

FSRP Safe & Timely Case Closure Workgroup

Purpose and Expectations: This work group will engage in solution-focused conversation to understand the issues related to appropriate closure of FSRP cases and to recommend possible means for improvement. The group is encouraged to seek understanding of these issues as they have impact on both the public agency and private providers, and to imagine solutions that will best serve the common interests of families and these partners. Potential solutions should not be limited to things that would be codified in contract amendments, but might also include proposals for use of new practice tools, new methods of cooperation, and more. Solutions should improve outcomes and be streamlined – the creation of new procedures, forms, etc., that add extensive additional training and paperwork should be avoided. All proposed solutions must be consistent with the current risk/safety model and training. Also solutions should align with the Iowa Child Welfare Model of Practice and other major initiatives.

Specific Mutual Challenges to be Addressed: This work group should wrestle with the following mutual challenges, but may also deal with other related challenges that they identify:

- 1) What is the most reasonable expectation for a time frame within which cases should normally be closed?
 - a) How do we as public agency and private agency partners understand the criteria for appropriate case closure within the scope of the FSRP contract?
 - b) How do we manage the situation of having multiple decision makers regarding closure (e.g. DHS/Contractor/Courts)?
- 2) How do we incorporate the elements of safe closure from the beginning of our work with a family?
- 3) How do we best align the timing of payment for a case with the timing of needed resource investment by the contractor in order to support best practice? (e.g. – most cases require highest investment of time and energy at the beginning and then taper down. How can we encourage and/or remove barriers to front-loading costs as needed?)
- 4) How do we encourage (including incentives) timely and safe closure of cases?

Commitments Needed: This work group is co-chaired by a public agency staff member, Evan Klenk and a private agency staff member, Doug Johnson. All work group members must commit to participating in monthly in-person work group meetings and to additional meetings convened in person or via conference call as needed. Having a small work group will enable work to be done within a short time frame, but will also mean that the group will need to gather broad input and be intentional about keeping all stakeholders informed. The members of the work group include the following members:

Role	Partnership	
	Public	Private
Co-chairs * Set meetings and agenda, and represent steering committee	* Evan Klenk	* Doug Johnson (LSI)
Other members Roles to be defined in meetings * represent steering committee members	Pat Anderson	* Jeff Hackett
	Ken Riedel	Rick Venenga
	* Mindy Norwood	

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Time Frame: Final report and recommendations are to be completed by November 1, 2009. There is a sense of urgency because we want to incorporate the results of this work into our practice as quickly as possible, and because any recommendations that require contract amendments can best be handled through a single set of amendments that can be made effective as early as January 1, 2010.

Support: There is also a commitment of support from public and private leaders. We are here to provide the workgroup with the support they need to arrive at the proposed solutions. Please contact us if you have any questions.

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