

Contract 101
Safety Plan Services and Family Safety, Risk, and Permanency Services
ACFS-11-097

Safety Plan Service Activities:

Safety Plan Service activities shall be individualized and focus on the issues and tasks identified in each Case's individualized Agency Safety Plan. The frequency of contact and who must be seen will be documented on the Referral Face Sheet at time of referral. **Any changes to the frequency of contact or who must be seen will be documented in subsequent Agency electronic communications stating such changes.** Core activities include, but are not limited to, the following:

- Safety Checks and Supervision activities to make Face to Face Contact to monitor and evaluate the safety of Child(ren) in a Case in order to carry out the Safety Plan.
- Activities to provide assistance and basic education for families regarding household management skills and capacities related to immediate safety issues identified in the Safety Plan and Referral Face Sheet.
- Transportation assistance when necessary to accomplish a task or activity that is identified in the Safety Plan or when transportation is explicitly stated in the Safety Plan. Safety Plan Service transportation should only focus on assisting on moving a Child and or family to a safe condition and not meeting other service related transportation needs.
- Activities, or provision of funding, to help Children and their family secure necessary concrete supports, such as food, diapers, cleaning supplies, house fumigation, etc., and to connect the Children and family to community resources and informal supports as identified in the Safety Plan and Referral Face Sheet.
- Activities to arrange for respite care and/or protective Child care assistance, if identified in the Safety Plan.
- Activities to monitor and ensure that a parent is keeping their mental health or substance abuse treatment appointments and taking their prescribed psychotropic medication, if appropriate to the Case situation.
- Activities to inspect and monitor the safety of the home environment.

Safety Plan Service Deliverables:

- Contractors shall receive Agency referrals and begin providing services within 24 hours of the 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.

- The Contractor shall deliver services whether or not the written Safety Plan is received.
- The Contractor shall immediately notify the Agency Contract Monitor if the written Safety Plan, Referral Face Sheet, and 3055 was not received within 24 hours
- Contractors, or their assigned subcontractor, shall meet with the alleged Child victim and parents as soon as possible, but at a minimum within 24 hours from receipt of the Agency Worker's referral. (1st unit of service)
- The Contractor shall notify the Agency Worker immediately upon scheduling the initial Face to Face meeting with the Child/family. The Contractor shall send a contact summary of the meeting to the Agency Worker no later than 24 hours after the initial Face to Face meeting. (1st unit of service)
- Contractors, or their assigned subcontractor, will assign a Care Coordinator for each Case receiving Safety Plan Services.
- Contractors, or their assigned subcontractor, will participate in all Family Team Meetings and Dream Team meetings (where available) held on a Case receiving Safety Plan Services.
- Contractors, or their assigned subcontractor, shall identify and address any safety concerns during the provision of the Safety Plan Services and report any concerns as they arise to the Agency Worker or their supervisor via telephone or electronic communication.
- Contractors, or their assigned subcontractor, shall attend court hearings and other meetings on Cases served when directed by the Court or requested by the Agency Worker.
- Contractors delivering Safety Plan Services shall, at a minimum, ensure:
 - Availability of services 24 hours a day, seven days per week.
 - One-hour return response time by the Contractor to the Agency Worker after the initial referral call is received.
 - Face to Face Contact with the alleged Child victim(s) and parent(s) within twenty-four (24) hours of the initial referral call.
 - Daily Face to Face Contact with the alleged Child victim(s) and parent(s) as identified in the Safety Plan and Referral Face Sheet. The frequency of contact with siblings and others involved in the Case will be identified on the Referral Face Sheet.

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- **Any changes made to the frequency of contact or who must be seen shall be documented in an electronic communication to notify the Contractor. A copy of this electronic communication must be maintained in the Contractor Case file.**
- If a Contractor is not able to make the specified contact due to weather or a natural disaster, the Contractor shall notify the Service Area Manager (SAM) or the SAM designee the next Business Day to determine allowable exception. In determining whether to authorize payment, the SAM or SAM designee will review the Contractor's determination that weather or a natural disaster prevented contact and the alternative arrangements made by the Contractor to assure safety.
- A two-hour response time, either Face to Face or by telephone depending on the situation, to any crisis, as defined by the family, Agency Worker, or Contractor, that threatens the safety of the Children with an immediate follow up to the Agency Worker or their supervisor via telephone or electronic communication.

Safety Plan Service Documentation and Reporting Deliverables:

Contractors for Safety Plan Services shall, at a minimum, submit the following documentation information to the Agency Worker:

- An electronic summary within 24 hours of the initial Face to Face Contact with the Child/family.
- An electronic Agency approved contact summary by the end of the next calendar day of every contact or attempted contact, including phone, with the alleged Child victim and parents or others as identified on the Safety Plan and Referral Face Sheet. Any critical safety information should be communicated immediately and directly to the Agency Worker and/or supervisor by phone. If the Contractor's electronic communication service is temporarily interrupted, this summary can be faxed to the Agency Worker. This information will be submitted on an electronic form that targets the desired progress identified in the Safety Plan.
- An electronic communication that includes the written Agency approved Summary Report for each unit of service. The unit of service begins with the date of the referral. The Contractor shall provide the Summary Report within 24 hours of the end of the day of the final day

of service. The Summary Report shall contain, at a minimum, information concerning the date and time of first Face to Face family contact, verification that safety checks were conducted as indicated in the Safety Plan, Contractor attendance at any Family Team Meetings and Dream Team meetings (where available) or court hearings, responses to any crisis situations during the service delivery period, any Removals that occurred during the service delivery period, and Case safety status at service termination.

Safety Plan Services Billable Unit of Service and Payments:

The Agency intends to purchase Safety Plan Services using the following unit of service methodology:

- One unit of service (15 calendar days) with a defined unit rate. The Agency Worker may purchase a unit of service as needed to provide Safety Plan Services for a Case, with the option of purchasing one additional unit of service if the Agency Worker determines that safety concerns continue in a Case after the first unit of service. The unit of service begins with the date of referral.
- The maximum reimbursable unit rate for one unit of service will not exceed **\$552.29**. (\$458.27 for 2nd unit of service) Payments for Safety Plan Services will be issued through the Agency's FACS system.

Safety Plan Services Performance Measures and Incentives:

Safety Plan Services: Measure One:

The Contractor will be eligible to receive an incentive payment of **\$105 per Case** they serve that meeting the following condition:

- None of the Children residing in the case household at any time during the provision of Safety Plan Services are placed out of the home by order of the Court or by Voluntary Placement Agreement.

Safety Plan Services: Measure Two:

The Contractor will be eligible to receive an incentive payment of **\$105 per Case** they serve that meeting the following condition:

- None of the Children residing in the case household at any time during the provision of Safety Plan Services will be victim of a new incident of Child abuse occurring since initiating Safety Plan Services which is later confirmed or founded.

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Safety Plan Services	Frequency
Who has to be seen	
Parents In The Home (this includes step-parents)	Within 24 hours and then daily
Child Victim(s) (<i>In the home</i>)	Within 24 hours and then daily
Others identified on the Referral Face Sheet	Within 24 hours and then daily
<p>All Contractors shall receive Agency referrals and begin providing services within 24 hours of the 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.</p>	
<p>The parent(s) and child victim(s), by contract, must be seen within 24 hours. The referral worker cannot waive this requirement for the initial contact. The referral worker may change the frequency of contact for the remainder of the episode of service. Any changes made to the frequency of contact or who must be seen shall be documented electronically to notify the Contractor. A copy of this electronic correspondence must be maintained in the Contractor Case file.</p>	

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Family Safety, Risk, and Permanency Service Activities:

Family Safety, Risk, and Permanency Service Contractors will provide a broad array of individualized services and supports designed to:

- **Family Functional Assessment** - means assessment of the Child (ren) and/or family's strengths and needs related to the safety, Permanency, and well-being of the Children. A copy of this assessment will be provided to the Agency.
- **Interaction planning and supervision of interaction between parents and Children and between siblings** - The Contractor shall be responsible to schedule, plan, arrange, provide transportation assistance for, provide interaction supervision, provide parenting instruction during interaction, and provide reports on parent/Child and/or sibling interaction, as specified in the Family Case Plan. This may also include, but not limited to training, preparing, and monitoring informal supports to assist with supervising and/or facilitating Family Interactions once approved by Agency staff and other members of the team. In addition, the Contractor shall as necessary be directed to make arrangements to conduct and support interactions between a Child and a potential adoptive family.
- **Crisis Intervention Responses** – The Contractor shall respond to the needs of Children and families receiving services on a 24 hour per day/seven days per week basis when necessary to promote safety and Permanency for Children receiving services. Contractors shall be available to respond within two (2) hours to crisis situations as defined by the family, Agency Worker, or Contractor that present significant threats to the safety, Permanency, or well-being of Children in the Case and make a differential response in each crisis situation.
- **Family functioning interventions** - The Contractor shall provide service activities that improve and enhance a family's and/or Child's functioning skills and Protective Capacities. These activities include, but are not limited to, the following:
 - Communication and social interaction functioning - including promoting effective communication skills, enhancing productive means of expressing feelings, and effective anger management techniques.
 - Family relationship enhancement - 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 Children.
 - Parenting education and behavior management of Children.
 - Supporting family involvement in substance abuse, mental health, or domestic violence treatment programs.
 - Parent to parent coaching and mentoring interventions
 - Consumer education instruction
 - Advocacy training
 - Adolescent transitional services
- **Family reunification services and activities** - The Contractor shall provide service activities and assistance in reunifying Children with their birth families. Examples of activities include, but are not limited to:
 - Interventions with family members to promote reunification;
 - Coordinating communication and the exchange of information between parents and their Children's caregivers.
 - Coordinating planning and transportation for parent/Child and sibling interaction;
 - Implementing, providing assistance for, and evaluating parent/Child and/or sibling interaction plans and interactions;
 - Planning for and promoting the successful transition of Children to their new school settings when family reunification occurs; and
 - Providing support and supervision to maintain safe reunification once the Child (ren) have returned home.

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- **Concurrent and Permanency Planning service activities-**

The Contractor shall provide services that support Concurrent Planning practice and help the Agency identify and achieve alternative permanent family connections for Children who cannot be reunified. Examples of expected service activities include, but are not limited to:

- Working with parents to accept and help support movement to other permanency plans for their Children;
- Identifying potential relative placements for Children and supporting transition of the Child to this placement;
- Helping identify potential adoptive or guardianship placements for a Child, and providing pre-placement activities designed to achieve placement;
- Working to support the successful transition of Children to new school settings when their placements change; and
- Working to support and maintain the placement of Children in settings such as foster family, guardianship, or adoptive family settings.

Family Safety, Risk, and Permanency Services will always be the lead in achieving Permanency for the Child. The role of the Recruitment and Retention of Resource Families contract is to provide support to the resource family but the two services should work in partnership with one another. Once the Child's adoption is finalized, Family Safety, Risk, and Permanency Services will not be involved. The family would then be eligible for Adoption Preservation Services under the Recruitment and Retention of Resource Families contract.

- **Safety Checks and Supervision service activities -**

The Contractor shall make Face to Face Contacts to monitor and evaluate the safety of a Child or Children in a family in order to implement and assess the Safety Plan contained in the Agency Family Case Plan as well as throughout the life of the case. The focus is on direct observation of a Child's safety and observation

of any potential Threats of Maltreatment in the Child's environment. The Contractor shall also observe and monitor behaviors.

- **Household management assistance and instruction** - The Contractor shall provide assistance and education for families on household management skills. Activities include, but are not limited to, provision of direct assistance and/or instruction in areas such as cleaning the home, maintaining a safe home environment, household shopping, cooking, household budgeting, and making connections to supportive community resources.
- **Transportation assistance through provision of direct transportation or funding to support or provide transportation** - The Contractor shall provide transportation assistance when necessary for the family to access services and/or supports, attend interactions, and participate in other activities identified as essential needs in the Agency Family Case Plan.
- **Activities or provision of funding** – The Contractor shall assist Children and their family to secure necessary concrete supports, such as emergency groceries, household supplies, diapers, home fumigation, 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.
- **Individualized Case-specific services** - Contractors shall make arrangements to provide and fund flexible, individualized Case-specific services, in addition to those described above they feel may be necessary to achieve Case outcomes. For example, a Contractor makes arrangements to plan and fund respite services for a family and their Children.
- **Support to relative placements** – The Contractor shall provide supportive activities that include, but are not limited to successful transition of the Child into the home, crisis intervention, securing necessary resources for the relative placement family, exploring Concurrent Planning, assist with adjustment to new caretaker

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role, preparing for supervision or facilitation of Family Interactions, and resolving new dynamics within the family.

Family Safety, Risk, and Permanency Service Delivery

Deliverables:

- Make Face to Face Contact with any Child (ren) identified by the Agency Worker at referral as abuse victims and/or subjects of a court order based on CINA proceedings that reside In the Home or in foster family care, kinship care, or shelter care placement, the parent(s) and any caretaking adults In the Home within five (5) Business Days of the Agency referral and participate in a face to face initial joint meeting with the Agency Worker, if available, and family in all referrals.
- Ensure that an electronic communication is sent to the Agency Worker confirming that the initial Face to Face meeting with the family has occurred and the date of this meeting. The effective date of the 3055 is considered the date Agency payment for services begins.
- Assign a Care Coordinator for each Case receiving Family Safety, Risk, and Permanency Services. This person shall be responsible for delivering and/or coordinating services and supports provided by the Contractor to the Case and for preparing and submitting required reports on the Case to the Agency Worker throughout the service delivery period.
- Attend all Family Team Meetings and Dream Team meetings (where available) held on the Children and family while the Case is open.
- Align the specific range of delivering services and supports they deliver with the results of these meetings and the family's Agency Family Case Plan.
- Attend court hearings and other meetings on the Children and family while the Case is open when their attendance is requested either by the Court or Agency Worker.

- During the first month of service, the frequency of contact with the Child and family, including parents not residing In the Home, and birth parents of Children with the Permanency goal of APPLA will be determined by the Court, the Agency Worker and/or the results of Family Team Meetings based on the needs and complexity of the Case as assessed by the Agency Worker and Contractor staff.
- At a minimum, Face to Face Contact shall occur every calendar month with the family and with all Children in the Case that reside in Iowa after the first monthly period of service delivery, with the following exceptions:
 - The frequency of contact with the parents not residing In the Home, and birth parents of Children with the Permanency goal of APPLA will be determined by the Court, the Agency Worker and/or the results of Family Team Meetings based on the needs and complexity of the Case as assessed by the Agency Worker and Contractor staff. If F-F contact is required with the parent(s) not residing In the Home, the contact shall occur at a minimum once every calendar month.
 - When a Child is placed outside the state of Iowa, the Agency Worker should coordinate through Interstate Compact on the Placement of Children (ICPC) to ensure that contact and services are provided to the identified Child out of state.
 - If a parent resides outside the state of Iowa, the frequency and method of contact will be determined by the Court, the Agency Worker and/or the results of Family Team Meetings based on the needs and complexity of the Case as assessed by the Agency Worker and Contractor staff. The method of contact could include phone, written or electronic correspondence, or Face to Face.

Any changes made to the frequency of contact or who must be seen shall be documented in an electronic communication to notify the Contractor. A copy of this electronic communication must be maintained in the Contractor Case file.

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- Identify and address any safety concerns during service delivery and promptly report safety concerns to the Agency Worker or their supervisor by telephone or electronic communication.
- 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.
- As part of their Face to Face Contacts regarding the Case, complete an assessment of the safety and well-being of all Children in the Case at least once per month while the Case is open. This shall be documented in the Case Progress Report.
- Assess the educational, physical, and mental health conditions, strengths and needs of all Children in Cases open for services on an ongoing basis throughout service delivery; and, in consultation with the Agency Worker, refer Children for additional evaluation or services that may be necessary.
- Coordinate service planning, including planning for parent/Child and sibling interaction, with staff from the Child's/Children's placement setting, whether it be relative care, shelter care, family foster care, foster group care, Supervised Apartment Living (SAL), or another setting.
- Coordinate the Contractor's services with services and supports that Children and families may be receiving from other sources, including both public and private organizations and informal community networks. This will involve asking families to sign releases of information and communicating with other organizations.
- Provide crisis intervention differential responses within two (2) hours to Case crisis situations that present significant threats to the safety, Permanency, or well-being of the Children on a 24hr/7 days a week basis with an immediate follow up to the Agency Worker or their supervisor via telephone or electronic communication.
- Implement plans to connect Children and families to other community resources and informal supports, such as local community centers, mentors, or community support groups, and reduce their reliance on formal services.
- Submit to the Agency Worker and to the parents, unless their parental rights have been terminated:
 1. An electronic or written Case Progress Report, in accordance with the Agency approved format, shall be submitted every month during the service delivery period. Effective July 1, 2011, if cases remain with the previous Family Safety, Risk, and Permanency Services Contractor, the due dates for Case Progress Reports will follow the timelines in place. Due dates for Case Progress Reports on cases that are new to a Contractor effective July 1, 2011, are calculated from the original effective date of the initial 3055. The Case Progress Report is due each month within five (5) Business Days from the date of case referral.
 2. A Case Termination Summary, in accordance with the Agency approved format, within 14 calendar days of the date the Agency closed Family Safety, Risk, and Permanency Services for the Case.
- Include a description/listing of the types of service interventions and supports most commonly delivered for this service in their Monthly Service Performance Summary Report.

Family Safety, Risk, and Permanency Service Documentation and Reporting Deliverables:

Family Safety, Risk, and Permanency Services Contractors shall ensure completion and submission of the following reports:

- An electronic communication to the Agency Worker confirming that the initial Face to Face meeting with the family has occurred and the date of this meeting. \
- Case Progress Reports – prepared by the Contractor's Care Coordinator for the Case and sent in electronic or written form, in an Agency approved format. A copy of the Case Progress Report is provided to the Agency Worker and to the parents,

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unless their parental rights have been terminated. Case Progress Reports shall include a description of:

- The name of the organization(s) providing the service interventions and supports;
- The date and author of the current report and the due date for the next Case Progress Report;
- Dates of Face to Face Contacts with the family and Children in the Case during the reporting period, and a description of whether service contact requirements were met during the period;
- The service interventions and supports provided in the Case;
- Any Case crisis situations and Crisis Intervention Responses during the reporting period, including time of notification and response time;
- Information on Contractor attendance at Family Team Meetings and Dream Team meetings (where available) on the Case during the reporting period;
- Information on any Case court hearings attended during the reporting period;
- The frequency of the service interventions and supports provided;
- Case progress and any safety and/or Permanency issues identified during the reporting period, including any Child Protective or CINA Assessments or changes in placement initiated during the reporting period;
- Any planned changes in the Contractor's intervention plan for the next month, including any planned referrals to community services or resources; and
- Information concerning ongoing Family Functional Assessment activities conducted during the reporting period**
- Other Reports - Upon Agency Worker request the Contractor shall provide other reports such as a special progress letter for Court, to the Agency Worker.

- Case Termination Summary - Contractors shall complete and send in electronic or written form in an Agency approved format. A copy of the Case Termination Summary shall be provided to the Agency Worker and to the parents, unless their parental rights have been terminated. These reports will be provided within fourteen (14) calendar days of the date the Agency terminates the services.

Billable Unit of Service and Payments for Family Safety, Risk, and Permanency Services:

The service start date begins on the date of the Agency referral, which is the effective date of the 3055; the first contact is expected to occur within five (5) Business Days of the Agency referral. A phone call or electronic communication to a Contractor does not constitute a referral for Family Safety, Risk, and Permanency Services. If there is no 3055, there is no Agency referral. The date a Case will be considered open for Agency payment begins on the effective date of the 3055. Agency Workers are responsible for determining the date when services to a Case will be closed.

Under the monthly unit, Contractors will receive a monthly payment amount for each full calendar month a Case is opened/approved for services and the Contractor meets the minimum monthly service delivery requirements. The statewide base monthly payment amount for all Contractors is **\$504.30** per month.

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

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FSRP Performance Measures and Incentives:

Family Safety, Risk, and Permanency Services: Measure One

The Contractor will be eligible to receive an incentive payment of **\$105 per Case** they serve that meets both of the following conditions:

- None of the Children residing in the case household at any time during service delivery experience a confirmed or founded report* of abuse between the start and end dates of services, and
- None of the Children residing in the case household at the service end date experience a confirmed or founded report* of abuse for at least six (6) consecutive months after their Family Safety, Risk, and Permanency Services are closed.

Family Safety, Risk, and Permanency Services: Measure Two

The Contractor will be eligible to receive an incentive payment of **\$263 per Case** they serve that meets both of the following conditions:

- None of the Children who are residing in the case household at the time the Contractor initiates services are removed from the home throughout the Crisis Intervention Response; and
- None of the Children residing in the case household at the time of case closure experienced a Removal from the home within six (6) consecutive months after the conclusion of their episode of Family Safety, Risk, and Permanency Services.

Family Safety, Risk, and Permanency Services: Measure Three

The Contractor will be eligible to receive an incentive payment of **\$525 for each Child** reunified within twelve (12) months including the Child's Trial Home Visit (THV) period who remains home for at least six (6) consecutive months without experiencing reentry into care. If reentry occurs within six (6) months of the reunification date, the Contractor is not eligible for this incentive date.

Family Safety, Risk, and Permanency Services: Measure Four

Contractors will be eligible to receive an incentive payment of **\$525 for each Child** in a Case they serve who is placed in a finalized

adoptive or guardianship arrangement within twenty-four (24) months of their Removal date. *

Role of Agency Worker:

The Agency Worker shall continue to be responsible for Case management activities which includes, but is not limited to, the following:

- Interacting with the family in a respectful and strength-based manner.
- Assessing the strengths, concerns, and needs of the Child and family as they relate to the Child's safety, Permanency, and well-being.
- Engaging the Child and family, and service Contractors in development and review of the Agency Family Case Plan, this will include, but not be limited to, the interventions and supports to be provided by the Family Safety, Risk, and Permanency Service Contractor.
- Developing a timely and appropriate Permanency goal for the Child.
- Arranging for services to protect Children in their own homes and prevent their Removal.
- Maintaining a pattern of regular visits with the Child and family.
- Monitoring service delivery and determining when to close the Case. The Agency Worker has the responsibility for determining when to end Family Safety, Risk, and Permanency Services based on discussion among the Agency Worker, Contractor, and the family about the behavioral changes that were identified in the Child's Family Case Plan and the outcomes achieved.
- Making recommendations concerning the Child and family to the Court and other involved parties.
- Ensuring that a diligent search for relative placement resources is made and those relatives are considered if placement of the Child is necessary.

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- Coordinating the provision of services to address the identified needs of Children, parents, and substitute caregivers.
- Ensuring that there is an assessment of the mental health, educational and physical health needs of Children and necessary services are provided.
- Coordinating efforts to place Children in proximity to the parental home and placing siblings together whenever possible.
- Ensuring that Children in placement have interactions and other contact opportunities with their parents and siblings.
- Ensuring that the Children's connections to their family, friends, neighborhood, community, cultural heritage, and faith are maintained, as well as working to connect families to informal support systems within their communities to promote family self-reliance.

Referral Packet:

At the time of the referral, the Agency is required to send the following case specific information:

- The Agency Worker will provide available Case-specific information at the time of referral, including:
 - ✓ Referral and Authorization for Child Welfare Services (Agency Form #470-3055) authorizing service provision and service duration,
 - ✓ Safety Plan and/or Family Case Plan when completed,
 - ✓ CPS Assessment Summary which led to referral,
 - ✓ Safety Assessment completed at the end of the CPS Assessment Summary which led to referral, and
 - ✓ Other available referral information, including information on results from previous Family Team Meetings and Dream Team Meetings (where available), concerning the family and their Children.

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Family Safety, Risk, and Permanency Services			
Who Has To Be Seen	Initial Contact	First Month of Contact	Monthly Contact Thereafter
Parents/Caretaking adults in the home (this includes step-parents, and foster parents when TPR has occurred)	Within 5 business days	Determined by the Court, the Agency Worker and /or results of the FTM	Minimum one time f-f
Children identified as abuse victims (includes foster family care, kinship care, or shelter care)	Within 5 business days	Determined by the Court, the Agency Worker and /or results of the FTM	Minimum one time f-f
Children identified as subjects of CINA (including foster family care, kinship care, or shelter care)	Within 5 business days	Determined by the Court, the Agency Worker and /or results of the FTM	Minimum one time f-f
Child placed in PMIC, Toledo, or Group Care		Within the first month of service	Minimum one time f-f
All children residing in the home not identified as CINA or abuse victims		Determined by the Court, the Agency Worker, and /or results of the FTM	Minimum one time f-f
Child is placed outside the state of Iowa	Agency Worker should coordinate through ICPC	Agency Worker should coordinate through ICPC	Agency Worker should coordinate through ICPC
Parents that do not reside "In the Home"	As documented on the Referral Face Sheet	Determined by the Court, the Agency Worker and /or results of the FTM	Determined by the Court, the Agency Worker and /or results of the FTM. If F-F contact is required, contact shall occur at a minimum once every calendar month.
Birth Parents of Children with the Permanency Goal of APPLA		Determined by the Court, the Agency Worker and /or results of the FTM	Determined by the Court, the Agency Worker and /or results of the FTM
Parents residing outside the state of Iowa		Determined by the Court, the Agency Worker and/or results of the FTM. May include phone, written or electronic correspondence or Face to Face	Determined by the Court, the Agency Worker and/or results of the FTM. May include phone, written or electronic correspondence or Face to Face

Any changes made to the frequency of contact or who must be seen shall be documented in an electronic communication to notify the Contractor. A copy of this electronic communication must be maintained in the Contractor Case file.
The Agency Worker cannot waive a required contact.