CONTRACT DECLARATIONS AND EXECUTION

Procurement Type/Number	Contract #
RFP #FWBP-CPS-26-001	FWBP.CPS.26-XXX

Title of Contract
Parent Partner Program Administration

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: Iowa Department of Health and Human Services Lucas State Office Building 321 E 12th St., Des Moines, IA 50319	**Agency Billing Contact Name / Address:** Christie McDonald Division of Compliance Iowa Department of Health and Human Services 417 E Kanesville Blvd., Council Bluffs, IA 51503 **Phone:** (515) 310-9684
Agency Contract Manager (hereafter "Contract Manager") /Address ("Notice Address"): Julie Clark-Albrecht Division of Family Well-Being & Protection Iowa Department of Health and Human Services 321 E 12th St., Des Moines, IA 50319 **Phone:** 515-377-0323 **E-Mail:** julie.clark-albrecht@hhs.iowa.gov	**Agency Contract Owner (hereafter "Contract Owner") / Address:** Lori Frick Iowa Department of Health and Human Services Lucas State Office Building 321 E. 12th Street Des Moines, IA 50319 **E-Mail:** lori.frick@hhs.iowa.gov

Contractor: (hereafter "Contractor")	
Legal Name:	**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: 07/01/25	**End Date of Base Term of Contract:** 06/30/27
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:** DSPOR2025-137
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: Director, Division of Family Well-Being & Protection
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.

"Administrative Costs" means the costs that may include, but are not limited to such categories as: salary and benefits for administrators and support staff (staff that would be present without being awarded a contract), rent and lease payments, utilities, data collection and data processing costs (excluding administering surveys and processing of data specifically related to Scope of Work 1.3.1.1 through 1.3.1.4), printing, communications equipment and services, and other costs necessary to support the delivery of services.

"Agency" means the Iowa Department of Health and Human Services.

"Agency Parent Partner Liaison(s)" or "Agency Liaison(s)" means an Agency staff person(s) who has been identified by the Agency to be the primary contact(s) for the Parent Partner Coordinator and Parent Partners for addressing needs and concerns within the Service Area.

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

"Child Protective Services" means services primarily initiated through the Iowa Child Abuse Reporting phone line (intake), which are reviewed to determine whether the case meets abuse and neglect criteria. Accepted abuse and neglect reports are assessed to understand what caused the report to come in and decide if the report meets criteria, does not, or if other supports can be put in place for the family.

"Child Safety Conference" or "CSC" means a conference facilitated for Children at imminent risk of removal and placement in foster care. CSCs are held within three Business Days from the date of referral and again 10 calendar days from the date of the initial CSC, unless this date falls on a Saturday, Sunday, or State holiday.

"Collaboration" means when communities, agencies, and local organizations join together to provide comprehensive services based on common goals and shared resources. Instead of focusing on individual agendas, collaborative partnerships establish common goals that address problems that lie beyond any single agency or organization's purview yet concern them all. Partners agree to pool resources, jointly plan, implement, and evaluate new services and procedures, and delegate individual responsibility for the outcomes of their joint efforts.

"Contractor(s)" means the organization that has executed a contract with the Agency to provide the Parent Partner Approach. 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" or "Contract Monitor" means the Agency staff 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 a manager or administrator within the Agency who has overall responsibility, accountability and authority for the direction and management of the procurement for a specific RFP and contract.

"Culturally Responsive" means the ability of individuals and systems to respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths or religions in a

manner that recognizes, affirms, and values the worth of individuals, families, tribes, and communities, and protects and preserves the dignity of each.

"Deliverables" means all of the goods, products, services, work, work product, items, materials and property to be created, developed, produced, delivered, performed or provided by or on behalf of, or made available through, Contractor (or any agent, Contractor or subcontractor of Contractor) in connection with any contract resulting from the RFP.

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

"Family Case Plan" means the official record of the Agency's involvement with the Family.

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

"Family Mentors" means persons in long term substance use recovery and have had experiences in the child welfare system who provide intensive recovery support to the parents participating in the program, provide coaching on sober parenting, assist with daily living skills, and assist with transportation to appointments associated with the parents' participation in the START program.

"Hiring Entity for Family Mentors" means the hiring entity to hire and employ Family Mentors for provision of the START Model.

"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.

"Iowa Parent Partner Approach Handbook: Governing Philosophy, Policy & Protocol or Handbook" means the document attached to this RFP as (Section 2.1). This document sets forth governing standards, policy and procedures developed to provide continuity and consistency for the Parent Partner program fidelity.

"Lead Parent Partner" means a Parent Partner who has at least two years direct experience as a Parent Partner, has demonstrated the ability to assist the Parent Partner Coordinator, and is approved by the Contract Manager.

"Mental Health Professional" or "Licensed Clinician" means an individual that meets all of the following conditions: holds at least a master's degree in a mental health field, including but not limited to, psychology, counseling and guidance, social work; holds a current Iowa license required by Iowa licensure law; and has at least two years of post-degree experience supervised by a Mental Health Professional in assessing and treating mental health problems and mental illness.

"Mentoring" or "Mentor Supports" means providing peer supports from a Parent Partner who has had a similar experience and can provide insights, guidance and hope based on their own experience navigating the child welfare system.

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

"National START Model Family Mentor Hiring Guide" means the guide to outline the hiring process for Family Mentors as required by the START Model program standards.

"Parent Partner" means an individual who at one time had their children removed for safety concerns and have since been successfully reunified with their children and are now approved to mentor families whose children are currently removed or are at risk of Removal. See Section 2.1 for additional Parent Partner eligibility criteria.

"Parent Partner Coordinator" or "Coordinator" means a person certified to provide oversight and coordination of a Parent Partner Program and day-to-day tasks such as job assignments and programmatic issues.

"Parent Partner in Training Mentoring" means a role only available to parents who, for at least one year, have been reunited with their children or who have resolved issues related to termination of their parental rights or other permanency decisions where children were not reunited with the prospective Parent Partner. These parents must meet all required Parent Partner eligibility criteria. In addition, they must meet all guidelines associated with Parent Partner in Training requirements identified in Section 2.1.

"Parent Partner in Training" means a role only available to parents who have been reunited with their children for at least six months and who intend to become Parent Partners or have had at least one year to resolve issues related to termination of their parental rights or other permanency decisions where children were not reunited with the prospective Parent Partner. Opportunities available to these parents are identified in Section 2.1.

"Parent Partner Program/Approach" means an approach designed to promote innovative change in social work practice that is unique because it not only celebrates individuals who have overcome obstacles through change, recovery, and accountability, but also uses their skills to mentor families who are currently navigating through the Agency as their children are at Risk of out of home placement, or are in foster or kinship care. Parent Partners demonstrate advocacy and effective communication, while holding families accountable in meeting their Family Case Plan goals to provide better outcomes around prevention of out of home placement, re-abuse, and reunification.

"Parent Partner Management Team" means Contractor's team of statewide leadership staff and the Contract Manager who share in the decision-making process regarding the management of the Parent Partner Approach.

"Parent Partner Service Area Steering Committee(s)" means Service Area committee(s) that provides feedback and guidance on Parent Partner Program implementation. Membership is comprised of Parent Partners, Coordinators, Agency Liaisons, and child welfare partners (i.e. domestic violence, substance abuse, mental health, law enforcement, etc.).

"Parent Partner Specialist" means a staff position in each Agency Service Area who has previous experience serving as a Parent Partner and will attend and provide support to parents at Child Safety Conferences, in addition to providing training to new Parent Partners on strategic sharing and Building a Better Future Training.

"Parent Partner State Advisory Committee" means a statewide committee that provides feedback and guidance on the Parent Partner implementation and success. Membership is comprised of Parent Partners, Coordinators, Contractor Administrators, Contract Manager, and Agency Liaisons.

"Participant" means a parent is involved in the Parent Partner Approach and receiving support as mentee.

"Pilot" or "Pilot Project" means a small-scale implementation conducted in order to evaluate feasibility, time cost, adverse events and improve upon the design prior to full-scale implementation.

"Risk" means the probability or likelihood that a Child in the future will experience maltreatment.

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

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

"Sobriety Treatment and Recovery Teams (START)" means a model child welfare led intervention that has been shown, when implemented with fidelity, to improve outcomes for both parents and children affected by child maltreatment and parental substance use disorders.

"Target Population" means mentoring supports available to families whose children have been removed from their parent's care and/or parents who can only reside with their Children under special conditions directed by the courts (e.g. substance abuse treatment or relative care is present). Target Population includes parents who are participating in a Child Safety Conference due to their Child or Children in the home assessed to be at increased Risk for abuse or maltreatment and are at imminent Risk of Removal. Parents may receive on-going support from the Parent Partner following the conclusion of a Child Safety Conference regardless of whether Removal of their Child or Children has occurred.

1.2 Contract Purpose.

To manage and deliver statewide Parent Partner supports for families involved with the Iowa Health and Human Services (Agency) child protective services beginning on July 1, 2025. Contractor will provide delivery and ongoing management of the Iowa Parent Partner Approach. Contractor will also provide assistance in establishing Parent Partners on various committees and in presenting HHS/community training throughout the state.

1.3 Scope of Work.

1.3.1 Deliverables.

The Contractor shall provide statewide delivery, and ongoing management of the Parent Partner Approach. As part of this approach, the Contractor shall provide: Parent Partner mentoring; assistance in establishing Parent Partners on various committees; presentations to the Agency and community partners statewide; recruitment of Parent Partners, training, and guidance for Parent Partners; coordinate committees; and other aspects necessary for implementation.

1.3.1.1 Management, Implementation and Work Plan

A. The Contractor shall develop, implement, and adhere to an Agency-approved annual work plan describing the Parent Partner implementation process for all 99 Iowa counties. The work plan shall contain at a minimum:

1. Tasks and subtasks, durations, resources, milestones for Parent Partner, Parent Partner Specialist and Coordinator recruitment, training, peer support, committee meetings, community outreach, and other items identified in the Deliverables.

2. Target dates for all milestones including the number of Coordinators, Lead Parent Partners, Parent Partner Specialist, Parent Partners, and Participants involved in the program.
3. Strategies and measurements for ensuring the program requirements are met.
4. Protocols for quality assurance.
5. All milestone dates identified in the work plan shall be met unless prior approval is received from the Agency's Contract Manager.
6. Contractor shall provide an initial workplan to the Agency for approval on or before July 1, 2025 and annually thereafter no later than August 1.

1.3.1.2 Parent Partner Operations

A. Target Population

The Contractor shall provide mentoring supports to no less than 1,240 parents statewide for each year of the Contract. Mentoring supports includes parents who have had an intake into the program. The Contractor shall provide Parent Partner mentoring supports for the Target Population as described in the following section:

1. Out of Home Placement Support:
   Priority for these mentoring supports are families whose children have been removed from their parent's care and/or parents who can only reside with their children under special conditions directed by the courts (e.g. substance use treatment or relative care is present). Contractor shall ensure equitable service delivery across both rural and urban areas, targeting comparable proportions of the population.
2. In Home Prevention Support:
   The Contractor shall provide mentoring supports to families who participate in a CSC due to coming to the attention of the Agency because their children are at Risk for abuse or neglect and Removal if appropriate supports and/or resources are not provided. Parents may receive on-going peer mentoring support following the CSC throughout the duration of an open child welfare case as prevention to out of home placement of their child(ren). The Contractor shall utilize the following criteria for determining an eligible referral of Parent Partner mentoring supports for parents participating in a CSC:
   a. Parent is not currently receiving support from a Parent Partner.
   b. The Child is not formally removed or is Safety Planned to another living arrangement.
   c. Parent agrees to participate in the Parent Partner Program on a voluntary basis.
   d. Parent receives a CSC.

B. Parent Partner Program Fidelity:

The Contractor shall maintain the fidelity of the Parent Partner Approach and meet the standards set forth in the Iowa Parent Partner Approach Handbook: Governing Philosophy, Policy & Protocol (Section 2.1) and the Parent Partner Practice Guide.

1. The Contractor shall implement and adhere to the following protocol designed to promote fidelity:
   a. Contractor shall implement a referral process for families that is easily accessible to potential participants and coordinated with Agency staff. Referrals shall be provided by Agency staff and/or an Agency-approved entity. If the Contractor receives referrals from an entity not approved by Agency, the Contractor shall receive the Agency's Contract Manager approval prior to accepting the referral.

b. Coordinator shall match a Parent Partner with the family no later than two working days after referral. The Parent Partner must meet with the family within two working days of being assigned and at least twice with the Participant one-on-one before the intake is completed.
c. Contractor shall complete the Participant Profile form to complete the intake process within 60 days from the date of referral.
d. If the Agency and/or Agency approved entity requests a Parent Partner to attend a Family Focused Meeting before a formal referral is made, the Parent Partner Coordinator will assign a Parent Partner to attend this meeting if the potential participant agrees. This could be considered a referral for on-going mentoring supports per Participant's request.
e. If the Agency and/or Agency approved entity requests a Parent Partner to attend an HHS related meeting as identified in Handbook Section 3.1 before a formal referral is made, the Parent Partner Coordinator will assign a Parent Partner to attend this meeting if the potential Participant agrees. This could be considered a referral for on-going mentoring supports per Participant's request.
f. The Coordinator and/or Lead Parent Partner shall meet at least twice with the Participant within 60 days of the initial referral date and complete the Participant Profile Referral and Intake Form per instructions. The information obtained is entered into the database within 30 days of completing the form. Contractor shall utilize a voluntary intake process that is engaging, and strength based. For more information on the Participant Profile Referral and Intake Form see Handbook Section 2.4.
g. After the intake is complete, the Parent Partner will meet with Participant face to face at least two to four times per month based on the Participant's needs. Contractor shall ensure the Parent Partner meets with the assigned Participant and offers supports. The Contractor shall be responsible for assuring the Parent Partner works with the Participant to complete the Participant Self-Assessment Form (Entry) per instructions no later than 30 days after intake and the information obtained is entered into the database within 30 days of completing the form. For more information on the Participant Self-Assessment Form see Handbook Section 2.5.
h. The Contractor shall remain flexible with the number of one-on-one and other face-to-face Parent Partner contacts with the Participant. The Coordinator/Parent Partner case consultation and the family's needs shall determine frequency and types of contacts. Contractor shall track Parent Partner activity on the Participant Monthly Activity Tracking form per instructions from the Iowa Parent Partner Approach Handbook and ensure that relevant information is entered into the database within 30 days of completing the form. For more information on the Participant Monthly Activity Tracking form see Handbook Section 2.6.
i. When a family is exiting the program, Contractor shall complete the Participant Self-Assessment Form (Exit), Participant Feedback Form, Fidelity Checklist and Participant Outcomes Forms per Handbook instructions and enter relevant information into the database within 30 days of completing each form. For more information on these forms see Handbook Sections 2.7, 2.8 and 2.9.
j. If the referral to the Contractor is for a CSC, contact shall occur between the Parent Partner and the parent in advance of the CSC to explain the purpose of the Parent Partner Program and to offer mentoring and support to the parent. The Contractor shall provide peer mentoring support to the parent during the CSC process and ongoing following the completion of the CSC, if the parent agrees to receive ongoing support during the duration of their open child welfare case.

2. The Contractor shall adhere to the process outlined in the table below following the Parent Partner Program fidelity model.

Table: 1 Parent Partner Program Fidelity Protocol by Program Stage

Process	Program Referral – Out of Home Support	CSC Referral- In Home Support	Program Intake- (In Home/Out of Home Support)	Program Support	Program Exit
Definition	• HHS refers the parent to the Parent Partner Program after an out of home placement has occurred	• HHS refers for Parent Partner to attend a CSC with the parent, the child and parent have remained intact	• Parent has agreed to receive mentoring support from a Parent Partner	• Parent is an active Participant in the Parent Partner Program	• Parent decides to exit the program voluntarily or has reached HHS case closure.
Action	• Contractor confirms receipt of Referral from HHS and matches a Parent Partner with the Parent • Parent Partner meets with the parent within 2 working days of being assigned • Parent Partner meets twice with the parent prior to intake completion.	• Contractor confirms receipt of Referral from HHS and assigns a Parent Partner Specialist or Parent Partner to engage with the parent prior to the CSC.	• Contractor completes the Family Profile (Referral/Intake) form	• Parent Partner will meet with parent at least two to four times per month Face to Face based on parent's needs • Contractor shall be responsible for assuring the Parent Partner works with the family to complete the Family Self-Assessment Form (Entry).	• When a parent is exiting the program, Contractor shall complete the following forms: ○ Family Self-Assessment Form (Exit), ○ Family Feedback form, ○ Fidelity Checklist ○ Family Outcomes
Timeframe	• Assign and meet with Parent within 2 working days of the referral.	• Within 48 hours of receiving CSC referral	• Complete intake within 60 days of the initial referral date.	• Complete Self-Assessment within 30 days of intake and enter in database within 30 days of completion.	• Contractor enters relevant information into the database within 30 days of completed forms.

C. Parent Partner Community Outreach:

1. Contractor shall provide opportunities for Lead Parent Partners, Parent Partners, Parent Partners in Training and Parent Partners in Training Mentoring to participate in Agency approved community and state child welfare opportunities. The Contractor shall plan for Parent Partner Community Outreach that includes the following activities including but not limited to:

a. Committees and workgroups related to child welfare services.
b. New worker training for HHS Social Work Case Managers and Child Protection Workers.
c. Community groups, coalitions, and initiatives related to child welfare and early intervention services such as Community Partnerships for Protecting Children (CPPC).
d. Speaking engagements and opportunities to promote program awareness.

e. Trainings for kinship caregivers, foster, and adoptive parents.
f. Mount Pleasant Prison Parent Partner HHS Orientation four-week program. Incarcerated fathers who have an open child welfare case receive information about navigating through their case.
g. Other meetings, trainings, and activities.

2. Contractor shall implement and adhere to the following procedures for administering Parent Partner Community Outreach:
   a. A central point(s) of coordination and implementation when responding to request for a Parent Partner in a community and/or Agency outreach activity.
   b. Contractor shall assess the request and match the most appropriate Parent Partner with the activity based on individual skills, knowledge, and geographic location.
   c. Contractor shall prep the Parent Partner prior to the activity and follow-up afterwards.
   d. Contractor shall ensure that the Parent Partner follows through with assignment.
   e. Contractor shall track outreach activities and enter these activities in the Agency approved database within 30 days of completing the Participant Monthly Activity Tracking forms (Handbook Section 2.6).
   f. Contractor shall maintain or exceed comparable level of community outreach identified in 2024 Parent Partner Program annual report. For current levels see Quick Stats, Handbook Section 2.2.

3. **Culturally Responsive Services**
   The Parent Partner Program 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:
   1. Provide interpreter and translation services as necessary, including sign language to meet the support needs of the parent at no additional reimbursement.
   2. Tailor support to parents of diverse race/ethnicity and cultural backgrounds.
   3. Collaborate with community resources and supports that reflect the ethnic and cultural diversity of the community to best support parents of different race/ethnicity and cultural background.

E. Flexible Funding

Contractor shall provide flexible funding to parents for the purpose of meeting the specific needs of families when there are no other available resources to meet these needs. This service shall be provided only to Participants who are currently being mentored by a Parent Partner. These funds cannot be utilized when there is a similar, readily available resource within the community.

1. Contractor shall develop, implement, and adhere to a protocol, subject to the approval of the Parent Partner Management Team, for equal distribution statewide based on population and need. Protocol shall include but not be limited to a referral/approval process, types of items to be funded, time frame for expenditures, statewide distribution, and other related protocol items.
2. Contractor shall receive approval from the Contract Owner and Contract Manager of the written protocol before utilizing these funds. Contractor shall record this approval on an Agency approved log for exceptions and approvals.
3. The Contractor shall track and record all flex-fund expenditures. Contractor shall submit monthly the tracking and updates on the utilization of the flex-fund expenditures.

F. Parent Partner Recruitment and Eligibility Criteria:

The Contractor shall ensure all Parent Partners must meet eligibility criteria set forth in the Iowa Parent

Partner Approach Handbook: Governing Philosophy, Policy & Protocol, Section B. Eligibility Criteria for Parent Partners page 5, (Handbook Section 2.1) before being considered a potential Parent Partner mentor and to continue in the Parent Partner mentor role.

G. Recruitment

The Contractor shall develop, implement, and administer an Agency-approved recruitment plan for communicating and tracking recruitment needs for new Parent Partners to share with local HHS staff. The Contractor shall develop, implement, and administer Agency-approved Parent Partner recruitment plans for each Agency Service Area specific to engaging with and increasing a diverse pool of Parent Partners, which includes males and parents who represent racially and ethnically diverse populations. The recruitment plan shall identify both strategies for engagement and for retention of Parent Partners.

1. The Contractor shall develop a recruitment plan for communicating and tracking recruitment needs for new Parent Partners to share with local HHS staff that includes the following information:
    a. Estimated need for additional Parent Partners based on number of referrals, waiting list, and existing Parent Partner pool.
    b. A plan for recruitment of Parent Partners who are representative of the parents most commonly served in each of the Service Areas.
    c. A plan for engaging male Parent Partners.
    d. The Contractor shall submit the recruitment plan for each Service Area to the Contract Manager annually by August 15th.
    e. The Contractor shall provide a summary report on progress of the recruitment plan in Agency approved quarterly reports.

2. The Contractor shall ensure an available pool of Parent Partners for matching referrals of parents to provide mentoring supports. The Contractor shall:
    a. Accept referrals for potential Parent Partner mentors from the Agency.
    b. Obtain referrals from other sources but shall not use the non-Agency referred potential Parent Partner until the Agency authorizes the referral.
    c. Train and coach all Parent Partners accordance with the obligations set forth in Handbook Section 2.1.
    d. Assure that Parent Partners complete all requirements before mentoring and submit approval process documentation once all training and coaching is completed. For Parent Partner approval process and form to be completed see Handbook Section 2.1.

H. Parent Partner Referrals

1. The Contractor shall request adequate referral information from HHS to begin the process of accepting the referral of the parent to the Parent Partner Program. This shall include parent contact information, reason for making the referral, and reason for involvement with HHS child protection. This includes requesting information necessary in the referral process regarding high-risk situations. The Contractor shall provide guidance to Parent Partners in determining safe and confidential meeting spaces for supporting parents in high-risk situations.

2. The Contractor shall develop, implement, and adhere to an Agency-approved communication process for ensuring confirmation and acceptance of referrals and ongoing program capacity status of the Parent Partner Program to HHS. This communication process shall include a status update at regularly determined intervals regarding matched referrals, wait list, not accepted

referrals, intakes into the program, and disengaged/closed cases. The Contract Manager shall approve the Contractor's communication process during the first quarter of the contract period.

I. Parent Partner Reimbursement

1. Continuity of services through the Parent Partner program is critical to the Program's success and the relationship between the specific Parent Partner and those being served contributes to continuity. As such, the Contractor shall compensate Parent Partners, Parent Partners in training, Parent Partners in training mentoring, and Lead Parent Partners at a competitive retention and reimbursement rate for time and expenses for all Parent Partner related activities, including but not limited to mentoring supports, training, presentations, conferences and meetings, and related travel. Travel reimbursement Parent includes Parent Partners' travel to one-on-one meetings, court hearings, and other related places Parent Partners are providing mentoring support to parents.

2. The Contractor shall provide reimbursement for Parent Partners' time and activities supporting parents in between face-to-face contacts, including phone calls, text messages, and email. The Contractor may develop a mechanism for flat rate reimbursement of Parent Partner time spent on monthly activities to support Participants through email, text messages and phone calls. The Contractor may vary Parent Partner compensation rates as necessary to foster the continuity of services, to maintain Parent Partner relationships with those being served, and to maintain comparable retention rates throughout the state.

J. Staffing Structure:

1. Parent Partner Coordinators, Lead Parent Partners, and Parent Partner Specialist
The Contractor shall provide an adequate number of qualified Parent Partner Coordinators, Parent Partner Specialists, and Lead Parent Partners to sustain statewide implementation and operations to support Parent Partners. The Contractor shall provide a quarterly staffing list to the Agency's Contract Manager for review to ensure adequacy of staffing levels. For Parent Partner Coordinator, Parent Partner Specialist, and Lead Parent Partners responsibilities see Handbook Section 2.1.

2. Parent Partner Coordinators shall meet the following minimum qualifications:

a. Iowa Parent Partner Coordinator Certification within one year of employment (see Handbook Section 2.1); and at least one of the following criteria listed in b through e:
b. A Bachelor's Degree in human services or a related field from an accredited four-year college recognized by the Council for Higher Education Accreditation (CHEA) with minimum of two years of full-time experience in Child Welfare Services; or
c. A Master's Degree in human services or related field from an accredited college or university; or
d. An Associate of Arts Degree plus four years of full-time experience in Child Welfare Services; or
e. Candidates who do not meet education requirements but have a combination of education and experience will be reviewed on an individual basis by the Agency Contract Manager and/or Owner.

3. Parent Partner Coordinators Ratio to Parent Partners
The Contractor shall provide an adequate number of qualified Parent Partner Coordinators to sustain statewide implementation and operations to support Parent Partners as indicated in the

Parent Partner/Coordinator ratio in the chart below. The Contractor shall maintain the following Parent Partner/Coordinator ratio:

Coordinator	Lead Parent Partner	# of Cases	# Parent Partner	Maximum # of cases per Parent Partner
Fulltime Coordinator	**No** Lead Parent Partner	100	10	15
Fulltime Coordinator	Lead Parent Partner	150	15	15
½ Coordinator (20-30 hrs. per week)	**No** Lead Parent Partner	50	5	15
½ Coordinator (20-30 hrs. per week)	Lead Parent Partner	70	7	15

4. **Administration**
   The Contractor shall provide administration staff to manage all aspects of the Parent Partner Approach identified herein. Administrative roles are defined in Handbook Section 2.1. Any additional roles must be approved by the Agency. Leadership administrative staff shall have the following minimum qualifications:
   a. Bachelor's degree in human services or a related field from an accredited four-year college recognized by the Council for Higher Education Accreditation (CHEA) with a minimum of four years of full-time experience in Child Welfare Services with at least two of these years in administration; or
   b. Master's degree in human services or related field from an accredited college or university with two years of full-time experience in Child Welfare Services.
   c. Candidates who do not meet education requirements but who have a combination of education and experience will be reviewed on an individual basis by the Contract Manager and/or Owner.

1.3.1.3Training, Steering Committees and Support

Conferences at Lodging Facilities. In accordance with Iowa Code § 80.45A(5), if the following tasks are a part of the Contractor's scope of work under this Contract, prior to either (1) procuring space or services for a conference, meeting, or banquet located at a site where lodging is available that is owned, operated, or owned and operated by a lodging provider, or (2) hosting a conference, meeting, or banquet at a site where lodging is available that is owned, operated, or owned and operated by a lodging provider, and in either case, the lodging provider must pay Iowa hotel/motel taxes, the Contractor shall verify the lodging provider is certified as having completed human trafficking prevention training on a website maintained by the Iowa Department of Public Safety. The website is currently available at https://stophtiowa.org/certified-locations . The Contractor shall submit proof of this certification to the Agency's contract manager with the claim for reimbursement.

The Contractor shall provide training and/or ensure coordination of training opportunities are provided to Parent Partners on topics that increase knowledge base and development of skills to effectively provide mentoring and support to parents involved in a child protection case. Parent Partner in Training and Parent

Partners in Training Mentoring roles shall successfully complete required and supplemental training prior to becoming a fully approved Parent Partner. The required and supplemental training to be completed before Parent Partner mentoring can begin are identified in Handbook Section 2.1.

Parent Partners will receive follow-up guidance and support to their learning and application to the Parent Partner role from their Coordinator on the required training topics following completion of the trainings. In addition, Parent Partners will receive additional ongoing training and guidance each year following their initial training requirements on topics related to their role in supporting and mentoring parents. This may include topics such as maintaining boundaries, safety in high risk or crisis situations, overview of drug testing protocols and polices, cultural diversity and responsiveness, mental health, social-emotional well-being, and supporting parents during termination proceedings. Required training topics for new Parent Partners are detailed in Handbook Section 2.1.

A. Required Parent Partner Training

The Contractor shall provide required training for all individuals who will be providing mentoring services under the Parent Partner program.

1. **Building a Better Future Training**
    a. The Contractor shall provide the training known as Building a Better Future (BABF). See Handbook Section 2.1. The training shall be a three-day course for all Parent Partners, Coordinators, and Agency staff involved with the Parent Partners and/or Parent Partners assigned to families on their caseload. The training shall have Parent Partner, Agency, and Community partners/providers equally represented. This training shall be implemented with two approved trainers, a Parent Partner and a professional well versed in the Parent Partner program. See Handbook Section 2.1.
    b. The Contractor shall ensure BABF trainers complete the required criteria to become an approved trainer. BABF applicants must provide two letters of recommendation to begin the process of becoming an approved trainer, one of which must be from HHS. The Contractor shall only use trainers who have been approved through coaching and mentoring by a master trainer and approved by the Contract Manager. For more information on trainer qualifications. See Handbook Section 2.1, Section L.
    c. The Contractor shall provide a minimum of seven BABF trainings per year, with a minimum of one BABF training held in each HHS Service Area each year.

2. **Required and Supplemental Training**
    a. The Contractor shall assure that each Parent Partner completes all required and supplemental training, identified in Handbook Section 2.1. These training courses shall be provided by a trainer who demonstrates the ability and commitment to meeting the training objectives identified in Handbook Section 2.1. All training (other than BABF) shall be delivered individually, in a group setting, or by video call.
    b. The Contractor shall assure that all Parent Partners complete all trainings in Handbook Section 2.1 before one-on-one mentoring can begin.
    c. Parent Partners will complete the trainings within one year from the date of the acceptance into the Parent Partner Program.
    d. The Contractor shall train new and existing Parent Partners on the Parent Partner role in supporting parents during the CSC process and provide mentoring and support to parents when children have continued to remain in the home during an open child protection case.
    e. The Contractor shall submit quarterly documentation to the Agency for approval, verifying each Parent Partner's completion of required trainings by the Contract Manager using the Training Verification Form (Handbook Section 2.3).

f. The Contractor shall provide or coordinate course offerings that shall be available to Parent Partners in each of the HHS Service Areas for all trainings required of Parent Partners per year.

3. **Training Coordination**
   a. The Contractor shall coordinate Parent Partner training including, but not limited to recruiting participants, securing locations, scheduling trainers who are subject matter experts in the topics trained, and providing training materials and supplies. The Contractor shall disseminate training certificates to participants and track required training completed for each Parent Partner.
   b. The Contractor shall develop, implement, and adhere to an Agency-approved training implementation plan. The training plan shall include the details for implementing training for Parent Partners as described in 1.3.1.3. 3.a. for the training identified in Handbook Section 2.1. The training plan shall include course outlines for each of the trainings identified in Handbook Section 2.1.

B. Parent Partner Support

1. **Administrative Support**
   The Contractor shall provide Parent Partners with ongoing support and guidance by their Parent Partner Coordinator to address mentoring challenges and provide guidance to Parent Partners in supporting parents. The Contractor shall provide support to the Parent Partner through established requirements for Parent Partners to participate in:
   a. Minimum of monthly one on one meeting between the Parent Partner and the Parent Partner Coordinator, or more frequently as needed based on the Parent Partner's needs for support.
   b. Monthly Parent Partner team meetings.
   c. Additional training and development specific to the Parent Partner's development needs.
   d. Shadowing opportunities with a Lead Parent Partner, Parent Partner Specialist, or an experienced Parent Partner for Parent Partners in Training and Parent Partners in Training Mentoring roles, or as identified as a training and development need for the Parent Partner.

2. **Mental Health Support for Parent Partners**
   The Contractor shall provide a master-level licensed clinician to facilitate monthly group support sessions for Parent Partners. The licensed clinician shall be available as needed for individual sessions to assist with assessing needs and to facilitate problem solving. For additional requirements see Handbook Section 2.1.

3. **Career Development**
   The Contractor shall develop, implement, and adhere to an Agency-approved annual plan to assist Parent Partners in multi-faceted career development opportunities. The annual plan shall include providing information and available resources to Parent Partners to build on their skills and goals for future career and/or educational opportunities.

   a. The plan shall include but not be limited to a referral process to available career and education programs, equal access for Parent Partners statewide, and access to resources and supports for implementation of career development. In addition, the plan shall include:
      i. Provision of information and referrals for career and education development shall be provided with existing resources including but not limited to Workforce Development, community colleges, county extension offices, and other related resources.

ii. Programming options shall include but not be limited to providing education on all economic supports available to assist Parent Partners, resume and interviewing skill development, and career selection education.
iii. Level of frequency for distribution of information and programming opportunities available to Parent Partners.

b. Progress on the Agency-approved annual plan shall be included in the quarterly reports.

C. Parent Partner Management Team

The Parent Partner Management Team shall meet monthly and consist of the Contractor leadership staff from each Service Area, Statewide Coordinator, Operations Coordinator, and Agency's Contract Manager. The Parent Partner Management Team shall have at least three team members who are in the above-mentioned Contractor leadership roles and are former Parent Partners. If the Contractor's leadership does not have at least three former Parent Partners, The Contractor shall appoint a current Parent Partners Lead or a Parent Partner to the management team.

D. Parent Partner Service Area Steering Committees

In Collaboration with Agency staff, the Contractor shall establish and facilitate Parent Partner Service Area Steering Committee(s) that meet at least quarterly to discuss implementation strategies and progress of Parent Partner activities. The focus of this meeting will be for Parent Partners to share successes, summarize Parent Partner activities and community participation in the service area, voice concerns or challenges they are experiencing in supporting parents, and share key updates between the Parent Partner Program and the HHS Service Area. Each HHS Service Area shall have at least one steering committee but may require more. Two of the Service Area Steering Committee meetings each year may be clustered with a local Coordinator and their assigned counties to focus on local successes, activities and Parent Partner mentoring experiences. The Contractor shall be responsible for all coordination and logistics including, but not limited to scheduling, securing a location, developing and implementing an agenda, recording meeting minutes, and providing necessary materials. See Handbook Section 2.1, Section J.

E. Parent Partner Quarterly Service Area Contractor Meetings

In Collaboration with Agency staff, the Contractor shall establish quarterly Service Area Contractor meetings with Agency Service Area staff. Each Service Area shall have at least one quarterly Contractor meeting but may require more. This meeting will be utilized to resolve program implementation barriers and challenges within each Service Area, including the Contractor identifying recruitment needs for eligible Parent Partners. The Contractor shall provide Service Area specific program data including number of referrals, intakes, and exits from the program each quarter, and current numbers of parents enrolled in the program. The Contractor shall further provide a current list of program staff in the Service Area at each meeting, The Contractor shall provide an overview of annual summary of program outcomes statewide and by Service Area. This meeting may be scheduled consecutively before or after the Service Area Steering Committee meetings. The Contractor shall be responsible for all coordination and logistics including, but not limited to scheduling, securing a location, developing and implementing an agenda, recording meeting minutes, and providing necessary materials

F. Parent Partner State Advisory Committee

The Contractor shall be responsible for coordinating the Parent Partner State Advisory Committee, semi-annually in the Des Moines area. Three representatives (Parent Partner, Coordinator, and Agency Liaison) from each Parent Partner program shall attend and provide feedback on implementation process, training improvement, policy recommendation, and peer support activities. The Contractor shall coordinate all aspects of the advisory committee including, but not limited to scheduling; notifying

participants; securing and paying for the location; developing and implementing agenda, meeting minutes; providing necessary materials; and disseminating and collecting feedback and evaluations.

G. Annual Summit

The Contractor shall organize an annual summit in the Des Moines area. The Contractor shall coordinate a planning committee and facilitate four to six summit planning committee meetings (face-to-face and/or virtual meetings) that include Parent Partners to assist in identifying topics, keynote speakers, workshops, presenters, etc. The Contractor shall coordinate all aspects of the summit including, but not limited to: scheduling the event; recruiting participants; securing and paying for the location; retaining presenters; developing and implementing agenda; creating necessary event materials; and disseminating and collecting evaluations.

H. Maintain Teams site, Parent Partner Database and Materials

Contractor shall maintain the Agency-established Parent Partner Microsoft Teams site in cooperation with the Agency Contract Manager.

1. The Contractor shall manage the Parent Partner Microsoft Teams site by posting and updating relevant materials. This shall include:
    a. Parent Partner exception and approval logs;
    b. Parent Partner Training Verification Forms;
    c. Annual calendar of meetings and events;
    d. BABF training documentation;
    e. Parent Partner Annual Summit documentation, including a post-evaluation summary;
    f. Parent Partner Policy and Practice Recommendation Team meeting agendas and associated materials; and
    g. Parent Partner State Advisory Committee meeting agendas and associated materials.
2. The Contractor shall communicate and coordinate with the Agency and the Agency's Parent Partner database contractor to ensure the Agency approved database is functioning correctly.
3. The Contractor shall coordinate with Agency's database contractor to assist in identifying and resolving any issues.
4. The Contractor shall instruct and monitor appropriate staff on how to utilize the Agency approved database and ensure that data is being entered accurately.
5. The Contractor shall revise existing forms and materials and develop new documents pertaining to the management of the program as needed based on feedback from the Service Area Steering Committees, State Advisory Committee, and Parent Partner Policy and Practice Committee, with approval by the Contract Manager.
6. The Contractor shall provide each Parent Partner with the Parent Partner Practice Guide, toolkits, folders, and any other items needed to be used for mentoring.

1.3.1.4 Parent Partner Related Initiatives

A. Father Engagement Initiatives

The Contractor shall maintain active licensing as a Caring Dads Facilitator and remain in good standing to deliver programming in accordance with Caring Dads standards. The Contractor shall be responsible for all associated license fees.

The Contractor shall provide the following:

1. Three (3) 17-weekly sessions annually of Caring Dads, a therapeutic parenting support group for domestic violence offenders in varied geographic locations. https://www.caringdads.org/about-caring-dads-1 and adhere to the model of practice.

2. Two trained and qualified facilitators for each session. Trained and qualified facilitators shall include completion of Caring Dads Facilitator training.
3. The Contractor shall ensure promotion of Caring Dads and recruitment of referrals to come from HHS.
4. Promotion and referral of Caring Dads participants to the Parent Partner Program.
5. Record the number of referrals made to Parent Partners and how many Caring Dads participants received mentoring from a Parent Partner.
6. Complete client notes monthly and submit to HHS caseworker staff.
7. Coordinate and implement all aspects of the program including but not limited to the following duties:
    a. Participants' registration and confirmation
    b. Meeting location
    c. Copies of participant materials for each session
    d. Sign-in sheets
    e. Provide, administer, and collect evaluations
    f. Provide PowerPoint projector, flip chart and markers
    g. Flip chart lists from previous meetings
    h. Coordinate additional items and training sessions as agreed upon by the Agency
8. Propose and implement an Agency agreed upon evaluation tool to measure outcomes for Caring Dads participants regarding reunification and/or family separation, impact on fathers' parenting and co-parenting practices, and reduction of the Risk of children's further exposure to domestic and family violence.
9. Develop, implement, and administer an Agency-approved pre and post survey to all Caring Dads participants. The results of the survey shall be compiled into a dated report and maintained by the Contractor within two weeks of the final session for each held series. The Contractor shall make the results of the surveys available to Agency staff within 30 days of series completion.
10. The Contractor shall provide the Agency with an annual summary report by August 15 of each Contract year with the total number of Caring Dads sessions held for the year, the number of participants who started each session, and the number of participants who completed each session. The annual summary shall include an analysis of pre and post survey results.
11. The Contractor shall confirm a minimum number of 10 participants registered for a Caring Dads group one week prior to the group start date in order to facilitate the session. If there are not 10 participants registered for the Caring Dads group, the session shall be either cancelled or postponed to a later date. The Agency may waive the minimum requirement of 10 registered at the written request of the Contractor.

B. START Family Mentors

The Contractor will serve as the Hiring Entity for Family Mentors within the START Program. The Contractor shall hire Family Mentors to serve as peer support roles available to parents with experience in long term substance use recovery and with the child welfare system. Family mentors have a complex role that combines aspects of peer support specialist job duties with child welfare responsibilities in a family-centered program. Day to day child welfare case supervision of the Family Mentor will be provided by the Agency START Supervisor. The Contractor shall provide Co-Supervision of the Family Mentor with the Agency START Supervision. The Contractor, as the Hiring Entity, shall perform the following duties:

1. Hiring of Family Mentors

The Contractor hiring process of Family Mentors shall include:

a. Adherence to the interview and hiring process and materials for screening and interview of prospective Family Mentors as outlined in the National START Model Family Mentor Hiring Guide in its entirety.
b. Contractor participation in training facilitated by Children and Family Futures on the hiring process for Family Mentors.
c. Development of a Family Mentor co-supervision protocol with the Agency START Supervisor(s).
d. Co-supervision plan shall include expectations related to attendance, communication protocols, conduct, role clarity, information sharing, and procedures for addressing incidents such as work absences, relapse, allegations of abuse, or criminal charges.
e. Family Mentor attendance requirements, communication requirements by the Family Mentor to the Contractor and the Agency, Family Mentor conduct expectations, and role clarity and boundary expectations between the Family Mentor, the Contractor and the Agency regarding daily supervision and day to day duties, sharing of information regarding child welfare cases, and other processes for addressing issues such as work attendance, suspected or confirmed relapse, child abuse allegations or open child protective case, criminal charges or other serious situations during employment.
f. Screening to ensure applicants for Family Mentors meet the required qualifications as outlined in the National START Model Family Mentor Hiring Guide.
g. Use of an Agency Approved Family Mentor job description that illustrates how the Family Mentor role differs from traditional peer support.
h. Ensuring applicants for Family Mentor roles receive the required applicant questionnaire for completion and information about the START program as part of the initial screening process.
i. Ensuring applications for Family Mentors are made available for review by the Contractor and the Agency, including the START supervisor.
j. Ensuring the hiring team for Family Mentors consists of three to four individuals including the Contractor, child welfare staff and the START supervisor.
k. Facilitation of references and criminal background checks to be completed on final candidates for Family Mentor roles prior to a final decision to hire by the hiring team.

2. Onboarding and Training of Family Mentors

The Contractor shall ensure Family Mentors complete all mandatory training in accordance with their Onboarding and Training Plan prior to serving START families. This shall include the following mandatory trainings and activities. This list is not limited to the topics listed below:

a. Hiring Entity Orientation by the Hiring Entity
    i. Child Welfare Orientation provided by the Agency START Supervisor
    ii. Co-Supervision plan provided by the Hiring Entity and the Agency START Supervisor
    iii. Child Welfare Training provided by the Agency START Supervisor
    iv. Shadowing activities facilitated by the Agency START Supervisor
    v. START Model Orientation provided by the Agency START Supervisor
    vi. Foundations IV: Child Welfare Practice training provided by the Agency START supervisor and Child and Family Futures.
    vii. Agency Drug Testing and lab collection procedure and process provided by the Agency START Supervisor

b. The Contractor shall ensure the additional trainings identified in their onboarding and training plan are completed by the Family Mentor within 6-12 months of the Family

Mentor's hiring date and shall include the following topics and activities. This list is not limited to the topics listed below:

i. Trauma Informed Care
ii. Co-occurring disorders
iii. Medication for Opioid Use Disorders
iv. Motivational Interviewing
v. Peer Recovery Support Training and/or Certification
vi. Domestic Violence
vii. Family Mentors may participate in the following affinity groups:
    1. The National START Family Mentor Affinity Group
    2. State-Specific Family Mentor Affinity Group

3. Family Mentor Office Location, Travel Reimbursement, Electronic Equipment

a. Family Mentors shall be co-located at the Agency office location with the START caseworker and START Supervisor. The Contractor shall collaborate with the START Supervisor to ensure office location, work hours, and communication expectations regarding daily work schedule are clearly outlined to the Family Mentor and reflected in the co-supervision plan.
b. Family Mentors shall be provided a Contractor vehicle or shall be reimbursed for mileage for transportation of parents to appointments. The family mentor accompanies and/or assists the parent(s) with transportation to the first four substance use disorder and/or mental health treatment appointments.
c. Family Mentors shall have use of a cell phone provided by the Contractor. Alternately, the Contractor shall reimburse Family Mentors for use of their personal cell phone for costs associated for work related purposes.

C. Technical Assistance to Out of State Agencies Implementing the Iowa Parent Partner Approach

The Agency enters into an agreement with other states or organizations who request to utilize materials from the Iowa Parent Partner Approach and additionally agree to receive training and technical assistance from the Contractor managing the Iowa Parent Partner Program to assess readiness and support model implementation.

The Contractor shall serve as the Iowa Parent Partner Approach Program purveyor to provide training and technical assistance to out of state agencies who have an agreement with the Agency to utilize the Iowa Parent Partner Approach and associated materials for the purpose of implementing the Iowa Parent Partner Model in their state or organization. The Contractor shall enter into an agreement with the state or organization to provide training and technical assistance based on the needs for readiness assessment and implementation of the Iowa Parent Partner Approach. The Contractor may charge a fee to other state agencies or organizations for technical assistance and training provided for the purpose of program implementation and fidelity monitoring.

1.3.1.5 Reporting and Evaluation

A. The Contractor shall complete, collect, track, and maintain files for all the required forms identified in Parent Partner Program Fidelity, Section 1.3.1.2.B.
    1. Protocols shall be developed and followed for handling confidential information. This protocol will be submitted to Contract Manager for approval.
    2. All completed form information shall be entered into the Agency approved database within 30 days of completion.

B. The Contractor shall submit monthly, quarterly, and annual reports.
    1. Monthly reports shall give updates on targeted activities identified in the approved work plan and submitted with monthly Invoices no later than the 15th of each month.
    2. Quarterly reports (Handbook Section 2.10) shall be submitted no later than January 15, April 15, July 15, and October 15 each year.
    3. An annual summary report on to report progress within the work plan for the previous contract year will be provided to the Agency no later than August 15 of each year.
    4. Annual reports shall include a summary of the collected information for each of the four quarters and be submitted no later than August 15 each year.
    5. Annually, the Contractor shall evaluate the data entered from the outcome forms and write an analysis of the scores accumulated on the Family Self-Assessment (Exit), Fidelity Checklist & Family Outcome and Family Feedback surveys. This evaluation shall be submitted with the Annual report no later than August 15 of each year.

C. The Contractor shall submit budget reporting and expenditures.
    1. The Contractor shall provide an annual itemized budget on an Agency-approved template (Handbook Section 2.11) by August 1 of each contract year.
    2. The Contractor shall provide a mid-year summary of expenditures for the first 6 months of the contract year on an Agency approved template to the Contract Manager by February 1 of each year.
    3. The Contractor shall provide an end of year summary of expenditures on an Agency approved template to the Contract Manager by June 15 of each year.

1.3.1.6 Transition Activities

The Agency expects that, to the greatest extent possible, there will be a continuation of services from the time the Contractor is announced until the beginning of the new Contract. Prior to the implementation of the new Contract, the Contractor shall:

1. Have sufficient staff trained to provide coordination duties and oversight of existing Parent Partners. Contact existing Partner Partners within 60 days of the effective date of the Contract to establish independent contracts between the Parent Partners and the Contractor.
2. Develop an Agency approved process for accepting new referrals of parents for Parent Partner support and will be ready for implementation on the effective date of the Contract.
3. Train all Parent Partner Coordinators, Service Area Coordinators, and Parent Partner Specialists on the components of the Iowa Parent Partner Approach including information from the Iowa Parent Partner Approach Handbook Governing Philosophy, Policy & Protocol, (Handbook Section 2.1) Parent Partner Practice Guide, and Program Forms (Handbook Sections 2.3-2.9) within 6 months of the effective date of the contract.
4. The Contractor shall work with the previous Contractor to obtain necessary Participant file information, Parent Partner files, and other related program materials needed for effective transfer of Parent Partner Program delivery and management.

1.3.2 Performance Measures.

Performance measures and targets are included as a part of this Contract and used to assess performance by the Contractor. The performance measures are designed to help further align the Contractor with the expectations outlined in the scope of work Section 1.3.

The determination of whether a Contractor has met a performance measure will be made at the sole discretion of the Agency.

A. Performance Measure 1

The Contractor shall provide Parent Partner mentoring supports that conform to following contractual requirements:

1. A minimum of 1,240 parents statewide will be provided Parent Partner mentoring supports each year of the Contract. This will be measured by the program providing support to a minimum of 310 parents per quarter.
2. A minimum of 150 new Parent Partner Program Intakes of parents into the program will be completed each quarter.
3. A minimum of 40% of the contract referrals must proceed to Parent Partner Program Intakes of parents each quarter.

B. Performance Measure 2

The Contractor shall ensure 80% of parents referred for Parent Partner support for a CSC will have a Parent Partner or a Parent Partner Specialist present to provide support at the CSC.

C. Performance Measure 3

1. The Contractor shall ensure that 95% of the following forms are completed and the information is entered accurately in the Agency approved Parent Partner database within 30 days of completing the forms.
    - Family Profile (Referral & Intake
    - Family Self-Assessment (Entry)
    - Parent Partner Activity Tracking Form

2. The Contractor shall ensure that 85% of the parents being mentored when the HHS case closed are completed with parents and the information is entered accurately into the Parent Partner database within 30 days of completing the forms.
    - Family Self-Assessment (Exit)
    - Fidelity Checklist & Family Outcome

D. Performance Measure 4

The Contractor shall ensure that 70% of Participants will have improved Participant Self-Assessment scores on their Exit Self-Assessment compared to their Retrospective Self-Assessment on at least three of the self-assessment measures. Improved scores are defined as a "one" scale point or greater improvement. This performance measure will be assessed through quarterly data pulls from the Agency approved Parent Partner database.

1.3.3 Agency Responsibilities.

Agency will provide the Contractor access and instructions to the Parent Partner Database and MSTeams site. Agency will provide the Contractor relevant Parent Partner materials that have been developed including, but not limited to manuals, forms, and evaluation.

1.3.4 Monitoring, Review, and Problem Reporting.

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

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

a. Contract Manager or designee reviews all documentation and confirms all documentation was received within identified timeframes. Database entries will be monitored by Contract Manager to ensure consistency and verify accuracy. All evaluations for families, Parent Partners and training participants will be monitored to ensure that Performance Measures are met. Site visits, monthly and quarterly reports will be utilized to monitor the numbers of families being served.

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 semi-annually; 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 plan acceptable to the Agency to resolve the Deficiencies.

1.3.5 Contract Payment Clause.

1.3.5.1 Pricing. In accordance with the payment terms outlined in this section and Contractor's completion of the Scope of Work as set forth in this Contract, the Contractor will be compensated an amount not to exceed $22,146,000.00 during the entire term of this Contract, which includes any extensions or renewals thereof. Payment will occur as follows:

Payment Table

Contract Duration	Amount Not to Exceed
07/01/25 - 06/30/26	$3,691,000.00
07/01/26 - 06/30/27	$3,691,000.00
07/01/27 - 06/30/28	$3,691,000.00
07/01/28 - 06/30/29	$3,691,000.00
07/01/29 - 06/30/30	$3,691,000.00

07/01/30 - 06/30/31	$3,691,000.00

Note: continued payment for contract extension years is contingent upon extension of the Contract.

1.3.5.2 Payment Methodology.

The Contractor may Invoice the Agency in twelve equal monthly installments of the amount set forth in the Payment Table above for the current state fiscal year for work performed pursuant to Section 1.3, Scope of Work, excluding Section 1.3.1.4, Parent Partner Related Initiatives. Each month, the Contractor may Invoice for 90% of the total monthly amount. The Agency will withhold the remaining 10% of the monthly amount.

For each quarter of the contract year that the Contractor meets the quarterly expectation of Parent Partner Program Intakes as defined in section 1.3.2, Performance Measure 1, as strictly and solely determined by the Agency, the Contractor may Invoice for 5 % of the retained value the Agency withheld for the previous quarter. The Contractor shall not be paid more than listed in the cost proposal for each fiscal year that they meet this measure.

For each quarter of the contract year that the Contractor meets the quarterly expectation of Parent Partner Program improved Participant Self-Assessment scores as defined in section 1.3.2, Performance Measure 4, as strictly and solely determined by the Agency, the Contractor may Invoice for 5 % of the retained value the Agency withheld for the previous quarter. The Contractor shall not be paid more than listed in the cost proposal for each fiscal year that they meet this measure.

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

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

1.3.5.5 Payment of Invoices.

The Agency shall verify the Contractor's performance of the Deliverables before making payment. The Agency will not automatically pay end of state fiscal year claims that are considered untimely. If the Contractor seeks payment for end of state fiscal year claim(s) submitted after August 1st, the Contractor may submit the late claim(s). The Agency may require a justification from the Contractor for the untimely submission. The Agency may reimburse the claim if funding is available after the end of the state fiscal year. If funding is not available after the end of the state fiscal year, the Agency may submit the claim to the Iowa State Appeal Board for afinal decision regarding reimbursement of the claim.

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

1.3.5.6 Reimbursable Expenses. Unless otherwise agreed to by the parties in an amendment to the Contract that is executed by the parties, the Contractor shall not be entitled to receive any other payment or compensation from the State for any Deliverables provided by or on behalf of the Contractor pursuant to this Contract. The

Contractor shall be solely responsible for paying all costs, expenses, and charges it incurs in connection with its performance under this Contract.

1.3.5.7 Travel Expenses. If the Contract requires the Agency to reimburse the Contractor for costs associated with transportation, meals, and lodging incurred by the Contractor for travel, such reimbursement shall be limited to travel directly related to the services performed pursuant to this Contract that has been approved in advance by the Agency in writing. Travel-related expenses shall not exceed the maximum reimbursement rates applicable to employees of the State of Iowa as set forth in the Department of Administrative Services' State Accounting Policy and Procedures Manual, Section 210, State Accounting Policy & Procedures Manual | Iowa Department of Administrative Services and must be consistent with all Iowa Executive Orders currently in effect. The Contractor agrees to use the most economical means of transportation available and shall comply with all travel policies of the State. The Contractor shall submit original, itemized receipts and any other supporting documentation required by Section 210 and Iowa Executive Orders to substantiate expenses submitted for reimbursement.

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 shall 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 =.

1.5.6 Data Sharing Terms.

1.5.6.1. Purpose: Contractor will engage families involved with the Agency and provide support and guidance to ensure the safety of their children and work toward self-sufficiency.

1.5.6.2. Legal Authority: The Agency will administer programs to protect and improve the health, well-being, and productivity of the people of the state of Iowa, Iowa Code 217.1A. A child or family receiving services or eligible to receive services through HHS is confidential (Iowa Code 217.30). The Agency may enter into contracts or agreements with public or private agencies in order to carry out the Agency's official duties, 441 IAC 9.10(4). Child abuse information is confidential (Iowa Code 235.15). Report data and disposition data from founded cases can be shared with contractors according to Iowa Code 235A.15(2)(e)(2). Report and disposition data from founded cases not placed on the registry can be shared with contractor according to Iowa Code 235A.15(3)(c). Report data for cases not meeting the definition of child abuse can be shared with a contractor according to Iowa Code 235A.15(4)(c).

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:

1.9 Additional Terms

The Contractor shall comply with the following:

Intellectual Property – START Model Materials

1. Ownership and Limited Use.

Notwithstanding any other provision of this Agreement, the Parties acknowledge that Child and Family Futures (CFF), the purveyor of the START model, is the sole owner of the materials, tools, documents, written guidance, and other documented work product associated with the START model ("START Materials"), including materials provided directly or indirectly to Contractor by HHS or CFF. All START Materials are protected by applicable intellectual property rights, including but not limited to copyright, trademark, and moral rights ("IP Rights"), and CFF retains all IP Rights therein.

2. License to Use.

Contractor is granted a limited, nonexclusive, revocable, royalty-free license to use START Materials solely for non-commercial purposes in connection with its responsibilities under this Agreement, and solely for the implementation of the START model in collaboration HHS, consistent with the terms of HHS's agreement with CFF (Contract No. FWBPCPS24186). This includes the use of the START Hiring Guide for the purpose of recruiting, hiring, training, and supervising Family Mentors.

3. Restrictions on Dissemination and Use.

Contractor shall not disseminate, transfer, sublicense, assign, or otherwise distribute any START Materials in any form without prior written approval from CFF. Contractor shall not modify, reproduce, publish, or create derivative works from the START Materials, nor act as a START model trainer, consultant, or purveyor, unless expressly authorized in writing by CFF. Contractor shall ensure its employees and agents comply with these restrictions.

4. Affiliate Status and Publication.

Nothing in this Agreement shall be construed to grant Contractor any status as a START model Affiliate or Certified START Affiliate. Contractor shall not publicly represent itself as affiliated with, endorsed by, or certified by CFF. Any use of START Materials in public-facing documents, publications, or presentations must be reviewed and approved in advance by HHS and CFF.

5. Termination of Use.

Upon expiration or termination of this Agreement, or upon written request by HHS or CFF, Contractor shall immediately cease all use of START Materials and return or destroy all physical and electronic copies in its possession, and shall certify such return or destruction in writing.

Contractor a Business Associate? Yes	**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 #:** F37DM8PKG **The Name of the Pass-Through Entity:** Iowa Department of Health and Human Services	
ALN#: 93.556 **Grant Name:** Promote Safe and Stable Families	**Federal Awarding Agency Name:** Health and Human Services or Children's Bureau