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SAFETY PLAN SERVICES

3055

Q1: What happens if the 3055 is not sent to the Contractor within the identified 24-hour time frame?
A1: The Contractor shall deliver services and alert the local DHS office. This should be handled through collegial consultation. If there is no resolution, then the Contractor should alert their Service Contract Specialist (Contract Monitor) that the 3055 has not been received. Once the Service Contract Specialist is informed, they will see that the Contractor receives the 3055. The Service Contract Specialist will work with DHS staff and supervisors to ensure that this does not occur. (8.31.11)

Q2: Does the 3055 need an original signature?
A2: No. Contractors do not need an original signature on the 3055. (8.31.11)

Q3: Will there be any backdating of the 3055?
A3: No. However, if a situation arises where this needs to occur, DHS workers MUST obtain **SAM approval** to obtain retro reauthorizations on 3055s. (8.31.11)

Q4: What if there is a 2nd authorization for Safety Plan Services, how will this look on the 3055?
A4: If there is a 2nd authorization, the DHS worker will check the option "reauthorization" on the 3055 since this is an extension of the existing service. The original start date will appear on the 3055; however, the authorization date will reflect the date that there was a change in service authorization (i.e. 2nd authorization). Safety Plan Services utilize the same Case ID if the 2nd authorization is approved and both units of service are paid under the same Case ID.

The 3055 is now pulled from the VARP screen in the FACS system which eliminates duplication of entry by the DHS worker and ensures that services authorized are reflected in the VARP screen for billing accuracy. The VARP screen drives this process so by pulling this information from the VARP screen, it also assists in accuracy of performance measure payments.

For example: A case is referred on 8.1.11 for one unit (15 days). It is determined that a 2nd authorization is necessary, so a 2nd authorization is approved.

Authorization date: 8.16.11
Effective date: 8.1.11
Final eligibility date: 8.30.11

This reflects that the initial referral was made on 8.1.11 (which would end on 8.15.11) but a 2nd authorization was approved on 8.16.11 so the end date now becomes 8.30.11. (8.31.11)

FACS Help

No current questions under this topic.

Referral Process

Q1: What happens if the handoff from the SW 3 to the SW 2 occurs before the end of the Safety Plan Services?
A1: If the child protective assessment is completed and the handoff occurs with the ongoing social worker, Safety Plan Services may continue through the end of the service period (end date on 3055) or services may be terminated and FSRP Services initiated. (8.31.11)

Q2: Should DHS staff be referring children/families to Safety Plan Services when the child has already been removed from the parental home prior to the date and time that the Contractor receives the phone call for referral? In some cases, the children are not "officially" removed, but are staying with friends and/or relatives during the course of a child abuse assessment.
A2: If a child were formally removed from their home environment, the Safety Assessment would reflect that the child was unsafe rather than conditionally safe. Once the child is removed, they are not eligible for Safety Plan Services.

If there is a Court Order or a Voluntary Foster Care Placement Agreement placing the child under the care and responsibility of DHS, the child is therefore eligible for FSRP Services and a referral may be initiated for FSRP during the Child Protective Assessment.

If the child is assessed as conditionally safe and the parent arranges informal temporary care of the child by allowing the child to stay with a friend or relative, the child remains conditionally safe and would be eligible for Safety Plan Services. However, if it is determined that existing community services and informal supports are sufficient to assure child safety during the assessment; a referral would not be made to Safety Plan Services. (8.31.11)

Q3: Does the 2nd authorization of Safety Plan Services have to be consecutive with the end date or can there be a break?
A3: The 2nd unit of service will immediately follow the first unit of service. The FACS system only allows authorizations for 30 calendar days.

For example: The first authorization ends on August 15the so if referred for a 2nd authorization, the start date would be August 16th and the end date would be August 30th. (8.31.11)

Contact Requirements

Q1: The contract states that for Safety Plan Services, face to face contact will be daily with the alleged child victims and parents 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. Does daily mean that DHS workers can direct a Contractor to make multiple contacts with a family on a daily basis?
A1: Daily contact means that the Contractor is required to make contact with the child/family identified in the Safety Plan and Referral Face Sheet one time per day, not multiple daily contacts.

If the DHS worker believes that there should be more contact with the child/family, then the DHS worker should be consulting with their supervisor and reassessing the child/family situation. (11.14.11)

Q2: If there is a change in the frequency of contact or who must be seen, the DHS worker is to notify the Contractor through electronic communication with a copy maintained in the Contractor's case file. When should this electronic communication be provided to the Contractor, prior to or after the required contact?
A2: The electronic communication should be provided to the Contractor prior to a required contact. The contract states that any changes made to the frequency of contact or who must be seen shall be document in an electronic communication to **notify** the Contractor.

The email documentation will inform the Contractor of the change in frequency of contact or who must be seen in advance, not after a missed contact.

Note: 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 SAM designee the next business day to determine allowable exception. (4.16.12)

Q3: What is the contact requirement for a parent who becomes incarcerated during the course of Safety Plan Service delivery?
A3: The contract states there is to be daily face to face contact with the alleged child victim(s) and parent(s) as identified in the Safety Plan and Referral Face Sheet. If during the course of Safety Plan Service delivery, a parent residing in the home becomes incarcerated, efforts must continue in order to engage the parent in services.

In cases of incarcerated parents, there should be coordination with the prison facility to determine if that facility allows for contact and identify the types of contact allowed.

Any changes to the frequency of contact or who must be seen shall be documented in an electronic communication to notify the Contract. A copy of this electronic communication must be maintained in the Contractor case file. (3.4.13)

Q4: What happens if DHS provides an incorrect address for contact information for the Contractor to make contact with an identified member of the case during Safety Plan Service delivery?
A4: If the Contractor receives invalid contact information, DHS should not require the Contractor to meet with those identified members at any frequency until valid contact information is obtained. DHS and the Contractor should both make attempts at securing valid contact information based upon interactions and contact with the family during service delivery. In the daily contact logs, the Contractor should document that the location is not valid and also document any attempts made to locate the identified members. (3.4.13)

Removals

Q1: What happens if a case is opened for Safety Plan Services but a few days later it is determined that the child is unsafe and the child is removed from the home? Will Safety Plan Services continue or will Safety Plan Services end and refer to Family Safety, Risk, and Permanency Services? If FSRP Services are referred, does the CPW Assessment need to be completed before referring to FSRP Services?
A1: If the child is removed from their home during the Safety Plan Services period, the DHS child protective worker may, if they believe it necessary, either terminate the Safety Plan Services and initiate Family Safety, Risk, and Permanency Services; or continue the Safety Plan Services until the end of the 15 calendar day service period and then initiate Family Safety, Risk, and Permanency Services. With any out of home placement, the CPS Assessment Summary does not have to be completed prior to referring to Family Safety, Risk, and Permanency Services.

A DHS child protective worker may refer a case for Family Safety, Risk, and Permanency Services but the child protective worker retains responsibility for the case until the Child Protective Assessment Summary Report is completed. An ongoing DHS child welfare case management worker cannot be assigned until the assessment report is completed. (8.31.11)

Safety Plans

Q1: What information will be incorporated into the Safety Plan and what level of detail should Contractors expect in the Safety Plan when delivering Safety Plan Services? What are the expectations of the Contractor?
A1: Children who are determined to be conditionally safe will require a Safety Plan, developed in collaboration between the DHS worker and the family. The plan will identify the specific concerns and issues that need to be addressed to protect the child, as well as the safety actions and oversight necessary to assure the protection of that child and other children in the case. (8.31.11)

CINA Assessments

No current questions under this topic.

15 Day Safety Plan Reports and Daily Contact Logs

Q1: Is there a particular process that should be followed in submitting Contractor reports to DHS?
A1: Reports are to be e-mailed to the referring worker. **The naming convention in the subject line should be: S or P (for type of service)-county number-State ID**. So, for Safety Plan Services provided for a child from Wapello County, the e-mail would have a subject line of S-90-123456A. (8.31.11)

FAMILY SAFETY, RISK, AND PERMANENCY SERVICES

Case Definition

No current questions under this topic.

3055

Q1: What happens if the 3055 is not sent to the Contractor?
A1: The date of referral for FSRP Services is the effective date on the 3055. The 3055 can be faxed, emailed, or hand delivered to the Contractor on the date of the referral. A phone call or email to a contractor does not constitute a referral for FSRP Services. If there is no 3055, there is no referral.

If the Contractor receives emails and/or phone calls from DHS staff wanting to make referrals without a 3055, the Contractor should notify their Service Contract Specialist (Contract Monitor). If the subcontractor receives emails and/or phone calls from DHS staff wanting to make referrals without a 3055, the subcontractor should notify their lead Contractor, and the Contractor should then notify their Service Contract Specialist. (8.31.11)

Q2: Does the 3055 need an original signature?
A2: No. Contractors do not need an original signature on the 3055. (8.31.11)

Q3: Will there be any backdating of the 3055?
A3: No. However, if a situation arises where this needs to occur, DHS workers MUST obtain **SAM approval** to obtain retro reauthorizations on 3055s. (8.31.11)

Q4: What date should the end date reflect on the 3055?
A4: DHS workers are instructed to end the date of service generally on the last day of a month. However, there may be situations when the end date would not be the last day of

the month. Cases may close anytime during the month. If the case is closed prior to the end date on the current 3055, a termination 3055 must be provided to the Contractor on or before the termination date. (Revised 9.23.11)

Q5: What is the service start date for FSRP Services?
A5: The service start date will be the effective date on the 3055 which should be received by the Contractor this same date. (8.31.11)

Q6: What happens if a 3055 expires on a weekend? How will this be handled so that there isn't a lapse in authorization dates?
A6: There is an automatic/systemic tickler system in place that sends out an alert to the DHS worker 14 days in advance of the expiration of the 3055 as well as again 7 days before the expiration (as well as to the supervisor at this time) to prevent this from occurring. If there is a problem with the 3055s not being provided to the Contractor, this is a local issue and should be handled through collegial consultation. (8.31.11)

Q7: How will 3055 reauthorizations look to the Contractor?
A7: The Contractor will see the initial service start date listed in the effective date on reauthorizations with the service end date in the final eligibility date for any reauthorizations that occur on FSRP. So if a service is reauthorized today that began on 10.1.10 the Contractor will see something similar to the following:

Authorization date: 8.23.11
Effective date: 10.1.10
Final eligibility date: 9.30.11

The effective date and final eligibility date are the two dates utilized for payment of all services as well as FSRP performance measures. (8.31.11)

FACS Help

Q2: DHS opens a FACS case on the youngest child in a family and if there is a placement DHS opens a FACS case for maintenance on each specific child. Since a case is a family, is there a need to open up individual FACS cases for COSD (court ordered supervision)?
A2: Yes, an individual case should be set up for each child by opening a FCSD service by using the A510 code with the DHS Provider Number of 1000001. Instructions on how to complete this can be found in the following document:
\\Hoovr3s1\facs\Desk aides and Tips from the Help desk\Non-payment service entry.doc
(8.31.11)

Referral Process and Eligibility

Q1: Can we start Family Safety, Risk, and Permanency Services without a CINA or voluntary service application? How about when we have a placement but no order or application?

A1: Services could begin without a CINA in place if the case meets criteria for DHS Eligibility. However, a signed voluntary service application would be required.

Family Safety, Risk, and Permanency Services are designed to provide interventions and supports for children and families who meet DHS criteria for child welfare services because of their:

1. Adjudication as a Child in Need of Assistance (CINA) by Juvenile Court; or
2. Placement in out-of-home care under the care and responsibility of DHS; or
3. Need for DHS funded child welfare interventions, based on one of these factors:
    a. A child in the family is under six (6) years of age and is a founded victim of child abuse or neglect, regardless of whether the child's DHS assessed risk level is low, moderate, or high; or
    b. A child in the family is six (6) years of age or older, is a founded victim of child abuse or neglect, and the child's DHS assessed risk level is moderate or high. (See Section 1.3.2 – 8.16.11)

Q2: Can a family be referred to FSRP Services when the outcome of the Child Protective Assessment report is Not Confirmed but DHS is referring the case for adjudication?
A2: No. Family Safety, Risk, and Permanency Services cannot be implemented unless the case meets criteria for DHS Eligibility. (See Section 1.3.2 – 8.16.11)

Q3: Does the family need to sign a release of information upon referral to the FSRP Services Contractor?
A3: No, unless the information is specific to Mental Health, Substance Abuse, or HIV/AIDS information.

Please refer to 441 IAC 9.10(7), which in part says: "You may share information concerning clients with service providers under contract to the Department when the Department does not provide the needed service directly. This policy does not authorize free exchange of confidential information between any Department employee and any employee of a contracted service provider. It allows for the exchange of pertinent information necessary to carry out the plan about a mutual client between the Department employee involved with the case and the foster parent or the social worker, psychiatrist, or other staff assigned to the case by the provider agency."

When the information needed by the provider is mental health information or substance abuse information, the specific consent is required. (8.31.11)

Q4: Under what grounds can DHS Supervisors authorize referral overrides to the Contractor?
A4: With DHS Supervisory approval, referral flexibility is permissible when a new referral was previously served by one of the contractors or one of their subcontractors, and either the family, DHS worker, or both feel it would be beneficial for services to continue with that contractor. If a family received FSRP Services from Contractor A when the case closed but reopens within 12 months, the DHS worker may override the

assignment to Contractor A if Contractor B should come up at the time of referral. (8.31.11)

Q5: Are youth over the age of 18 in foster care under a Voluntary Placement Agreement (VPA) eligible for FSRP Services?
A5: Iowa Code 234.1(2) defines "child" as follows:

"Child" means either a person less than eighteen years of age or a person eighteen or nineteen years of age who meets any of the following conditions:

a. Is in full-time attendance at an accredited school pursuing a course of study leading to a high school diploma.
b. Is attending an instructional program leading to a high school equivalency diploma.
c. Has been identified by the director of special education of the area education agency as a child requiring special education as defined in section 256B.2, subsection 1.

A person over eighteen years of age who has received a high school diploma or a high school equivalency diploma is not a child within the definition in this subsection.

In the example above, the youth would be eligible for FSRP Services as long as they have not received a high school diploma or a high school equivalency diploma and meets the definition of child. (8.31.11)

Q6: Do Contractors need to have a signed release of information or complete a Request for Child Abuse information in order to receive a copy of the CPW Assessment Summary Report included in the transfer packet?
A6: No.

However, if the Contractor is requesting any prior or subsequent founded CPS Assessment Summary Reports on the family, a completed Request for Child Abuse Information is required. (8.31.11)

Q7: What is the Contractor's obligation when a child is placed out of state? What if the child resides out of state? What if the entire family moves out of state? When does ICPC become involved?
A7: If the identified child victim is placed or resides out of state, and there are no siblings and the parents remain in Iowa, then there would be no need to refer to FSRP Services. In this particular case, the DHS worker would initiate the ICPC referral process.

If the child moves and resides out of state during the course of service delivery, the FSRP Contractor is no longer required to make contact with this child.

If during FSRP Services, the identified child victim is placed out of state, but the parents and siblings remain in Iowa; the Contractor would continue to work with the siblings and

parents but there would be ICPC for the child placed out of state. The DHS worker would coordinate through ICPC to ensure that the contact and services are provided to the identified child out of state.

If the entire family moves out of state, you would close FSRP services. However, if the DHS case remains open then the DHS worker would make an ICPC referral to the other state. (8.31.11)

Q8: If there is a current open FSRP case, and the identified child victim in that case gives birth to a child, does this now become a new FSRP case? Or does the minor's baby become part of the original case? If the baby becomes part of the original case, how does the father of the baby become part of the case? Would the father be considered the "out of home" parent for the new baby or what would his role be for contact?
A8: The decision to decide the number of cases will be determined at the local DHS level based on the complexity of the case and the permanency goals identified for the children involved. Confidentiality alone is no reason to separate or split cases; however, confidentiality in reporting must be observed and may require separate reports. If the father of the baby does become part of the original case, he is not entitled to information other than what is specific to the baby; therefore, separate reports may be completed or the information in the report must be redacted prior to submitting to the father of the baby. (6.18.12)

Q9: If a grandparent or other person becomes the legal guardian of a child during the provision of FSRP Services, are they considered the adult caretaker in the home? Are the birth parents considered "out of home" parents for the child when the legal guardianship has been transferred to another person?
A9: If guardianship was in place prior to the FSRP referral, the guardian would be considered the adult caretaker in the home and the birth parents would be considered the "out of home". If the child was removed and placed into kinship care, the home which the child was removed from prior to placement in foster/kinship care would be the home identifying who must be seen. (6.18.12)

Q10: There are some cases when multi generations of the same family reside together in the same household who are receiving services for separate/similar issues. Do we treat this family as one family since they all live together OR do we treat this family as two separate families since there may be separate abuse incidents with different perpetrators?
A10: When situations such as this arise the supervisor should be consulted. How the family is viewed and the legal issues around confidentiality would be determined on a case-by-case basis. (3.4.13)

Q11: There are some cases where two separate families share the same home and are involved with different ongoing DHS social work case managers for separate issues. Do we treat these as separate families although they share the same dwelling and are just roommates?
A11: These would be treated as separate cases. (3.4.13)

Background

No current questions under this topic.

Case Plans

Q1: When will the Family Case Plan be completed by DHS? When will Contractors receive a copy of the Family Case Plan?
A1: The Family Case Plan is to be completed within 60 days from the initial provision of services or a court order.

Please refer to Iowa Administrative Code (IAC) 441 Chapter 130.7(3)(2):

130.7(3)(2) The case plan shall be developed and filed in the case record as follows:
a. In child welfare cases, the case plan shall be developed in partnership with the child, the family, and the caregiver.
(2) A case plan that meets the requirements of Iowa Code section 232.2 shall be filed within 60 days from the date the child enters foster care or the date the department opens a child welfare service case, whichever occurs first. (Revised 4.16.12)

Q2: What if there is no Case Plan after 60 days?
A2: DHS workers are to have a Case Plan completed within 60 days from the initial provision of services or a court order. If a Case Plan has not been provided to the Contractor after 60 days, this should be addressed at the local level through collegial consultation to resolve this issue.

Please refer to Iowa Administrative Code (IAC) 441 Chapter 130.7(3)(2):

130.7(3)(2) The case plan shall be developed and filed in the case record as follows:
a. In child welfare cases, the case plan shall be developed in partnership with the child, the family, and the caregiver.
(2) A case plan that meets the requirements of Iowa Code section 232.2 shall be filed within 60 days from the date the child enters foster care or the date the department opens a child welfare service case, whichever occurs first. (Revised 4.16.12)

Family Functional Assessments

Q1: How does the Family Functional Assessment relate to the DHS Case Plan? What is the expectation of how Contractors will use it?
A1: The Case Plan reflects the needs and strengths identified in the Family Functional Assessment of the child and family related to safety, permanency, and well-being of the child. The activities in the Case Plan are to be aligned with the DHS Family Functioning Domains. As a result of the Family Functional Assessment, the Contractor will ensure that their service interventions are modified to best meet family needs. (8.31.11)

Transportation

Q1: Do FSRP Contractors transport youth to placements such as foster care or residential treatment?
A1: The primary responsibility for placement of children is with the DHS worker, not Contractors. Safety Plan/FSRP Service Contractors do have the ability to provide transportation assistance when necessary, but should not be making any placement of a child. (6.28.13)

Supervised Family Interactions

No current questions under this topic.

Case Progress Reports

Q1: What information needs to be emailed to DHS? Is there a particular process that should be followed in submitting Contractor reports to DHS?
A1: All reports and any communication that is required be completed by the Contractor is emailed to the DHS worker. Reports are to be e-mailed to the referring worker. **The naming convention in the subject line should be: S or P (for type of service)-county number-State ID**. So, for FSRP Services provided for a child from Wapello County, the e-mail would have a subject line of P-90-123456A. (8.31.11)

Q2: A copy of the Case Progress Report is to be provided to the parents unless the parental rights are terminated. What if the parents are divorced? Are Contractors obligated to send the reports to the absent parent? What if the custodial parent is requesting that the reports NOT be sent to the non-custodial parent because it is causing problems? What if there is a No Contact Order between the parents?
A2: A copy of the Case Progress Report should be provided to the parents unless their rights have been terminated or if there is a Court order stating that the report should be withheld from the absent parent. (8.31.11)

Q3: How are Case Progress Reports shared with parents who have TPR on some children, but not on all children? For instance, two children have been terminated on but there are two children that remain at home in the custody of the parents. This is still treated as one FSRP case, but the parents are not entitled to the information on the children that have been terminated on. The Case Progress Reports contain information on all four children.
A3: One option is to complete separate Case Progress Reports on the two groups of children. The other option is to redact information that the parents are not entitled to. (8.31.11)

Q4: What can Contractors tell court appointed special advocates (CASA) who call for information or request copies of reports? What about Foster Care Review Boards (FCRB)?

A4: The Contractor shall provide to the local Iowa Child Advocacy Board (ICAB) Office copies of the reports upon receipt of a request and the court order appointing CASA.

In reference to Foster Care Review Boards, Iowa Code Chapter 237.21(2) states the following:

"**Information and records relating to a child receiving foster care and to the child's family shall be provided to a local board or the state board by the department or child-care agency receiving purchase-of-service funds from the department upon request by either board.** A court having jurisdiction of a child receiving foster care shall release the information and records the court deems necessary to determine the needs of the child, if the information and records are not obtainable elsewhere, to a local board or the state board upon request by either board. If confidential information and records are distributed to individual members in advance of a meeting of the state board or a local board, the information and records shall be clearly identified as confidential and the members shall take appropriate steps to prevent unauthorized disclosure."

Therefore, per Iowa Code the Contractor shall provide a copy of the report to the FCRB. (8.31.11)

5 Business Day Contacts

Q1: Can the DHS worker waive the requirement of seeing a child that is in PMIC or Group Care (out of home placement) within the first five (5) business days of referral?
A1: A child placed in PMIC or Group Care is not required to be seen within the first five business days, but is required to be seen in the first month of service. DHS cannot waive contractual obligations. (Revised 11.14.11)

Q2: If a child and siblings reside with both parents, but then one parent moves out taking the identified child victim with them, who becomes the primary contacts during the first five (5) business days?
A2: Any child(ren) identified 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 placements as well as the parents and any caretaking adults in the home must be seen within five (5) business days of the referral.

The parent who moved out of the home and took the identified child victim with them would become the parent required to be seen in the first five (5) business days.

The parent who the child no longer resides with would become the parent out of the home and any siblings residing with that parent who are not subjects of a court order would not be required to be seen within the first five (5) business days. Contact would be at least once in the first month of service. (12.16.11)

Q3: What happens if DHS provides an incorrect address for contact information for the Contractor to make contact with an identified member of the case during FSRP Service delivery?
A3: If the Contractor receives invalid contact information, DHS should not require the Contractor to meet with those identified members at any frequency until valid contact information is obtained. DHS and the Contractor should both make attempts at securing valid contact information based upon interactions and contact with the family during service delivery. In the Case Progress Report, the Contractor should document that the location is not valid and also document any attempts made to locate the identified members. (3.4.13)

Q4: If a youth whose parental rights have been terminated is placed in a shelter awaiting a foster care placement, do FSRP Contractors have to meet with shelter staff as "caretaking adults"? Or is the requirement that FSRP meet with the child in shelter and once placed in a foster home, begin meeting with the foster parents?
A4: In this particular scenario, only the youth must be seen in the first five (5) business days. Once the child is placed in a foster home, then the foster parents must be seen as per definition of "in the home" when termination of parental rights has occurred. (6.28.13)

Monthly Contact

Q1: If a child is placed in PMIC, Toledo, or Group Care during the first month of service, how often do we as a Contractor continue to see them because they are now in one of these placements?
A1: Once the child enters into one of these placements, the Contractor would be required to see the child at least once within the first month of service and at least once a month thereafter. (8.31.11)

Q2: Are Contractors required to meet with parents who reside outside the State of Iowa?
A2: Parents who reside outside the State of Iowa are to be seen at the frequency determined by the Court, the DHS worker and/or the results of Family Team Meetings based on the needs and complexity of the case as assessed by the DHS worker and Contractor staff. (8.31.11)

Q3: Is the Contractor required to facilitate the interaction between a child and their family members if the child is placed out of state?
A3: The FTMs and Family Case Plan will determine the frequency and forum for parent child interaction. If face to face interactions cannot occur based on the Case Plan or FTMs, then other forms of contact should be explored. (8.31.11)

Q4: When can DHS notify a Contractor that they are no longer required to meet with an uncooperative parent during FSRP service delivery?
A4: Contractually, there is no identification of a specific number of attempts to be made in order to engage and work with the parents. If the parents are uncooperative, the

Contractor can stop seeing the parents and this would fall into the 15% margin of compliance requirements. If the parent is not residing in the home the frequency of contact will be determined by the Court, the Department worker and/or the results of Family Team Meetings based on the needs and complexity of the case as assessed by the Department worker and Contractor staff. Otherwise, it is the responsibility of the Contractor to engage the family.

If a parent is uncooperative while working with the Contractor, the Contractor should notify the DHS worker immediately.

Iowa Code 441-130.5(2) *Termination*. A particular service may be terminated when the department determines that:

a. The specific need to attain the goals and objectives to which the service was directed has been achieved, or
b. After repeated assessment, it is evident that the family or individual is unable to achieve or maintain the goals set forth in the individual client service plan, or
c. After repeated efforts, it is evident that the family or individual is unwilling to accept further service. (8.31.11)

Q5: If the address of the NCP or the parent not residing in the home is unknown, can DHS ask the FSRP Contractor to make attempts to locate them?
A5: If the address of the NCP or the parent not residing in the home is unknown at the time of the FSRP referral, then DHS should not require the Contractor to meet with them at any frequency until valid contact information is obtained. DHS and the Contractor should both be making attempts to locate the NCP or the parent not residing in the home based upon interactions and contact with the family during service delivery. The FSRP Referral Face Sheet does ask if contact for parents not residing in the home is expected but the address/phone information is unknown, DHS is to identify the Contractor's responsibilities. In this section, DHS may request that the Contractor make attempts to locate the NCP or the parent not residing in the home, but that contact is not required until located. The Contractor should not be the only one attempting to locate the NCP or parent not residing in the home.

In the Case Progress Report, the Contractor should document that the location is unknown and also document any attempts made to locate the NCP or the parent not residing in the home. (8.31.11)

Q6: If the parent not residing in the home or the NCP's whereabouts becomes unknown during service delivery, are Contractors still required to attempt contact?
A6: If the Contractor's expectations are to meet with the NCP or the parent not residing in the home they are required to do so with valid contact information. However, if during service delivery, their whereabouts become unknown, the Contractor should notify the referring DHS worker. If the DHS worker does not have an updated address for the Contractor to make contact, then the DHS worker should document the change in who must be seen in an electronic communication. Since the whereabouts are unknown at this

time, DHS should not require the Contractor to meet with them until valid contact information is obtained.

DHS and the Contractor should both make attempts to locate the NCP or the parent not residing in the home based upon interactions and contact with the family during service delivery. The Contractor should not be the only one attempting to locate the NCP or parent not residing in the home.

In the Case Progress Report, the Contractor should document that the whereabouts are no longer known and also document continued efforts to locate. (9.23.11)

Q7: What happens when a child or sibling in a case, regardless of their placement setting, goes on the run and the Contractor is not able to make required contact?
A7: The Contractor should notify the DHS worker and alert them to the situation if DHS is not aware that the child or sibling is on run. When the child or sibling is located, contact must be made. The days that the child or sibling is on the run will not count towards contact expectations.

The DHS worker will provide electronic documentation to the Contractor stating that the child or sibling is on run and until the child or sibling is located, the Contractor is not required to make contact. A copy of this documentation must be placed in the case file. Once the child or sibling is located and returned, the Contractor must make contact to meet the specified contact requirements. (11.14.11)

Q8: Contractors are required to see families every calendar month following the first month of service. If the first month of service ends on December 2nd, would we need to see all family members again in December or would it be January? The same question if the first month of service ends on December 15th or December 28th. What is the contact requirement?
A8: If the Contractor meets with the identified children and family members anytime during the month of December, whether it is the 2nd, 15th, or 28th (as example above) the next required contact with the family would be in January. At a minimum, face-to-face contact should occur every calendar month after the first month of service delivery. Since contact was made in the month of December, the next calendar month is January. (11.14.11 – See section 1.3.2.2 (h))

Q9: What is the contact requirement for a parent who becomes incarcerated?
A9: If a parent residing in the home becomes incarcerated, efforts must continue in order to engage the parent in services. Contractors are required to make face to face contact with parents that do not reside in the home at the frequency determined by the Court, the Agency worker and/or results of Family Team Meetings based on the needs and complexity of the case. Contacts may occur in alternative settings based on the needs and circumstances of the case.

In cases of incarcerated parents, there should be coordination with the prison facility to determine if that facility allows for contact and identify the types of contact allowed.

Any changes to the frequency of contact or who must be seen will be documented in subsequent Agency electronic communications stating such changes, and placed in the Case file. (11.14.11)

Q10: What happens if DHS provides an incorrect address for contact information for the Contractor to make contact with an identified member of the case?
A10: If the Contractor receives invalid contact information, DHS should not require the Contractor to meet with those identified members at any frequency until valid contact information is obtained. DHS and the Contractor should both make attempts at securing valid contact information based upon interactions and contact with the family during service delivery. In the Case Progress Report, the Contractor should document that the location is not valid and also document any attempts made to locate the identified members. (11.14.11)

Q11: If a child resides with one parent at the time of the FSRP referral, but during the course of service delivery moves in with the other parent, which parent becomes the parent in the home? Which parent becomes the parent not residing in the home?
A11: If a child resides with one parent and then moves to reside with the other parent, the parent who the child currently resides with becomes the parent in the home. The parent from where the child had previously resided becomes the parent not residing in the home. The frequency of contact for the parent not residing in the home will be determined by the Court, the Agency worker and/or results of the Family Team Meetings based on the needs and complexity of the case.

There should be electronic documentation in the Contractor case file showing the change of residence from one parent to the other. In the Case Progress Report, the Contractor should document the change in child's residence as well. (12.16.11)

Q12: If there is a change in the frequency of contact or who must be seen, the DHS worker is to notify the Contractor through electronic communication with a copy maintained in the Contractor's case file. When should this electronic communication be provided to the Contractor, prior to or after the required contact?
A12: The electronic communication should be provided to the Contractor prior to a required contact. The contract states that any changes made to the frequency of contact or who must be seen shall be document in an electronic communication to **notify** the Contractor.

The email documentation will inform the Contractor of the change in frequency of contact or who must be seen in advance, not after a missed contact. (4.16.12)

Q13: What is the contact requirement for meeting with parents not residing in the home after the first month of service delivery?
A13: If face to face contact is required with the parents not residing in the home, the contact shall occur at a minimum, once every calendar month. (6.28.13)

Monthly Performance Summary (Submitted to Service Contract Specialists)

Q1: In Safety Plan Services, if the Contractor obtains an exception for not making the specified contact due to weather or natural disaster, how will this be documented on the Monthly Performance Summary?
A1: If the SAM or SAM designee determines that the missed contact is an allowable exception, and all other identified contacts are made, the Contractor will mark a "Y" in the appropriate column on the Summary. A copy of the approved exception must be included in the case file. (8.31.11)

Q2: How does the Contractor document on the Monthly Report contact with the NCP or parent not residing in the home when the address is unknown? If during service delivery, the parent not residing in the home or the NCP's whereabouts becomes unknown, how does the Contractor document on this report?
A2: For both of these situations, the Contractor will document NA in the respective column. (Revised 9.23.11)

Q3: How does the Contractor document the 2nd orange column of the Monthly Report regarding face to face contact with identified family members residing in the home within first month of service when frequency of contact is not specified at time of referral?
A3: The Contractor is required to make face to face contact within five business days with parents, any caretaking adults, and any children identified as abuse victims. The Contractor will mark either a "Y" or "N" in the 1st orange column. If frequency of contact is not specified for the first month of service after the first five business days, the Contractor will mark "NA" in the 2nd orange column. (8.31.11)

Q4: How does the Contractor document on the Monthly Report contact with birth parents of children with the permanency goal of APPLA?
A4: The Contractor is required to make contact with birth parents of children with the permanency goal of APPLA as determined by Court**,** the Agency Worker, and/or the results of Family Team Meetings. The Contractor will mark either a "Y" or "N" in the 2nd blue column. If frequency of contact is not specified, the Contractor will mark "NA" in the 2nd blue column. (4.16.12)

Q5: How does the Contractor document on the Monthly Report contact with parent(s) not residing in the home if the requested contact is more than the minimum required once every calendar month?
A5: The Contractor will mark in the 2nd blue column a "Y" if the Contractor was required to have face to face contact and the Contractor met with the parent(s) at least once during that calendar month. The Contractor will mark an "N" in the 2nd blue column if required contact was face to face but the Contractor did not meet face to face at any time with the parent(s) not residing in the home. If frequency of contact is not specified, the Contractor will mark "NA" in the 2nd blue column. If the contact requirement is by phone, written, or electronic correspondence, the Contractor will mark "NA" in the 2nd blue column. (6.28.13)

Jurisdiction Issues

No current questions under this topic.

Case Closure – Notice of Decisions (NOD)

Q1: What code or manual reference should be documented on the Notice of Decision (NOD) at the close of FSRP Services?
A1: The code reference is IAC 441 – 130.5(2) **a**, **b**, or **c** depending on the reason for case closure.

441-130.5(2) *Termination*. A particular service may be terminated when the department determines that:

> **a**. The specific need to attain the goals and objectives to which the service was directed has been achieved, or
> **b**. After repeated assessment, it is evident that the family or individual is unable to achieve or maintain the goals set forth in the individual client service plan, or
> **c**. After repeated efforts, it is evident that the family or individual is unwilling to accept further service. (8.31.11)

Q2: Once FSRP Services are open, under what conditions can the service be closed besides when the court case is dismissed? Can the DHS worker decide that Contractor outcomes have been met and end the service at any point in time, regardless of court involvement, the expiration date of the 3055, or any other circumstances? Is the Contractor involved until the case closes?
A2: The DHS worker has the responsibility for determining when to end FSRP Services based on a collaborative discussion between the DHS worker, Contractor, and the family about the behavioral changes that were identified in the child/family's case plan and the outcomes achieved.

Reasons for closing the service earlier than the 3055 states may be such things as the case plan goals were achieved earlier than anticipated; or if a voluntary case, the family refused to cooperate with services. If the court specifically ordered DHS to provide FSRP Services, the DHS worker would need court approval to terminate these services. In situations in which the DHS worker does end FSRP Services, the family may still be involved with an open DHS case without purchased services. The Contractor may also be involved with the family on a voluntary basis even after DHS ends the purchase of FSRP Services. (12.16.11)

Adoption Services – Pre Placement and Post Placement

No current questions under this topic.

Other

Q1: Are there any rules or contract provisions relating to Contractors smoking while transporting children and/or supervising interactions?
A1: The following excerpt is from the current Safety Plan and FSRP Services Contract:

2.14.1 Certification of Compliance with Pro-Children Act of 1994. The Contractor must comply with Public Law 103-227, Part C Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act). This Act requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the Deliverables are funded by federal programs either directly or through State or local governments. Federal programs include grants, cooperative agreements, loans or loan guarantees, and contracts. The law also applies to children's services that are provided in indoor facilities that are constructed, operated, or maintained with such federal funds. The law does not apply to children's services provided in private residences; portions of facilities used for inpatient drug or alcohol treatment; service providers whose sole source of applicable federal funds is Medicare or Medicaid; or facilities (other than clinics) where Women, Infants, and Children (WIC) coupons are redeemed.
The Contractor further agrees that the above language will be included in any subawards that contain provisions for children's services and that all subgrantees shall certify compliance accordingly. Failure to comply with the provisions of this law may result in the imposition of a civil monetary penalty of up to $1000 per day.

The Iowa Legislature enacted a Smoke Free Air Act effective July 1, 2008. **DHS highly discourages any smoking around a child (ren) during transport and supervised interactions.** (8.31.11)

Q2: Is there any time that a FSRP Contractor would be considered a caretaker relative to potential allegations of child abuse? What about during transportation? What about during supervised family interactions?
A2: While this is not normally the case, the service provider (just like a DHS social worker) could be in a position of caretaker when they assume "supervisory" responsibilities of a child.

For example:

If the Contractor is in the home providing services or supervising interactions and the parents are there with the child, then the Contractor is **not** a caretaker.

If the Contractor transports a child, they are not just providing "transportation" (and should not be compared to 'bus drivers') but are also providing "supervision".

"Person responsible for the care of a child" (also referred to as "caretaker") means:
♦ A parent, guardian, or foster parent.

♦ A relative or any other person with whom the child resides and who assumes care or supervision of the child, without reference to the length of time or continuity of such residence.
♦ An employee or agent of any public or private facility providing care for a child, including an institution, hospital, health care facility, group home, mental health center, residential treatment center, shelter care facility, detention center, or child care facility.
♦ **Any person providing care for a child, but with whom the child does not reside, without reference to the duration of the care.** A person who assumes responsibility for the care or supervision of the child may assume such responsibility through verbal or written agreement, or implicitly, through the willing assumption of the caretaking role. (Iowa Code section 232.68 (7)) (8.31.11)

Q3: Can a family receive both FSRP Services and CWES Services?
A3: Yes. Family Safety, Risk, and Permanency Services are designed to deliver a flexible array of culturally sensitive interventions and supports to achieve safety and permanency for children in the family's home and/or other designated locations as determined by the Family Case Plan.

It is possible that a child receiving FSRP Services would need to be referred for a shelter placement which is part of the CWES array, therefore accessing both services.

The FSRP Contractor as well as the CWES Contractor should work closely together to align services to meet the needs of children in all levels of out of home care. These contracted services provide support and interventions in a coordinated manner without duplication of service. (8.31.11)

Q4: Who is responsible for providing an interpreter at a Family Team Meeting (FTM) when there is an open FSRP case?
A4: If the FTM is initiated and/or led by the FSRP Contractor, then it is the responsibility of the FSRP Contractor to provide an interpreter.

If the FTM is initiated and/or led by DHS, Court, or another provider entity, then it is the responsibility of DHS or the respective provider entity to provide an interpreter. (Revised 12.8.11)

Q5: When should a Program Improvement Plan (PIP) be approved and in place?
A5: The Contract currently states the following: The Program Improvement Plan must be approved and in place within 60 days from the end of the three month period which resulted in the requirement of a PIP.

The 60 day period mentioned is the compliance requirement of 85% or above. If the PIP is for accuracy of reporting; this is identified at the time of the on-site review which does not allow sufficient time to have the PIP in place within 60 days of the period that resulted in the required PIP. The Contractor will be given 45 days from the date they receive the on-site report which notifies them of the PIP to have the PIP in place. This

was included in the contract amendment that will be effective July 1, 2012. (Revised 6.18.12)

Q6: How long will Contractors be allowed to request exceptions to staff qualifications for potential candidates who do not meet the education/experience requirement to provide services, but have combination of both?
A6: Effective July 1, 2012 no further exceptions will be granted. All candidates providing SP/FSRP Services must meet the following requirements:

- 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 (2) years of full time experience in child welfare services; or a Master's Degree in Human Services or related field from an accredited college or university; or an Associate of Arts Degree plus four (4) years of full time experience in child welfare services.

"Human Services or a related field" means the following: Social Work, Sociology, Psychology, Human Services, Criminal Justice, Counseling, Family Therapy, Family Services, Family Studies, Child & Family Services, Human Relations, Chemical Dependency Counselor Program, and Nursing.

Special Education, Elementary Education, Secondary Education, Law Enforcement Administration, and Political Science are not considered related human service fields.

"Experience in child welfare services" means full time paid or volunteer experience providing social casework, therapy, or skill development services to children or families; supervision of children; and other experiences providing direct care to children and families. This also includes experience in providing foster care, child care services to children, family centered supervision, and supervision in scouts and other youth activities where basic and social skills are taught. It does not include experience in a setting where the purpose of the service provided is to teach academic skills or activities engaged in as part of a practicum or internship for academic credit.

Since June 2011, exceptions for candidates who did not meet education requirements but had a combination of education and experience were reviewed on a case by case basis to determine if an exception would be approved or denied to provide SP/FSRP Services. Exceptions were allowed during the startup phase of the new contract in order to ensure coverage of all cases transferring from one contract to another, as well as new referrals.

There will be no further reviews after June 29, 2012 to determine if a candidate meets qualifications. (6.18.12)

Q7: Will the Department consider "experience in child welfare services" to include experience in "human services or a related field"?
A7: The Department recognizes Bachelor's Degrees, Master's Degrees, and Associate of Arts Degrees in "human services or a related field" as the following: Social Work,

Sociology, Psychology, Human Services, Criminal Justice, Counseling, Family Therapy, Family Services, Family Studies, Child & Family Services, Human Relations, Chemical Dependency Counselor Program, and Nursing.

Beginning July 1, 2012 candidates who possess full time paid or volunteer work experience in the fields listed above will be able to count this experience toward the two (2) year and four (4) year requirements as specified per degree. As an agency, you must document the rationale behind hiring the candidate and include the documentation in their respective personnel file.

"Experience in child welfare services" means full time paid or volunteer experience providing social casework, therapy, or skill development services to children or families; supervision of children; and other experiences providing direct care to children and families. This also includes experience in providing foster care, child care services to children, family centered supervision, and supervision in scouts and other youth activities where basic and social skills are taught. It does not include experience in a setting where the purpose of the service provided is to teach academic skills or activities engaged in as part of a practicum or internship for academic credit. (6.18.12)

Q8: Do FSRP Contractors have to provide sign language interpretation as part of their service delivery?
A8: Yes, sign language falls within interpreter services if necessary to meet the needs of the child and family.

Section 1.3.1 Safety Plan Services and Section 1.3.2 Family Safety, Risk, and Permanency Services states the following: Contractors shall have experience in working with culturally diverse populations, and provide interpreter and translation services as necessary. Contractors shall collaborate with community organizations that reflect the ethnic and cultural diversity of the counties within the Service Area or Sub-Area and tailor services to serve families of different race/ethnicity and cultural background. (6.28.13)

CONTRACT

Billing & Payment/Safety Plan Services

Q1: In reference to Safety Plan Services, "Children do not suffer maltreatment during Safety Plan Services" (Measure Two), is a Contractor ineligible for payment if there is an "accepted report" at Intake of child abuse while Safety Plan Services are open?
A1: The eligibility for payment of this measure is that children will be safe from abuse during the provision of services. A Contractor would be eligible for payment if there were no confirmed or founded abuse reports during the provision of services.

If there is an "accepted report" of child abuse while Safety Plan Services are open, the decision of eligibility cannot be made until the determination at the completion of the assessment report. (8.31.11)

Q2: What are the new rates for payment of Safety Plan Services with the rate increase?
A2: Effective July 1, 2013 the rates for Safety Plan Services are as follows:

1st Unit of Service	Maximum Payment	$552.29	**2nd Unit of Service**	Maximum Payment	$458.27
	1st 24 Hours	$94.02			
	Daily Contacts	$168.33		Daily Contacts	$168.33
	Email Reports	$79.94		Email Reports	$79.94
	Performance Measure 1	$105.00		Performance Measure 1	$105.00
	Performance Measure 2	$105.00		Performance Measure 2	$105.00

(Revised 6.28.13)

<u>Billing & Payment/Family Safety, Risk, and Permanency Services</u>

Q1: Is a Contractor eligible for incentive payments on cases where the youth was over 18 but on a Voluntary Placement Agreement and received FSRP Services?
A1: No. A Contractor is not eligible for incentive payments on cases where the youth is over 18 and on a Voluntary Placement Agreement while they received FSRP Services. The reason that these cases are not eligible is that they do not meet the measure definition.

A Contractor would be paid the base rate for the youth but they do not meet the measure definition. Once a child turns 18 years of age, they are no longer considered a child for the definition of child abuse (Measure 1); therefore, would not be able to be measured to determine if there are any confirmed or founded reports. Since the youth signed a voluntarily placement agreement, they cannot be "removed" from the home (Measure 2); therefore at the time of case closure, they would not be able to be measured on this area. (8.31.11)

Q2: What is the new base pay rate for FSRP Services? What is the new graduated payment rate reduction (85%)?
A2: Effective July 1, 2013, the new base rate for FSRP Services is as follows:

Daily Rate $16.81
Monthly Rate $504.30

The graduated monthly payment rate will be reduced to 85% which is as follows:

Daily Rate $14.29
Monthly Rate $428.70 (Revised 6.28.13)

Sub-Contractors and Model of Practice

Q1: What is the procedure for getting approval to obtain subcontractors and what is the time frame for that?
A1: The Contractor is required to notify DHS in writing prior to implementing a subcontract, by submitting to their Service Contract Specialist (Contract Monitor), the name of the organization, address, and names of key personnel. The Service Contract Specialist will acknowledge receipt of subcontractor information. If DHS objects, you will be notified within fourteen (14) days. The Contractor may request that DHS expedite their decision on whether they wish to object; to the extent possible, DHS will honor these requests.

Note: The DHS has already determined that we have no objection to the use of any of the following agencies as subcontractors: Children and Families of Iowa (CFI), Four Oaks, Tanager Place, First Resources Corp., Family Resources Inc., Families First Counseling Services, Lutheran Services in Iowa, Mid Iowa Family Therapy, Father Flanagan's Boys' Home, Southwest Iowa Family Access Center, and Eckerd. (8.31.11)

Q2: Do subcontractors have to follow the Model of Practice of the Contractor?
A2: The Contractor remains responsible for all services performed under this Contract. All restrictions, obligations, and responsibilities of the Contractor under this Contract shall also apply to the subcontractors and the Contractor shall include in all of its subcontracts a clause that so states. The Contractor is responsible for determining if any variation to the Model of Practice by the subcontractor would be in compliance with this requirement. (8.31.11)