Follow the Agency-approved Motivational Interviewing (MI) training, documentation, fidelity monitoring, and CQI plan.

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 shall possess a bachelor's degree or higher from an accredited four-year college or university; or the equivalent of four years of full-time technical work experience involving direct contact with people in overcoming their social, economic, psychological, or health problems; or an equivalent combination of education and experience substituting the equivalent of one year of full-time qualifying work experience for one year (thirty semester or equivalent hours) of the required education to a maximum substitution of four years. The technical work experience requirement may be applied broadly and includes but is not limited to experience in fields such as human services, behavioral health, child welfare, childcare, education, juvenile justice, and related roles involving direct engagement with individuals and families.
        i. The FSS providing Family Casework shall be trained and proficient in MI or working towards training and proficiency.
        ii. The FSS shall not have more than 14 Families assigned to their caseload at one time.
        iii. The FSS providing Family Preservation Services shall be trained and proficient in MI or working towards training and proficiency.
        iv. The FSS shall not have more than four Family Preservation Services cases on 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.
        ii. The IS shall not have more than 15 Families assigned to their caseload at one time.
        iii. The IS shall possess a minimum of one year of full-time experience in human services or a related field.
    d. All Contractor program staff 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 the equivalent of two years of full-time education involving direct contact with people in overcoming their social, economic, psychological, or health problems; or an equivalent combination of education and experience substituting the equivalent of two years of full-time qualifying work experience for two years (thirty semester or equivalent hours) of the required education to a maximum substitution of two years.
    f. Contractor staff employed to provide direct services or supervision of direct services as of June 30, 2026 who meet qualification standards under the prior contract are considered to have met qualification standards under this contract.

i. These staff may continue to provide services without interruption and are not subject to retroactive disqualification based on revised qualification standards.
ii. All staff hired July 1, 2026 or later are required to meet the updated qualification standards.

B. Supervisors overseeing Family Centered Services shall not supervise more than eight (8) frontline staff at one time.
C. Conduct, at their own expense, criminal, Child and dependent adult abuse, and sex offender record checks in the state of Iowa on all 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.
    a. The Contractor shall maintain copies of these record checks in the personnel file and make them available for review as requested by the Agency.
    b. 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/.The website for the Office of Inspector General is: http://exclusions.oig.hhs.gov/.
    c. Persons who have a prior founded report of sexual abuse shall not work directly with Children and Families.
D. 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 Children, including but not limited to sexual exploitation of a minor; or
        v. A forcible felony.
E. 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.
    a. The Contractor shall provide documentation of this procedure to the Agency.
F. 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 under letter D, subletter b, above. If the Contractor becomes aware of an employee's prior history or current involvement with

HHS, the Contractor is responsible for ensuring the employee maintains professional boundaries with the Families they serve.

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 15th 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 and provide to the Service Contract Specialist by the 15th of the following month.
E. Complete and submit an Agency-developed Cost Report monthly and submit to the Service Contract Specialist by the 15th of the following month.
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 15th 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.

Performance Improvement Plans

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

A. **Semi-Annual Contract Accuracy and Compliance Review**
The Contractor is expected to complete reporting accurately and comply with Contract expectations 85% of the time for the elements described in Attachments C-H. A Performance Improvement Plan (PIP) will be required following the first instance of an accuracy score below 85%.

When the Contractor does not achieve an 85% or higher score on compliance during a Contract Accuracy and Compliance Review, the Contractor shall receive a Notice of Problem. If the Contractor does not achieve 85% on compliance in the following Review or Self-Assessment, the Contractor shall be required to have a PIP.

B. **Semi-Annual Contractor Self-Assessments**
When 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.

When the Contractor does not achieve an 85% or higher score on the compliance elements of the Contractor Self-Assessment, the Contractor shall receive a Notice of Problem. If the Contractor does not achieve an 85% or higher score on compliance in the following Review or Self-Assessment, the Contractor shall be required to have a PIP.

C. **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 Accuracy and Compliance Review. PIPs for Contractor Self-Assessments will continue until the Contractor reaches the 85% benchmark for satisfactory and excellent quality scores. 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. Penalties shall not be enforced in the first fiscal year of the contract.

D. **Monthly Payment Rate Reductions**

When a Contractor has been required to develop a Performance Improvement Plan (PIP) for Family-Centered Services and has not successfully achieved the improvement benchmarks listed on their PIP within a six-month period, the Agency will reduce the Contractor's monthly payment amount by 2% for all Cases served by the Contractor from that point forward.

The Contractor will also be required to amend and submit for approval their PIP which shall continue for a minimum of six months. The monthly payment reduction shall remain in effect until the Contractor meets the benchmarks established in their most recent PIP.

When a Contractor has received a 2% monthly payment reduction and does not achieve the benchmarks of their second PIP within the next six-month period, the Agency will reduce the Contractor's monthly payment amount by 5% for all Cases they serve and also require submission and approval of a third version of their PIP. The 5% payment reduction will remain in effect until the Contractor has successfully met the benchmarks of this PIP. The Contractor's failure to satisfactorily comply with this plan could result in contract termination and/or the Agency choosing to not renew the contract.

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 services 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 Services Cases.
    b. The Contractor shall ensure minimum monthly Casework Contacts are met at the frequency determined by progression through the Casework Contact Matrix located in Appendix A.
        i. The Contractor shall have discretion over the Family's progression through the Casework Contact Matrix. Reasoning for each phase transition shall be documented in the casework contact note marking the first contact under the new phase.
    c. The Contractor shall complete a handoff meeting with the Family and referring worker within five (5) calendar days of receiving the referral. If a handoff meeting does not occur, the Contractor shall make at least two (2) Face-to-Face attempts to meet with the Family in the first 12 calendar days after the Non-Agency Services referral.
    d. The Contractor shall use Agency-approved Evidence Based Interventions (EBI) during Casework Contacts with the Family.
    e. The Contractor shall complete an Agency-approved family functioning assessment within 30 calendar days of referral which will direct the Service Plan for Non-Agency Services Cases.

B. Provide services using Evidence Based Interventions (EBI), which shall include Motivational Interviewing (MI), 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.

C. 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 or Child in Need of Assistance (CINA) 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 or CSCs concerning the Family and their Children.

D. Assign an FSS trained or who is actively training in MI for each Case referred for Family Casework. This person shall be responsible for delivering and/or coordinating all Casework Activities, 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:**
    a. Contractor supervisor or project manager may carry a caseload when they are completing the process to become proficient upon *notice to and approval from* the Agency.
    b. An 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 to and approval from the Agency.

i. 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 shall not exceed three months.

ii. 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.

iii. No new Cases shall be assigned to the promoted supervisor or project manager.

c. 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. Initial contact with the Family shall occur at the warm handoff meeting, which will occur within the first 12 calendar days of receiving the CPW Referral.
   a. The Family, CPW, and FCS provider are required to attend in person.
   b. The CPW will coordinate scheduling for the warm handoff meeting.
   c. If the FSS will provide both Family Casework and Family Interactions, their attendance at the Post Removal Conference shall be considered attendance at a warm handoff meeting.

F. The FSS, at a minimum, shall make Casework Contacts within each full calendar month of service delivery in accordance with the Contact Frequency Matrix found in Appendix A. 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 per month.
   a. At a minimum, two of the monthly Casework Contacts shall take place in the parental home for each calendar month.

G. All Child(ren) who reside in the primary Household shall be seen during at least one Casework Contact each calendar month.

H. Participate in Case staffings when requested by the Agency Worker, judicial partners, or the Contractor.
   a. Case staffings shall occur in person or via videoconference.

I. 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.

J. The FSS shall complete an Agency-approved Family Functional Assessment within 45 calendar days of the referral to services and every 90 calendar days following until Case closure.

K. The FSS shall utilize individualized Case needs, the Family Functional Assessment, results of the FFM and/or CSC to direct the blend of services and supports provided to address the Safety, Risk, and Permanency issues.

L. The FSS shall collaborate with the Family to develop a crisis response plan, including specific steps for crises related to the Safety concerns for the Family, which supports sustainability through connecting the Family with community resources and natural supports during times of crisis.
   a. The initial crisis response plan shall be developed with the Family at the warm handoff meeting.
   b. The crisis response plan shall be reviewed at least once per month with the Family.
   c. The FSS shall revisit the crisis response plan with the Family after any crisis to explore the effectiveness of the plan and make adjustments as needed.

M. The FSS and/or the IS shall attend all FFMs and CSCs held on the Child/Youth and Family while the Case is open. If neither the FSS nor IS are able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf.
N. 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 provided at least 24 hour notice.
    a. If neither the FSS nor IS are able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf.
    b. The FSS, IS, and/or direct supervisor are not required to attend court hearings if the Agency Worker indicates their presence is not necessary. However, if the Family requests that the provider attend, the provider is expected to attend the hearing despite the Agency Worker's indication their presence is not necessary.
    c. NOTE: The FSS or IS may be subpoenaed to testify after a Case closes with the Contractor.
O. 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.
P. 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:
    a. Provision of interpreter and translation services as necessary, including sign language to meet the needs of the Children and Family.
    b. 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.
    c. Understanding the impact of poverty on a Family's functioning and collaborating with the Family and community organizations to ensure Families have access to necessary services and supports.
Q. Use MI during Family Casework in accordance with model fidelity.
R. Follow training, coaching, and fidelity monitoring processes for MI as approved by the Agency.
S. 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:
    a. **Family functioning interventions** - Provide Casework 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:
        i. Communication and social interaction functioning, which includes promoting effective communication skills, enhancing productive means of expressing feelings, and effective anger management techniques.
        ii. 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.
        iii. Supporting Family involvement in substance abuse, mental health, or domestic violence treatment programs.
        iv. 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.

v. 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.).

b. **Maintaining Connections service activities** - Provide services that support maintaining Kin/Fictive Kin, community, and cultural connections, 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:
   i. Identifying Kin/Fictive Kin who have been active in the Family's life and supporting the development of a plan for ongoing contact with natural supports;
   ii. Supporting parents to accept movement to other Permanency plans for their Children; and
   iii. Developing a map of Kin and Fictive Kin relationships to the Family to support the identification of natural supports.

c. **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.

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 calendar days from submission to the Agency Worker.
      ii. 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 referral date. These reports shall be provided each month within seven calendar 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.
      ii. 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 12 calendar 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 12 calendar 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. **Documents that identify natural supports** – The Contractor shall develop a map of Kin and Fictive Kin relationships to the Family using the Social Network Map within the first 45-60 calendar days of a Case referral and provide a copy within 12 calendar days of completion or revision.

Service Documentation and Reporting Deliverables on Non-Agency Services 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 seven (7) 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 seven calendar days from submission to the Agency. The Contractor shall maintain a copy of the Service Plan in the Case file for review by the Agency. The date of completion and provision to the Family 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 12 calendar days from Case closure.
        i. The Contractor shall also provide a copy of the service termination summary to the parents within 12 calendar days from Case closure. The Contractor maintain a copy of the service termination summary 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 Family Focused Meeting Facilitation

General Obligations for Provision of Family Focused Meeting Facilitation.
The Contractor shall:

A. Provide trained FFM 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 at the following junctures during the life of the Case on open Agency Child Welfare Service Cases:
    a. First Family Focused Meeting (FFM) between day 60-90 after referral to Family Casework.
    b. Additional FFMs shall be scheduled six months after the first FFM and every six months following as long as the Case remains open.
    c. Upon Family request.
    d. Prior to safe Case closure.
    e. Post-termination of parental rights when FCS remains involved to support placement stability/transition and ongoing sibling contact (occurs within 30 calendar days of TPR order).
    f. Should the Agency require, FFMs shall occur:
        i. when the Agency determines that an FFM is needed to address Child safety,
        ii. when the Family needs the assistance of others to achieve next steps with their Case Plan, and/or
        iii. when opportunities arise to recognize and celebrate change and identify what is left to accomplish.
    g. Cases transitioning from the prior contract to this contract shall schedule FFMs six months following the date of the most recent FFM or staffing that occurred under the prior contract. These cases shall then follow the every six months cadence indicated above.
        i. If a transitioning Case has had no FFMs prior to contract transition, the cadence of FFMs shall follow the established criteria for all new cases as noted above.
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 planning with the Family upon receipt of the completed referral.
        i. Coordinate and conduct all preparatory work with all team members who will attend the FFM.
    b. If there is a separate FFM Facilitator assigned, the Facilitator must meet with the Family in person or via phone no later than the 45th day of the Case to discuss who the Family would like to attend the meeting and any specific information the Family wants to discuss during the meeting.
        i. Include the Children's Voice in planning.
    c. Schedule all Family Focused Meetings.
        i. The Contractor shall ensure that an adequate meeting space is available and provide all supplies, interpreters, equipment, access to conference calls/videoconferencing, and any materials necessary to conduct an FFM.

ii. If a staffing occurs within 30 calendar days before or after the timeline-indicated FFM and the Family, Agency Worker, and provider are in attendance, the staffing can take the place of the timeline-indicated FFM.

d. At least 12 calendar days prior to each subsequent FFM, the Facilitator will discuss with the Family, either in-person or by phone, any updates to the invite list and any specific information the Family wants to discuss. Contact the Agency Worker for background information on the Family.
e. Contact the Family within five (5) calendar days of a Family-requested FFM referral and facilitate a meeting within 12 calendar days of the referral.
f. When present, Child/Youth shall have an opportunity to provide input during each FFM.

Service Documentation and Reporting Deliverables.

The Contractor shall:

A. Ensure completion of the Comprehensive FFM Agenda and Meeting Summary and provide to the Family within seven (7) calendar days from the date of the meeting.
    a. At the conclusion of the FFM, provide the family with a bulleted list or other tangible documentation of what was discussed at the meeting and what steps the family has agreed to complete following the meeting.
B. Ensure completion and submission of the Comprehensive FFM Agenda and Meeting Summary and submit to the referring Agency Worker within seven (7) calendar days from the date of the meeting.
C. Complete random audits of FFMs by making phone calls to all FFM participants within seven (7) calendar days of the FFM.
    a. Make actionable decisions based on information obtained.
    b. Provide to the Agency a semi-annual summary of FFM audits, due with contractor self-assessments.

Attachment E
Contractor Scope of Work Obligations for Provision of SafeCare

General Obligations for Provision of SafeCare.
The Contractor shall:

A. Provide SafeCare sessions 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 Intervention Specialist (IS) for each Case receiving SafeCare.
    a. The IS shall provide a minimum of three sessions of SafeCare per month in accordance with 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 with Agency approval.
        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 as a team to provide necessary interventions and/or supports to address Family needs.
    c. The IS and/or the FSS shall attend all FFMs and CSCs held on the Child/Youth and Family while the Case is open. If neither the IS nor 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 nor FSS is able to attend due to a scheduling conflict, the direct supervisor shall 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 five (5) calendar days and schedule an initial meeting with the Family within seven (7) calendar days of receiving the referral. If an initial meeting does not occur in the first seven (7) calendar days, the Contractor shall make at least four (4) Face-to-Face attempts to meet with the Family in the first 17 calendar days after the referral.

Service Documentation and Reporting Deliverables.
The Contractor shall ensure completion and submission of the following original and updated documentation 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 five (5) calendar days from the date of the contact.

B. **Module Termination Summary** - The Contractor shall complete an Agency-developed module termination summary prepared by the IS at the end of each module. This shall be submitted to the Agency within 12 calendar days from completion of each SafeCare module.
    a. The Contractor shall also provide a copy of the module termination summaries to the parents, unless their parental rights have been terminated, within 12 calendar days from closure of 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 reports.

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

General Obligations for Provision of Family Preservation Services and CSC Facilitation, with Motivational Interviewing (MI).

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 Agency reserves the right to close the referral prior to the end of the 10-day unit of service.
    a. When the Agency sends a referral after 5:00 p.m., the first day of the 10 calendar day unit will be considered the day of the first in-person contact with the Family, which shall occur within 24 hours of the Contractor receiving the referral.
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 call to the Agency Worker after the initial referral call is received, confirming the provider who will be assigned to the referral.
D. The Contractor shall schedule a CSC upon receipt of the Agency referral.
    a. The Contractor shall facilitate the initial CSC within five (5) calendar 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 an FSS trained in MI or in the 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. This person shall be responsible for 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 when coordinated with the FSS.
    a. The FSS shall utilize MI to engage and support the Family.
G. The FSS shall meet with the Family within 24 hours of the Agency Worker's referral to explain the service to the Family and begin working with the Family to address the safety concern.
H. The FSS shall identify and address any concerns relating to Immediate Threat during the provision of Family Preservation Services and report any concerns immediately and directly to the Agency Worker or their supervisor via telephone with follow-up electronic communication.
I. The FSS, at a minimum, shall make 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.
    a. At a minimum, five of the Casework Contacts shall take place in the Child's Home Of Origin.
    b. 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.
    c. If an 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.
    d. Days without a Face-to-Face Casework Contact shall not occur consecutively.

    e. The FSS shall notify the referring worker of any days the FSS will not see the family. Notification shall occur no later than 12:00 PM the following day.

J. The FSS shall assist the Family in developing a crisis response plan which supports sustainability through connecting the Family with community resources and natural supports during times of crisis.
    a. The Agency Safety Plan shall be the basis of the crisis response plan.
    b. The initial crisis response plan shall be developed at the first home visit and shared with the team at the initial CSC.
    c. The FSS shall revisit the crisis plan with the Family after any crisis occurs and at the final CSC.
K. The FSS shall utilize individualized Family needs and results of the CSC to direct the blend of services and supports provided to each Family in order to maintain Children safely In the Home or with Kin/Fictive Kin Caregivers.
    a. The CSC plan guides the Family Preservation Services intervention. The focus is development of solutions that will remove the Impending Danger placing the Children at imminent Risk of Removal.
L. The FSS shall help Children and Families with Concrete Supports, advocacy, and service coordination needs.
M. The FSS shall deliver services to address the Impending Dangers identified in the CSC plan, such as, but not limited to:
    a. Provide necessary information and skill building opportunities to Family members.
    b. 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.
    c. Provide funding or activities to help the Family secure necessary Concrete Supports.
    d. Assist the Family in establishing social connections with formal and informal supports and community services.
    e. Evaluate the Family's ability and willingness 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.
    f. Provide assistance and basic education to Families regarding Household management skills and improving Protective Capacities identified in the CSC plan.
    g. Provide activities to ensure that a parent is keeping medical, mental health and substance abuse appointments as appropriate to the Case situation.
N. The FSS and/or the IS shall attend all FFMs, CSCs, or other meetings held on a Case receiving Family Preservation Services. If neither the FSS nor IS are able to attend due to a scheduling conflict, the direct supervisor may attend on their behalf.
O. The FSS and/or IS shall attend court hearings and be prepared to testify 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.
    a. If neither the FSS nor IS are able to attend due to a scheduling conflict, the direct supervisor shall 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 to the Agency Worker:
    a. **CSC Plan** - The Contractor shall complete a CSC Plan on an Agency-approved form and provide by end of the next calendar day**.**
    b. **Casework Contact Note** - The Contractor shall complete a Casework Contact note prepared by the FSS on an Agency-approved form after each Casework Contact with the Family. The Casework Contact note shall be submitted to the Agency Worker by the end of the next calendar day**.**
    c. **Service Summary Report** - The Contractor shall complete a service summary report prepared by the FSS on an Agency-approved form for each unit of service. The unit of service begins on the effective date of the initial referral to services. The Contractor shall provide the summary report by end of the next calendar 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 calendar day of the final day of service for the respective unit.
        ii. 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 for Post Removal Conferences

General Scope of Work for Post Removal Conferences (PRCs):

The Contractor shall:

A. Provide a Post Removal Conference (PRC) for Open Agency Child Welfare Service Cases when a court-ordered Removal occurs and is referred by the Agency.
    a. The PRC shall occur within five calendar days of the Child's Removal from the home.
        i. The date of the PRC shall be indicated in the referral packet.
B. Provide a trained Facilitator for PRCs who is available at a designated time(s) to facilitate meetings when needed.
    a. Frequency of PRCs shall be determined based on Service Area needs.
C. Training shall include understanding of the impact of Removal on Children and Parents, general understanding of the HHS and judicial processes surrounding Removal and Out-of-Home Placement, and de-escalation skills.
D. Ensure the FSS or FSW who will be assigned to the Family Interactions Case attends the PRC for the Case.
    a. If the FSS or FSW is not able to attend, their supervisor must attend in the provider's place.
    b. If the FSS in attendance will also provide Family Casework, the PRC will serve as the warm handoff meeting.
E. Facilitate PRCs according to an Agency-approved format. This shall include brief discussion of the reason(s) for Removal, discussing all needs related to the Child's well-being (i.e. scheduled medical/mental health appointments, allergies, medications, IEPs/504 plans, preferences, and dislikes), developing the Family Interaction Plan, and development of a First Steps plan for the Parents.
F. Document the discussions during the PRC using an Agency-approved form.
G. Document the parents' First Steps Plan using an Agency-approved form.

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. PRC Notes: The PRC Notes form shall be completed during the PRC and uploaded to the Agency Provider Portal within five (5) calendar days.
        i. A copy of the PRC Notes shall be provided to the Parents within five (5) calendar days.
    b. First Steps Plan: The parents' First Steps Plan shall be completed during the PRC and a copy provided to the Parents at the end of the meeting.

Attachment H
Contractor Scope of Work Obligations for Family Interactions

General Obligations for Family Interactions.
The Contractor shall:

A. Provide 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. Provide interactions between children and their parents at a minimum of once per week for 60 minutes, with additional interaction time up to 10 interactions or 20 hours of interaction per month, based upon the Child's developmental and emotional needs and documented in the Family Interaction Plan.
    a. Support parents in understanding and articulating their Child's developmental and separation-related needs.
    b. Build parents' confidence in recognizing their Child's needs and responding to them.
    c. Assist parents with managing their own emotions and focusing on their Children
    d. Develop parents' understanding of the importance of lifestyle changes that address the Children's safety needs
E. Provide up to four (4) additional interactions or eight (8) additional hours of interactions per month when referred by the Agency for the purpose of serving each additional Parent residing in a separate Household than the Child's primary Household.
    a. Multiple authorizations for additional interactions may be referred if there are multiple households, e.g. three parents who each have their own household could result in a referral for parent one as the primary Household and two referrals for additional interactions for each of the two additional parents.
F. Provide interactions between sibling groups when specified in the Family Interaction Plan. Sibling interactions shall occur up to two times per month as directed by the Family Interaction Plan.
G. 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.
    a. 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.
H. 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.
    a. Co-facilitate a minimum of two interactions per month with the informal support(s) during periods of fully supervised interactions.

i. If there are multiple informal supports supervising interactions, the provider shall co-facilitate a minimum of one interaction per month with each informal support during periods of fully supervised interactions.
ii. Sibling interactions provided by informal supports do not require co-facilitation.

I. 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.
J. Work in collaboration with the Agency to develop guidance for decreasing the frequency of provider-supervised interactions when natural supports are providing interaction time.

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. A summary of 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 referral. These reports shall be provided each month within seven (7) calendar 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 referral. These reports shall be provided each month within seven (7) calendar 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 document 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 12 calendar days from Case closure.
        i. The Contractor shall also provide a copy of the service termination summary to the parents within 12 calendar 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
FCS Cost Report

Family Centered Services Monthly Cost Report

CONTRACTOR NAME

CONTRACT NUMBER

See the Instructions tab for guidance on completing the report.

Program Costs/Direct	July	August	September	October	November	December	January	February	March	April	May	June	ANNUAL TOTAL
Direct Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	Total Salary	
Direct Salary Expense													$ -
Direct Salary Benefits													$ -
Direct Salary Payroll Taxes													$ -
Concrete Supports	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	
Purchased Supports													$ -
Gift Cards													$ -
Training/Professional Develop.	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	
Training/Professional Develop.													$ -
SafeCare Accreditation													$ -
Transportation	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	
Number of Miles - FI Services													0
Number of Miles - Other Mileage													0
Contractor Mileage Rate													--
Contractor Vehicle Expense													$ -
Other Program Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	
Professional Fees													$ -
Onboarding and Retention													$ -
Office Supplies													$ -
Data Collection and Processing													$ -
Total Program Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -

Occupancy Costs

Property Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	Actual Costs	
Rent and Lease Payments													$ -
Phone and Internet													$ -
Utilities for Office Space													$ -
Total Occupancy Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -

Administrative - 15% Program/Occupancy Costs

Total Admin	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -

TOTAL COST BY CATEGORY	July	August	September	October	November	December	January	February	March	April	May	June	ANNUAL TOTAL
Program Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Occupancy Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Administrative Costs	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total Actual Costs per Month	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Monthly Services Payment													
Difference *(Actual Cost-Monthly Service Payment)*													
	%	%	%	%	%	%	%	%	%	%	%	%	

QUARTER TOTALS	FY Q1	FY Q2	FY Q3	FY Q4
Program Costs	$ -	$ -	$ -	$ -
Occupancy Costs	$ -	$ -	$ -	$ -
Administrative Costs	$ -	$ -	$ -	$ -
Total Actual Costs per Month	$ -	$ -	$ -	$ -
Services Payment	$ -	$ -	$ -	$ -
Difference *(Actual Cost-Monthly Service Payment)*				
	%	%	%	%

Attachment J
Contractor Coverage Areas

Contractor	Contract Number	Contract Area
Children and Families of Iowa	FWBP-CPS-27-006	Western Service Area Counties: Audubon, Adair, Adams, Carroll, Cass, Clarke, Crawford, Decatur, Fremont, Greene, Guthrie, Harrison, Ida, Lucas, Mills, Monona, Montgomery, Page, Pottawattamie, Ringgold, Sac, Shelby, Taylor, Union, Wayne, Woodbury
	FWBP-CPS-27-011	Des Moines Service Area Counties: All
Families First	FWBP-CPS-27-007	Northern Service Area Counties: All
	FWBP-CPS-27-008	Eastern Service Area Counties: All
	FWBP-CPS-27-009	Cedar Rapids Service Area Counties: All
Father Flannagan's Boy's Home	FWBP-CPS-27-005	Western Service Area Counties: Audubon, Buena Vista, Carroll, Cass, Cherokee, Clay, Crawford, Dickinson, Emmet, Harrison, Ida, Kossuth, Lyon, Mills, Monona, Montgomery, O'Brien, Osceola, Palo Alto, Plymouth, Pottawattamie, Sac, Shelby, Sioux, Woodbury
Four Oaks	FWBP-CPS-27-010	Cedar Rapids Service Area Counties: All

Appendix A
Casework Contact Matrix

Within each phase, “calendar month” refers to a full calendar month of service delivery.

Intact Families

Initiation Phase	Service Phase	Monitoring Phase/Prepare for Discharge
• 4 – 45” contacts per calendar month • Each child must be seen at least once per calendar month • 2 contacts in the home per calendar month • Typically first 2 months of the case	• 3 – 45” contacts per calendar month • Each child must be seen at least once per calendar month • 1 contact in the home per calendar month • Typically 4 – 6 months	• HHS must approve stepdown • 1 – 45” contact per calendar month • Each child must be seen at least once per calendar month • 1 contact in the home per calendar month • Typically 2 months

Out of Home Care

Initiation Phase	Service Phase
• 4 – 45” contacts per calendar month • 2 contacts in the parent home per calendar month • Typically first 2 months of the case	• Same as above (3 – 45”) • 1 contact in parent home per calendar month • Move to Intact Families- Service Phase upon reunification

Moving from one Phase to the Next

Families must meet the criteria below for Casework Contacts to progress on Agency Cases:

Initiation Phase to Service Phase- The initial Family Functioning Assessment has been completed, the Case Plan/Service Plan is developed, and the first FFM has been held. HHS may elect to communicate a need to maintain at the initiation phase, but the standard will be for stepdown to occur once these items have been completed.

Service Phase to Monitoring Phase- The structure of the Family’s day has been identified and is consistent*. The most recent Family Functioning Assessment has identified no new areas of need. There have been no new reports of abuse or neglect for at least 3 months. HHS has indicated the case is anticipated to close in the next 1-2 months.

* Structure and consistency refers to the general routine of a Family's day, including responding to the children's needs based on their wake/sleep cycles, attending school, mealtimes, and bedtime. The provider does not need to observe each part of the day but should have a good understanding of the Family's day-to-day routine and be able to communicate this in monthly progress reports.

Appendix B
Contract Payment Matrix*

Service Area		Anticipated Avg Total Caseload (Monthly)	Anticipated Max Caseload (Monthly)	Payment**
WISA	Family Casework		702	$10.95 million annually paid as $912,700 monthly
	SafeCare		80	
	Family Preservation Services		23	
	Family Interactions		345	
	Non-Agency Services		33	
	Total all case types	1109	1183	
NISA	Family Casework		549	$8.57 million annually paid as $714,000 monthly
	SafeCare		63	
	Family Preservation Services		18	
	Family Interactions		270	
	Non-Agency Services		33	
	Total all case types	907	933	
EISA	Family Casework		671	$10.47 million annually paid as $873,000 monthly
	SafeCare		77	
	Family Preservation Services		22	
	Family Interactions		330	
	Non-Agency Services		33	
	Total all case types	1076	1133	
CRSA	Family Casework		641	$10.00 million annually paid as $833,000 monthly
	SafeCare		73	
	Family Preservation Services		21	
	Family Interactions		315	
	Non-Agency Services		33	
	Total all case types	1071	1083	
DMSA	Family Casework		641	$10.00 million annually paid as $833,000 monthly
	SafeCare		73	
	Family Preservation Services		21	
	Family Interactions		315	
	Non-Agency Services		33	
	Total all case types	1069	1083	

* Anticipated Caseloads and monthly payments reflected in Appendix B are based on total Case numbers for each Service Area. If two Contractors are awarded contracts within a Service Area, the caseloads and payments shall be equally divided for that Service Area.

**Payment is based on the total number of all Case types each month. The Agency reserves the right to review actual service costs and adjust payment to reflect actual costs. See Section 1.3.5 Contract Payment Methodology for more information.