The Future of Family-Centered Services (FCS) with Family Access Center & Boys Town in the Western Iowa Service Area

Purpose

To provide an overview, share next steps, and respond to questions
Commitment to FFPSA and evidence-based practices

Overview the FCS services package

What’s new and different?

Overview implementation timelines and activities from FAC and BT...what to expect during the first 3-6 months

Key takeaways and next steps

Q&A and discussion
The Presenters

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Commitment to FFPSA and EBP

Families First Prevention Services Act - FFPSA
Evidence-Based Practices - EBP
Key Components

Two types of cases: Agency & Non-Agency Cases

Philosophy and Approach – FFPSA - “Children do best with Families”

Strong Emphasis on Evidence-Based & Promising Practices

Overview the FCS package

What are the core services both BT and FAC will be providing?
Solution-Based Casework (SBC)

Evidence-based case management approach to assessment, case planning, and ongoing casework—practice model used on all cases referred by the Agency to the Contractor (in-home, key/follower kin placements, and foster care placements). This is the core framework around service delivery.

- Agency workers have case management responsibility
- Require 4 face-to-face contacts per full calendar month by the contractor, minimum of 45 minutes in length for each contact
- $175/month

Additional service packages for purchase by the Agency Worker include

**SafeCare®**

- Evidence-based parenting model
  - 0-5 years old
  - Eighteen sessions
  - Require 4 face-to-face contacts per full calendar month by the contractor, minimum of 60 minutes in length
- $300/month

**Family Preservation Services**

- Short-term intensive intervention
  - Families with children at imminent risk of removal and placement into foster care
  - Children to remain safely at home with parents or in placement with kin/follower kin caregivers
  - Contractors to be trained in Motivational Interviewing
  - Child Safety Conference (CSC) Facilitation
  - Initial CSC facilitated within 3 business days of referral
  - Follow up CSC facilitated within 10 calendar days from date of initial CSC
  - Required at least 8 face-to-face contacts, minimum of 60 minutes in length (4-8 x CSC)
  - 10 days of service (minimum of 3 consecutive visits)
- $475/unit

In addition to the two purchased service packages above, service delivery includes:

**Family Team Decision-Making (FTDM) Meeting Facilitation**

- Initial FTDM meeting facilitated within 45 calendar days of referral
- Follow up 6 months, 12 months, prior to case closure

**Youth Transition Decision-Making (YTDM) Meeting Facilitation**

- On or after 18th birthday
- Within 90 days prior to 18th birthday

Family-Centered Services/Non-Agency Voluntary Cases

**Solution-Based Casework (SBC)**

Evidence-based case management approach to assessment, case planning, and ongoing casework—practice model used on all cases referred by the Agency to the Contractor. This is the core framework around service delivery on these voluntary cases.

- Contractors have case management responsibility
- Maximum of 3 months
- Required 4 face-to-face contacts per full calendar month by the contractor, minimum of 45 minutes in length for each contact
- $500/month
What’s new and different?

Key Changes

Two types of cases - Agency vs. Non-Agency

Agency Cases
- Maximum of 12 months
- Required 4 face-to-face contacts per full calendar month by the contractor, minimum of 45 minutes in length for each contact
- Case Management - Agency - DHS
- For Eligible families:
  - SafeCare
  - Family Preservation
- More info on upcoming slide

Non-Agency Cases
- Maximum of 3 months
- Required 4 face-to-face contacts per full calendar month by the contractor, minimum of 45 minutes in length for each contact
- Case Management - Contractor
1. **Family-Centered Services**
   a. **Solution-Based Casework for all families**
      1. Required 4 face-to-face contacts per full calendar month by the contractor, minimum of 45 minutes in length for each contact
      2. Case Management - Agency (DHS)
      3. Contact note - within 10 days of contact
      4. Development of the Case Plan with in 45 days
   b. **SafeCare for all eligible families**
      1. 0-5 years old
      2. Eighteen sessions
      3. Require 4 face-to-face contacts per full calendar month

2. **Family Preservation Services for all eligible families**

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**Family Preservation is a short-term intensive service**

- For Families with children at imminent risk of removal and placement into foster care, where children can remain safely at home with parents or in placement with kin/fictive kin caregivers
- Evidence-based Practice = Motivational Interviewing
- Child Safety Conference (CSC) Facilitation
  - Initial CSC facilitated within 3 business days of referral
  - Follow up CSC facilitated within 10 calendar days from date of initial CSC
- Service is for 10 Days to include: 8 face-to-face contacts, minimum of 60 minutes in length (1 of 8 = CSC)
- Cases can be renewed 2x after initial referral; totaling a maximum of 30 days involvement
- May be accessed at the beginning of referral or at any point during services
FTDM & Child Safety Conferences are different

Family Team Decision Making
- Typically 90 to 120 minutes
- Global focus, structured FTDM Process
- Detailed review of progress, celebration of success, changes, review of case plan, goal updates etc.

Child Safety Conferences
- Brief and highly focused, typically 60 minutes in length
- Only delivered with Family Preservation for Families with children at imminent risk of removal
- Specific agenda focused on what is necessary for family safety

### Changes to FTDM & YTDM

**Family Team Decision-Making (FTDM) Meeting Facilitation**
- Initial FTDM meeting facilitated within 45 calendar days of referral
- Follow up 6 months, 12 months, prior to case closure

**Youth Transition Decision-Making (YTDM) Meeting Facilitation**
- On or after 16th birthday
- Within 90 days prior to 18th birthday
Implementation timelines and activities from FAC and BT

What to expect during the first 3-6 months

Boys Town Iowa

Chris Jackson
Boys Town Mission & History

• Mission Statement: Changing the way America cares for children and families.

• Boys Town has been caring for children since 1917, when Father Flanagan founded his original Boys’ Home in Omaha, Nebraska.

• 100 years strong of saving children and healing families nationally; 30 years providing In Home Services in Iowa.

• Directly help more than 508,817 children and families each year, providing a safe, caring, loving environment where they gain confidence and get better.

Boys Town Extensive Training

- Solution-Based Casework

- SafeCare

- Motivational Interviewing – Family Preservation

- Family Team Decision Making/Youth Transition Decision Making

- Child Safety Conferences
Boys Town Training

Orientation to FCS occurred with all Boys Town staff in all roles in June as well as orientation to the model Solution-Based Casework. All staff have been trained and orientated to COVID Safety Precautions.

Supervisors and leadership training in the FCS contract and Contract 101 has occurred with additional training scheduled.

Boys Town is participating in the second and third rounds of Solution-Based Casework.

- July 27th cohort (5 weeks)
  - 50 staff to be trained
- October 12th cohort (5 weeks)
  - 24 staff to be trained

Motivational Interviewing Phase I was delivered in June to over 50 Boys Town staff to support EBP delivery of Family Preservation effective in July.

SafeCare—Boys Town will have 14 staff trained in SafeCare in July and ready to serve SafeCare cases by August 1st.

Facilitators for FTDM, YTDM, & CSC have received training in the key elements in June. All supervisors will also be able to facilitate CSC meetings to support the contract.

All FCS Professionals have participated in additional overview training on their roles in FCS in June and will continue to have ongoing training in the upcoming months.
### Boys Town Key Leadership Roles & Support Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
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<td>Executive Director</td>
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</tr>
</tbody>
</table>

Supervisors:
- Gina Bullard, Lisa Pearce, Kati England, Tammi Erlbacher, Billie Jo Hovick
- Katie Mockler, Kayla Doorenbos, Jenni DeBoer, Katie Thompson, Jessica Christians, Bruce Kardell

Additional Info about Supervisors
Boys Town
Each FCS Team

- FCS Supervisor
- FCS Professional equipped to provide SBC, SafeCare, Family Preservation, etc.
- Facilitators of FTDM/YTDM and CSCs

Boys Town Centralized QA

One team for referral, quality assurance, and administrative support effective July 1, 2020

All referrals to: fsrp@boystown.org

Daytime Contact: 712-258-6523
After Hours number: 800-448-3000
Family Access Center (FAC)

Heidi Kammer-Hodge

Mission. Established in 2007, the Family Access Center is committed to keeping children safe by providing quality, evidence-based services to preserve, restore, and strengthen families while working with community partners for superior outcomes.

Accreditation. Family Access Center is accredited by the Council on Accreditation (COA) as a child welfare services to provide Family Preservation, Stabilization Services, and Intensive Family Preservation and Stabilization Services since 2012.

SafeCare® Accredited. Family Access Center is accredited by the National SafeCare® Training and Research Center as a SafeCare® agency.
Family Access Center Philosophy & Approach

Aligns closely with the Family First Prevention Services Act in that it emphasizes a philosophy and approach dedicated to providing quality services that is:

- Family Centered. Provide quality, family centered and effective services that focus on the strengths, needs, and priorities of the family.
- Evidence-Based. Integrate best and evidence-based practices designed to meet the needs and strengths of families, to empower them with the skills, knowledge, and confidence to overcome their current situations and thrive as a family.
- Culturally Responsive. Respect and respond to the diversity of the families we serve.
- Communication & Partnership-Driven. Utilize open communication that engages in partnership between families, staff, DHS, courts, and community partners.

Family Access Center Extensive Training

- Solution-Based Casework
- SafeCare
- Motivational Interviewing – Family Preservation
- Family Team Decision Making/Youth Team Decision Making
- Child Safety Conferences
Family Access Center Training Accomplished so far

**Orientation to FCS** occurred with 98% of FAC staff in all roles in May and June as well as orientation to the model Solution-Based Casework. All staff have been trained and orientated to COVID Safety Precautions.

**Supervisors and leadership training** in the FCS contract and Contract 101 has occurred with additional training scheduled.

**FAC** is one of three Iowa agencies participating in the first round of **Solution-Based Casework training**

*Two rounds: June 15 cohort (5 weeks) and July 27 cohort (5 weeks)*

85% of FCS professionals and supervisors are being trained in the first cohort.

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**Motivational Interviewing** Phase I was delivered in June to over 45 FAC staff to support EBP delivery of Family Preservation effective in July.

**SafeCare** capacity is available in 100% of counties effective July 1. *(Greene & Guthrie)*

Facilitators for FTDM, YTDM, & CSC are/have received training in the key elements on 6/26 or 6/29. All supervisors will also be able to facilitate CSC meetings to support the contract.

All FCS Professionals will be participating in a 2.5 hour additional training on the **Role of the FCS Professional** 6/25-7/1, with additional training occurring.
Family Access Center
Key Leadership Roles & Support Roles

Officers of the Corporation
- Ron Berube, Darin Dunn, Pamela Ingram

Executive Director/CEO
- Heidi Kammer-Hodge
  - Email: heidi.kammer-hodge@swiafac.com
  - Phone: 712-828-0990 (via call or text)

Director of Family Centered Services
- Janelle Tomoson
  - Email: janelle.tomoson@swiafac.com
  - Phone: 712-490-2982

Training Coordinator & Supervisor - Angela
- Angela (Angie) Hample
  - Email: angela.hample@swiafac.com
  - Phone: 712-363-8941

Executive Assistant to the Executive Director/CEO & HR Generalist
- Breanna (Bree) Baldwin
  - Email: breanna.baldwin@swiafac.com
  - Phone: 712-898-6694

Quality Assurance Lead
- Sydney Butrous
  - Email: sydney.butrous@swiafac.com
  - Phone: 712-828-0959

Angie Hample, Training Coordinator & Supervisor – coaching and consultation on family preservation cases in the 30-county region

Angel Thomas – Pottawattamie, Harrison, Shelby, Crawford, Audubon (beginning mid/late July 2020)

Alexis Navejar – Carroll, Sac, Greene, Guthrie, Audubon, Cass

Brittney Scheer – Mills, Montgomery, Fremont, Page, Taylor, Pottawattamie

Sheila Sawatzky - Woodbury, Plymouth

Rebecca Worshek - Lyon, Osceola, Dickinson, Emmet, Kossuth, Palo Alto, Clay

To be Announced - Plymouth, Cherokee, Buena Vista, O’Brien, Sioux, Ida, Woodbury
Family Access Center
Each FCS Team

FCS Supervisor

FCS Professional equipped to provide SBC, SafeCare, Family Preservation, etc.

Facilitators of FTDM/YTDM and CSCs

Collaborative Documentation

Collaborative Documentation has been piloted and established as a standard of practice to promote further partnership with families and efficiency for staff.

Collaborative Documentation is a best practice where the care coordinator utilized the last minutes or at intervals during the service provision and family interaction to:

- summarize and collaboratively document strengths, needs, accomplishments,
- document EBPs,
- and next steps achieved in support of the case plan.
Family Access Center
Centralized QA

One team for referral, quality assurance, and administrative support effective July 1, 2020

All referrals to: referrals@swiafac.com
Referral Phone: 712-828-0959    Main number: 712-224-4676

Key Contact: Sydney Butrous
sydney.butrous@swiafac.com

Family Access Center Future Activities

- Creative engagement for informal supports – Pilot for expanded informal supports
- TSI and FAC integration and teamwork
- Integrated family centered care through leveraging a continuum of services
- Staff Development for Career Laddering
- Expanded Professional Development
- Leadership Coaching
Family Access Center
Future Plan re: child welfare professional development

Engagement with Community Colleges and Regional Universities.

Family Access Center will launch a child welfare career and professional development with a minimum of eight (8) colleges and universities.

The Family Access Center- Child Welfare Career and Professional Development Advisory Committee will maintain the purpose:

“To promote and increase career pathways and professional development opportunities that results in an expanded, strengthened, and vibrant child welfare workforce to deliver family-centered services”.

Key takeaways and next steps

What’s next?
Family Access Center (FAC)

Heidi Kammer-Hodge

What to expect in next three months

**May-June**
- SBC and SafeCare training
- Role of FCS Professional 6/25-6/29
- Role of the Facilitator (FTDM, YTDM, CSC) 6/26 or 6/29

**July-September**
- Most staff utilizing SBC, SafeCare, MI effective July 1
- Frequency/Intensity/Duration of services will change- July 1
- SBC, MI, and SafeCare training
- MI Phase I training completed in June
- 50 staff and supervisors trained in SBC by July 17, 2020
- 20 additional staff and supervisors trained in SBC by August 31
- Weekly conversation with FAC Leadership- external
- Bi-Weekly conversation/training with FAC Leadership internal
- Implementation of leadership coaching
Info sessions for DHS and Community Partners about the future of FCS - 6/25-7/1

Release of Family Access Center FCS Basics (Reference Sheet) in early July

Provision of FCS staffing pattern contact list by supervision and region

Monthly (and/or as needed) email updates of what’s new, progress with implementation, and updates to be released each month to DHS and community partners - Informational communications or sessions about a new component of FCS to support engagement, discussion, and successful implementation

Weekly and/or bi-weekly check in by leadership with SWA and DHS leadership during the transition to identify success and challenges

Direct access to leadership for questions, problem-solving, and consultation to support success with “Conversation with FAC Leadership” during the 3-month implementation phase - Tuesdays @ 11am beginning July 7, 2020

https://zoom.us/j/2369493598
Boys Town Iowa

Chris Jackson

Boys Town
What to expect in next six months

**July-August**
- SBC and SafeCare training
- Frequency/Intensity/Duration of services will change
- Day to day actions/services will not change
- August 1st: begin serving SafeCare families

**September-November**
- SBC training
- Combination of day to day actions
- September 1st: 50 staff serving SBC model

**December-Future**
- All staff trained in SBC
- All day to day actions/services will follow new contract
Info sessions for DHS and Community Partners about the future of FCS - 6/25-7/1

Provision of FCS staffing pattern contact list by supervision and region

Monthly (and/or as needed) email updates of what’s new, progress with implementation, and updates to be released each month to DHS and community partners- Informational communications or sessions about a new component of FCS to support engagement, discussion, and successful implementation

Weekly and/or bi-weekly check in by leadership with SWA and DHS leadership during the transition to identify success and challenges
Questions and Discussion

Thank you for our partnership to serve families!