

Safety Plan Services Deliverables:

Contractors shall provide a Safety Plan Services package of one, fifteen (15) calendar day unit of service, or at direction of the Agency, a maximum of two consecutive, fifteen (15) calendar day units of service. Although the unit of service is fifteen (15) calendar days, the actual number of days of service delivery may be less than fifteen (15) days.

- Contractors shall receive Agency referrals and begin providing services according to the Agency's individual Safety Plan and referral face sheet 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 notify the Agency Service Contract Specialist the next Business Day if the written Safety Plan, referral face sheet, and 3055 was not received within 24 hours.
- Contractors, or their assigned subcontractor, shall assign a Care Coordinator for each Case receiving Safety Plan Services. This person shall be responsible for delivering and/or coordinating all Safety Plan Services provided for the Case and preparing and submitting required reports on the Case to the Agency Worker throughout the service delivery period. The assigned Care Coordinator shall not be in a supervisory or project manager position providing Safety Plan Services or FSRP Services.
- Contractor Care Coordinators shall meet with the alleged Child(ren) victim and parents as soon as possible, but no more than 24 hours from receipt of the Agency Worker's referral.
 - The Contractor Care Coordinator shall notify the Agency Worker immediately after scheduling the initial Face-to-Face meeting with the Child(ren)/family. The Contractor shall send an electronic contact summary of the meeting to the Agency Worker no later than 24 hours after the initial Face-to-Face meeting.
- Contractor Care Coordinators shall participate in all Family Team Decision-Making Meetings and Youth Transition Decision-Making Meetings held on a Case receiving Safety Plan Services.
- Contractor Care Coordinators shall identify and address any safety concerns during the provision of the Safety Plan Services and report any concerns immediately and directly as they arise to the Agency Worker or their supervisor via telephone or electronic communication.
- Contractor Care Coordinators shall attend court hearings and other meetings on Cases served when directed by the Court or requested by the Agency Worker and when provided at least 24 hour notice.
- Contractors delivering Safety Plan Services shall, at a minimum, ensure:
 - Availability of services 24 hours day, seven (7) days per week
 - One-hour return response time to the Agency Worker after the initial referral call is received
 - Face-to-Face Contact with the alleged Child(ren) victim(s) and parent(s) within twenty-four (24) hours of the initial referral call
 - Daily Face-to-Face Contact with the alleged Child(ren) 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.
 - * Any changes made to the frequency of contact or who must be seen shall be documented in an electronic communication by the Agency Worker to the Contractor prior to a required contact. A copy of this electronic communication must be maintained in the Contractor Case file.

- 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 Child(ren) with an immediate and direct follow up to the Agency Worker or their supervisor via telephone or electronic communication.

Safety Plan Services and Supports:

Contractors shall utilize individualized Case needs and the Agency Safety Plan to direct the blend of services and supports provided to each Case in order to maintain Children safely In the Home. This is not an exhaustive list but describes the range of core activities that may be necessary to achieve desired outcomes in the types of Cases referred for these services:

- 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. The focus is on regular monitoring and assessment of the Protective Capacities of the caregivers, Child(ren) Vulnerabilities, and Threats of Maltreatment to the Child(ren) as defined in the Safety Plan as well as throughout the provision of Safety Plan Services.
- 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.
- Activities, or provision of funding, to help Child(ren) and their family secure necessary concrete supports, such as food, diapers, cleaning supplies, house fumigation, etc., and to connect the Child(ren) and family to community resources and informal supports as identified in the Safety Plan and referral face sheet.
- Activities to monitor and ensure that a parent is keeping his or her mental health or substance abuse treatment appointments and taking his or her prescribed psychotropic medication, if appropriate to the Case situation.
- Activities to inspect and monitor the safety of the home environment.

Safety Plan Services Service Documentation:

Contractors shall ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency Worker:

- **Electronic Summary** – Contractors shall complete an electronic summary within 24 hours of the initial Face-to-Face Contact with the Child(ren)/family.
- **Contact Summary Logs** – Contractors shall complete an electronic Agency-developed contact summary by the end of the next calendar day of every contact or attempted contact, including phone, with the alleged Child(ren) victim and parents or others as identified on the Safety Plan and referral face sheet. Any critical information shall 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 may be faxed to the Agency Worker. This information shall be submitted on an electronic form that targets the desired progress identified in the Safety Plan.
- **15 Day Summary Report** – Contractors shall complete an electronic Agency-developed 15 day summary report for each unit of service. The unit of service begins with the effective date on the 3055. The Contractor shall provide the summary report by end of the next calendar day of the final day of service. The summary report shall contain, at minimum, information concerning the date and time of the first Face-to-Face family contact, verification that safety checks were conducted as indicated on the Safety Plan, Contractor attendance to any Family Team Decision-Making Meetings and Youth Transition Decision-Making Meetings 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.

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Safety Plan Services and Family Safety, Risk, and Permanency Services

Billable Unit of Service and Payments for Safety Plan Services:

- 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 **\$580.00**. Payments for Safety Plan Services will be issued through the Agency's Child Welfare Information System (CWIS). This is inclusive of performance measure incentive payments.

Criteria for Contractor Receiving Safety Plan Services Payments in a Case

- Timely and appropriate steps will be taken to assure safety for Conditionally Safe Child(ren) during the Agency CPS Child Abuse Assessment or CPS CINA Assessment. The Safety Plan Service Contractor will be reimbursed a base rate of **\$360.00** with the ability to earn incentive payments for achievement of performance measures during service provision.

Safety Plan Services Incentive Payment:

- Performance Measure 1 - Child(ren) will not be removed from their home during the provision of Safety Plan Services. Performance-based payments made in the amount of \$110.00 per Case.
- Performance Measure 2 - Child(ren) do not suffer maltreatment during the provision of Safety Plan Services. Performance-based payments made in the amount of \$110.00 per Case.

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Safety Plan Services	
Who Has To Be Seen	Frequency
Parents In The Home (includes step-parents)	Within 24 hours and then daily
Child Victim(s)	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 in an electronic communication by the Referral Worker to the Contractor prior to a required contact. A copy of this electronic correspondence must be maintained in the Contractor Case file.</p>	

Family Safety, Risk, and Permanency (FSRP) Services

Deliverables:

Contractors shall provide a monthly service package of interventions and supports designed to promote safety and Permanency for Child(ren), in the Child(ren)'s home and/or various locations as indicated in the Family Case Plan or referral face sheet if the Case Plan is not yet developed.

- Contractors shall receive Agency referrals with available Case-specific information, including:
 - Referral and Authorization for Child Welfare Services (Agency Form #470-3055) authorizing service provision and service duration,
 - CPS Child Abuse Assessment which led to referral,
 - Safety Assessment at the end of the CPS Child Abuse Assessment Summary which led to referral, and
 - Other available referral information, including information on results from previous Family Team Decision-Making Meetings and Youth Transition Decision-Making Meetings concerning the family and their Child(ren) and/or Youth.
- Contractors, or their assigned subcontractor, shall assign a Care Coordinator for each Case receiving FSRP Services. This person shall be responsible for delivering and/or coordinating all services and supports provided for the Case and preparing and submitting required reports on the Case to the Agency Worker throughout the service delivery period. The assigned Care Coordinator shall not be in a supervisory or project manager position providing Safety Plan Services or FSRP Services.
- Contractor Care Coordinators shall make Face-to-Face Contact within five (5) Business Days of the Agency referral with the following:
 - Any Child(ren) identified by the Agency Worker at referral as abuse victims and/or subjects of a court order based on CINA proceedings who reside In the Home or in foster family care, kinship or suitable other care, or shelter care placement;
 - The parent(s) and any caretaking adults In the Home; and
 - The Agency Worker, if available in all referrals.
- Contractor Care Coordinators shall make Face-to-Face Contact with Child(ren) placed in PMIC or Group Care within the first month of service.
- Contractor Care Coordinators shall ensure that 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.
- Contractor Care Coordinators shall attend all Family Team Decision-Making Meetings and Youth Transition Decision-Making Meetings held on the Child(ren)/Youth, and family while the Case is open.
- Contractors, or their assigned subcontractor, shall 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.
- Contractor Care Coordinators shall attend court hearings and other meetings on the Child(ren) and family while the Case is open when their attendance is requested either by the Court or Agency Worker and when provided at least 24 hour notice.
- Contractor Care Coordinators shall make contact during the first month of service with the Child(ren) and family, including parents not residing In the Home, and birth parents of Child(ren) with the Permanency goal of APPLA as determined by the Court, the Agency Worker, and/or the results of Family Team Decision-Making Meetings based on the needs and complexity of the Case as assessed by the Agency Worker and Contractor staff.

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- 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 Decision-Making 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.
- The Contractor Care Coordinator shall receive any changes made to the frequency of contact or who must be seen in an electronic communication from the Agency Worker prior to a required contact. A copy of this electronic communication shall be maintained in the Contractor Case file.
- Contractor Care Coordinators shall make Face-to-Face Contact, at a minimum, every calendar month with the family and with all Child(ren) in the Case that reside in Iowa after the first monthly period of service delivery, with the following exceptions:
 - Contractor Care Coordinators shall make contact with the parents not residing In the Home, and birth parents of Child(ren) with the Permanency goal of APPLA as determined by the Court, the Agency Worker and/or the results of Family Team Decision-Making Meetings based on the needs and complexity of the Case as assessed by the Agency Worker and Contractor staff. 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.
 - Contractor Care Coordinators shall make contact with a parent who resides outside the state of Iowa, at the frequency and method determined by the Court, the Agency Worker and/or the results of Family Team Decision-Making 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.
- The Contractor Care Coordinator shall receive any changes made to the frequency of contact or who must be seen in an electronic communication from the Agency Worker prior to a required contact. A copy of this electronic communication shall be maintained in the Contractor Case file.
- Contractor Care Coordinators shall identify and address any safety concerns during service delivery and report safety concerns immediately and directly to the Agency Worker or their supervisor by telephone or electronic communication.
- Contractor Care Coordinators shall promptly notify the Agency Worker concerning any Child(ren) or adults exiting the household or new Child(ren) or adults entering the household, while the Case is open.
- Contractor Care Coordinators shall complete an assessment of the safety and well-being of all Child(ren) in the Case as part of their Face-to-Face Contacts regarding the Case, at least once per month while the Case is open. This shall be documented in the Case Progress Report.
- Contractor Care Coordinators shall assess the educational, physical, and mental health conditions, strengths and needs of all Child(ren) in Cases open for services on an ongoing basis throughout service delivery; and, in consultation with the Agency Worker, refer Child(ren) for additional evaluation or services that may be necessary.
- Contractor Care Coordinators shall coordinate service planning, including planning for parent/Child(ren) and sibling interaction, with staff from the Child(ren)'s placement setting, whether it be relative care or suitable others, shelter care, family foster care, Foster Group Care Services, Supervised Apartment Living (SAL), or another setting.
- Contractor Care Coordinators shall coordinate FSRP Services with services and supports that Child(ren) 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.

- Contractor Care Coordinators shall implement plans to connect Child(ren) 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.
- Contractors shall provide a broad array of individualized service activities and supports that focus on addressing the family needs and issues identified within the CPS Child Abuse Assessment Summary or the CPS CINA Assessment Summary. Services shall be designed to promote positive change in the behavior of a Child(ren)'s parent(s), caregiver, relative, or the Child(ren); assist families in achieving positive change; monitor Case safety status, threats of maltreatment, family stability, Protective Capacities and adjustment; promote Permanency and well-being; and assist in implementing transition plans for older Youth moving toward adulthood.

Family Safety, Risk, and Permanency (FSRP) Services Core Activities:

- **Family Interaction planning and supervision of interaction between parents and Child(ren) and between siblings** – Contractors shall schedule, plan, arrange, provide transportation assistance for, provide interaction supervision, provide parenting instruction during interaction, and provide reports on parent/Child(ren) and/or sibling interaction, as specified in the Family Case Plan. This may also include, but is 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. The Contractor shall make arrangements to conduct and support interactions between a Child(ren) and a potential adoptive family.

Contractors shall coordinate transportation planning for

parent/Child(ren) or sibling interaction with the Child(ren)'s foster parents, Agency Worker, or others. Contractors shall become familiar with reimbursement that can be provided by the Agency to foster families for provision of transportation.

- **Family functioning interventions** - Contractors shall provide service activities that improve and enhance a family's and/or Child(ren)'s functioning skills and Protective Capacities. These activities include, but are not limited to, the following:
 - Communication and social interaction functioning, which includes promoting effective communication skills, enhancing productive means of expressing feelings, and effective anger management techniques.
 - Family relationship enhancement, which means activities with one or more members to improve family relationships, build and strengthen parent/Child(ren) relationships, and/or address issues that jeopardize the safety, Permanency, or well-being of the Child(ren).
 - Parenting education and behavior management of Child(ren) including activities to provide education and instruction to one or more family members on how to promote positive Child development and safely manage the behaviors of Child(ren); and when appropriate, instructing Child(ren) on strategies to manage their own behavior.
 - Supporting family involvement in substance abuse, mental health, or domestic violence treatment programs.
 - Parent to parent coaching and mentoring interventions, which include activities that use trained parent mentors to engage and instruct vulnerable parents on parenting and family

- management techniques and skills, and help families build community social support networks that will continue after formal services are closed.
- Consumer education instruction including providing instructions to one or more family members on consumer education topics such as tenant rights, debt counseling, and credit issues to enhance their adjustment and family stability.
- Advocacy training including providing one or more family members instruction on how to advocate for, access, and utilize services/supports from systems such as mental health, substance abuse treatment, domestic violence programs, education, public housing, public, and private benefit programs, etc. This will help the family successfully access community services and supports within their communities to promote family self-reliance.
- Adolescent transitional services including activities designed to work with adolescents, and other family members when needed, to help connect the youth to available resources for their transition to adulthood, plan for career exploration and vocational planning, and support the youth's positive transition to adulthood.
- **Family reunification services and activities** – Contractors shall provide service activities and assistance in reunifying Child(ren)ren 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 the Child(ren)'s caregivers;
 - Coordinating planning and transportation for
 - parent/Child(ren) and sibling interaction;
 - Implementing, providing assistance for, and evaluating parent/Child(ren) and/or sibling interaction plans and interactions;
 - Planning for and promoting the successful transition of Child(ren) 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.
- **Concurrent and Permanency Planning service activities** - Contractors shall provide services that support Concurrent Planning practice and help the Agency identify and achieve alternative permanent family connections for Child(ren) who cannot be reunified. Examples of service activities include, but are not limited to:
 - Supporting parents to accept movement to other permanency plans for their Child(ren);
 - Identifying potential relative placements for Child(ren) and supporting transition of the Child(ren) to this placement;
 - Identifying potential adoptive or guardianship placements for a Child(ren), and providing pre-placement activities designed to achieve placement;
 - Supporting the successful transition of Child(ren) to new school settings when their placements change; and
 - Supporting and maintaining the placement of Child(ren) in settings such as foster family, guardianship, or adoptive family settings.
 - Planning, achieving, and supporting a Child(ren)'s placement in an adoptive setting, if applicable. This includes providing post placement support interventions prior to finalization of the adoption.
 - Providing transition planning and support as a Child(ren) moves toward adulthood.

Family Safety, Risk, and Permanency (FSRP) Services will always be the lead in service delivery for achieving Permanency for the Child(ren). The role of the Recruitment and Retention of Resource Families (R&R) contract is to provide support to the resource family but the two services shall work in partnership with one another. Once the Child(ren)'s adoption is finalized, Family Safety, Risk, and Permanency (FSRP) Services is no longer involved. The family is then eligible for Adoption Preservation Services under the Recruitment and Retention of Resource Families (R&R) contract.

- **Safety Checks and Supervision service activities** - Contractors shall make Face-to-Face Contacts to observe, monitor, and evaluate the safety of a Child(ren) in a family in order to implement and assess family safety within the Family Functioning Domains contained in the Agency Family Case Plan as well as throughout the provision of FSRP Services. The focus is on direct observation of a Child(ren)'s safety and observation of any potential Threats of Maltreatment in the Child(ren)'s environment.
- **Household management assistance and instruction** - Contractors 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.
- **Activities or provision of funding** – Contractors shall assist Child(ren) and their families 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 Child(ren) 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 necessary to achieve Case outcomes.
- **Support to relative care placements and suitable others** – Contractors shall provide supportive activities that include, but are not limited to successful transition of the Child(ren) into the home, Crisis Intervention Responses, securing necessary resources for the relative and suitable other placement family, exploring Concurrent Planning, assisting with adjustment to new caretaker role, preparing for supervision or facilitation of Family Interactions, and resolving new dynamics within the family.

Culturally Competent and Responsive Services:

- Contractors shall provide Culturally Competent/Responsive services to Families referred to the Contractor to meet the needs of the Child(ren) and Family including but not limited to:
 - Provision of interpreter and translation services as necessary, including sign language to meet the needs of the Child(ren) and Family.
 - Collaboration with community organizations that reflects the ethnic and cultural diversity of the community within the Service Area or Sub-Area and tailor services to serve Families of different race/ethnicity and cultural background.

Crisis Intervention:

- Contractors shall respond to crisis situations as defined by the family, Agency Worker, or Contractor that present significant threats to the safety, Permanency, or well-being of the Child(ren) within two (2) hours 24-hours a day, 7 days a week with an immediate follow up to the Agency Worker

or their supervisor via telephone or electronic communication.

- If the Child(ren) receiving services are residing in family foster care, Contractors shall coordinate their Crisis Intervention Response with the Contractor who delivers crisis intervention supports for foster parents under the Agency's contract for the Recruitment and Retention of Resource Families (R&R).
- For Child(ren) residing in group or shelter care placements or in a Psychiatric Medical Institution for Child(ren) (PMIC), these facilities shall have primary responsibility for Crisis Intervention Responses for the Child(ren) in placement in their facility, but coordination of responses between the agencies will be necessary. For example, the Contractor for Family Safety, Risk, and Permanency (FSRP) Services shall maintain ongoing communication with the Child(ren)'s placement to plan for home visitation and work with the placement to plan responses for any problems that occur during visitations.

Collaboration of Services:

- Contractors for Safety Plan Services and Family Safety, Risk, and Permanency Services shall work in collaboration with all Child Welfare contracted services and supports, including but not limited to Recruitment and Retention of Resource Families (R&R); Foster Group Care, Supervised Apartment Living (SAL); Child Welfare Emergency Services (CWES), and Parent Partners to align service provision and supports to meet the needs of Child(ren) in all levels of Out-of-Home Care and who remain at home. These contracted services provide support and interventions to Child(ren) and families in a coordinated manner without duplication of service.

Family Team or Youth Transition Decision-Making Meetings:

- Contractors shall facilitate Family Team or Youth Transition Decision-Making Meetings at the following junctures during the life of the case on open Agency Child Welfare Service Cases:
- FTDM:
 - Before or directly following the date of Removal;
 - When placement changes, level of care changes, or Permanency decisions are made;
 - Before safe Case closure to plan for sustainability; and
 - When requested by the Agency.
 - Agency requests exceeding one (1) request per Case per quarter will be approved by the SAM or designee.
- YTDM:
 - Within 30 days of the Youth's 17th birthday; and
 - Within 90 days prior to the Youth's 18th birthday
- Contractors shall facilitate Family Team or Youth Transition Decision-Making Meetings in accordance with the established statewide FTDM/YTDM Meeting standards developed in collaboration with the Agency and external stakeholders.
- Contractors shall accept all completed referrals from the Agency. An exception to accepting a referral must be approved in writing by the Service Area Manager (SAM) or their designee.
- Contractors shall provide the following activities, at a minimum, upon receipt of the completed referral:
 - Contractors shall initiate Family Team or Youth Transition Decision-Making planning with the family or Youth within two (2) Business Days of the receipt of the completed referral.
 - Contractors shall schedule and facilitate all Family Team or Youth Transition Decision-Making Meetings within seven (7) Business Days from the date of referral. When there is a Removal, Contractors shall schedule and facilitate the initial Family Team or Youth Transition

Decision-Making Meeting before or directly following the date of Removal.

- Contractors shall coordinate and conduct all preparatory work for the Family Team or Youth Transition Decision-Making Meeting.
- Contractors shall contact the Agency Worker for background information on the family or Youth.
- Contractors shall complete the FTDM Facilitation Notes, form #470-4126, or the YTDM Facilitation Notes, form #470-5161, and submit to the referring Agency Worker within five (5) Business Days from the date of the meeting.
- The Contractor shall complete the Youth's Dream Path, form #470-5176 and submit to the referring Agency Worker within five (5) Business Days from the date of the meeting.
- Contractors shall provide an Agency-approved satisfaction survey to all Family Team and Youth Transition Decision-Making Meetings participants. The results of the survey shall be compiled and submitted to the referring Agency Worker within two weeks of the meeting.
- Contractors shall provide all supplies, interpreters, equipment, and any materials necessary to conduct a Family Team or Youth Transition Decision-Making Meeting.

Transportation Assistance:

Contractors shall provide transportation assistance, either directly or by providing funding for transportation supports, or arranging transportation through a community resource or through the family's support network when necessary for the family to access services and/or supports, attend interactions, and participate in other activities identified as essential needs stated in the Agency Safety Plan or Agency Case Plan.

- For example, if the Child(ren)'s physical health needs (i.e.,

preventive health and dental care, immunizations, treatment for identified health and dental care) are addressed as essential needs in the Family Case Plan, then the Contractor shall be responsible for providing transportation if identified. If the physical health care needs are not addressed in the Family Case Plan, then Contractors are not responsible for medical and/or dental appointment transportation. The Contractor shall provide transportation assistance to ensure that a parent completes required drug testing. The Contractor shall transport youth in foster care to their court hearings when necessary. Contractors are not responsible for transportation of a parent to a criminal court hearing.

ESRP Service Documentation and Reporting Deliverables:

Contractors shall ensure completion and submission of the following original and updated documentation, at a minimum, to the Agency Worker:

- **Electronic Summary** – Contractors shall complete an electronic summary within two (2) Business days confirming that the initial Face-to-Face meeting with the family occurred and the date of this meeting.
- **Service Plan** – Contractors shall complete an electronic Agency-developed service plan that documents goals and objectives with specific concrete strategies to address needs and issues identified within the CPS Child Abuse Assessment Summary or CPS CINA Assessment Summary and Assessment tools. Contractors shall document identified tools developed to integrate the Contractor's model of practice during service delivery. Contractors shall complete the service plan within thirty (30) calendar days from the effective date of the 3055. Contractors shall update the service plan, at a minimum, of every ninety (90) days following the date of the original service plan. Contractors shall also provide the service plan and any updated service plans to the family served by FSRP Services within five (5) Business Days of completion with a copy maintained in the Contractor's Case file for review by the Agency. The date of completion and

provision shall be included within the plan.

- **Case Progress Report** – Contractors shall complete an electronic Agency-developed case progress report prepared by the Contractor’s Care Coordinator for the Case. Due dates for case progress reports are calculated from the effective date of the 3055. These reports shall be provided each month within five (5) Business Days from the effective date of the 3055.
 - Contractors shall also provide a copy of the case progress report to the parents, unless their parental rights have been terminated within five (5) Business Days from the effective date of the 3055. The Contractor shall maintain a copy in the Case file for review by the Agency. The date of completion and provision shall be included within the report.
- **Case Termination Summary Report** – Contractors shall complete an electronic Agency-developed Case termination summary report and provide within fourteen (14) calendar days from the date the Agency terminates services. Contractors shall also provide a copy of the case termination summary report to the parents, unless their parental rights have been terminated with a copy maintained in the Contractor’s Case file for review by the Agency. The date of completion and provision shall be included within the report.

Case termination summary reports shall include the following:

- a) A description of the impact of services on family function and short overview of Case progress during services;
- b) A short description of current Child(ren) and family functioning and Case status; and

c) A short description of the family and community supports that have been developed and will serve as resources to the family after formal services end.

- **Other Reports** – Upon Agency Worker request, Contractors shall provide other reports such as a special progress letter for Court, etc.

ESRP Performance Measures:

- **Performance Measure 1:** Child(ren) are safe from abuse during Episode of Services and for twelve (12) consecutive months following the conclusion of their Episode of Services. Performance-based payments made in the amount of \$105.00 per Case.
- **Performance Measure 2:** Child(ren) are safely maintained in their own homes during Episode of Services and for six (6) consecutive months following the conclusion of their Episode of Services. Performance-based payments made in the amount of \$263.00 per Case.
- **Performance Measure 3:** Child(ren) are reunified within twelve (12) months and remain at home without experiencing reentry into care within twelve (12) consecutive months of their reunification date. Performance-based payments made in the amount of \$525.00 per Child.
- **Performance Measure 4:** Child(ren) achieve Permanency through guardianship placement within eighteen (18) months of Removal or through adoption within twenty-four (24) months of Removal. Performance-based payments made in the amount of \$525.00 per Child.

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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 FTDM meeting	Minimum one time f2f
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 FTDM meeting	Minimum one time f2f
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 FTDM meeting	Minimum one time f2f
Child placed in PMIC, or Group Care		Within the first month of service	Minimum one time f2f
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 FTDM meeting	Minimum one time f2f
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 FTDM meeting	Determined by the Court, the Agency Worker and /or results of the FTDM meeting. If f2f 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 FTDM meeting	Determined by the Court, the Agency Worker and /or results of the FTDM meeting.
Parents residing outside the state of Iowa		Determined by the Court, the Agency Worker and/or results of the FTDM meeting. May include phone, written or electronic correspondence or f2f	Determined by the Court, the Agency Worker and/or results of the FTDM meeting. May include phone, written or electronic correspondence or f2f

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