

# The Future of Family-Centered Services (FCS)

with Family Access Center & Boys Town in the Western Iowa Service Area

1

## Purpose

To provide an overview, share next steps, and respond to questions

2

Western Services FCS Providers










Family Access Center



BOYS TOWN Iowa 30 YEARS

3



-  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

Agenda

4

## The Presenters

- Chris Jackson, Senior Director of Program Operations, Boys Town Iowa

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- Heidi Kammer-Hodge, Executive Director, Family Access Center (Southwest Iowa Family Access Center) & Transitional Services of Iowa

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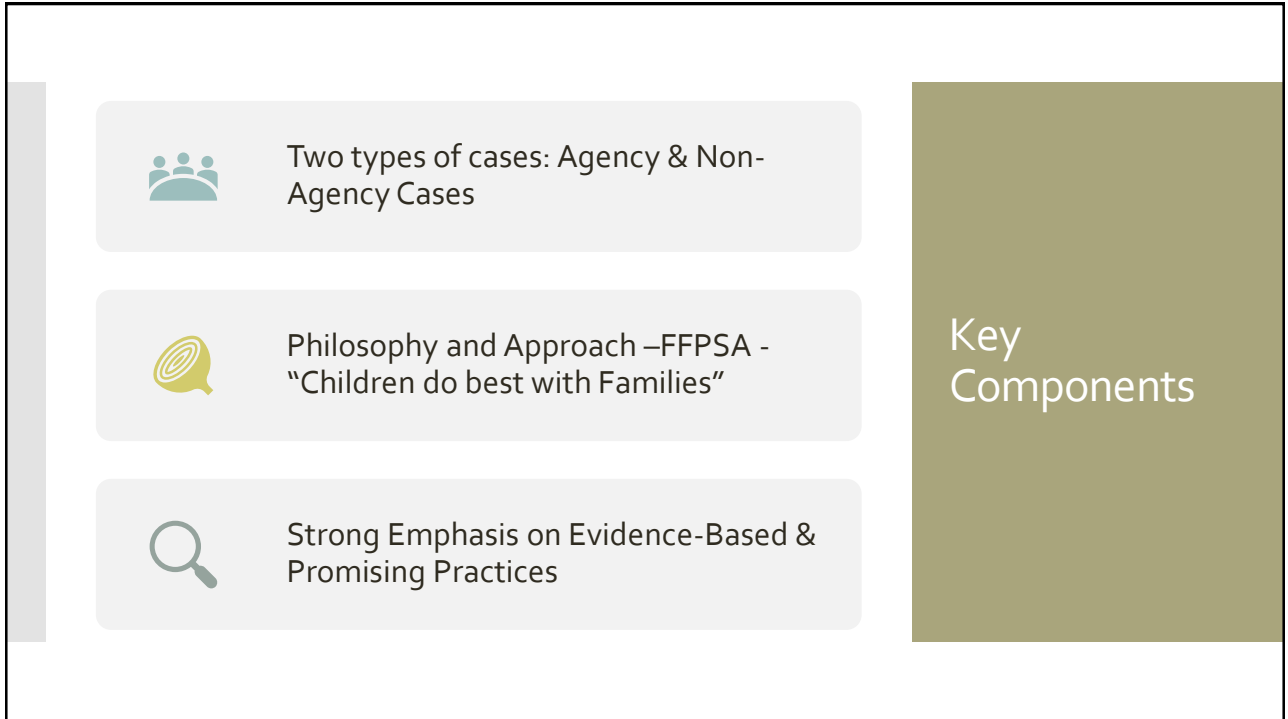
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## Commitment to FFPSA and EBP

Families First Prevention Services Act- FFPSA

Evidence-Based Practices- EBP

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Two types of cases: Agency & Non-Agency Cases

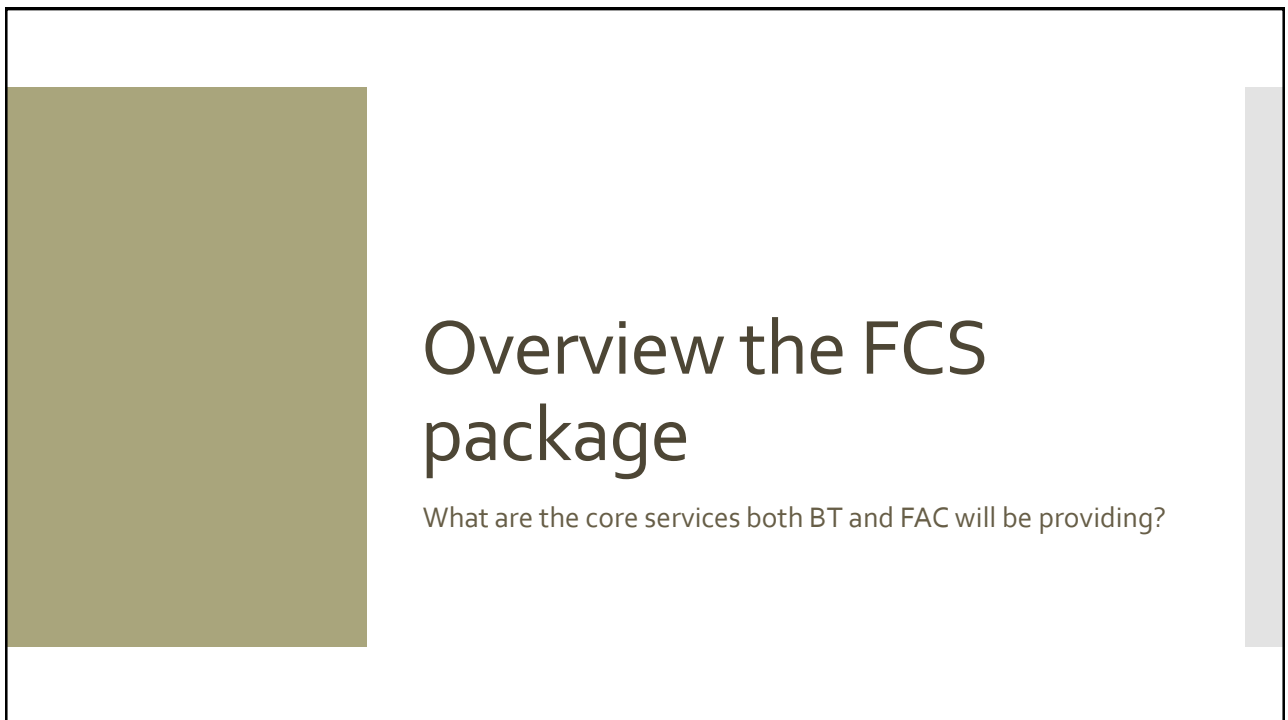
Philosophy and Approach –FFPSA - “Children do best with Families”

Strong Emphasis on Evidence-Based & Promising Practices

Key Components

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7



# Overview the FCS package

What are the core services both BT and FAC will be providing?

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### 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, kin/fictive 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
- ▶ \$705/month

Additional service packages for purchase by the Agency Worker include

#### SafeCare®

Evidence-based behavioral 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/fictive 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
- ▶ Require at least 8 face-to-face contacts, minimum of 60 minutes in length (1 of 8 = CSC)
- ▶ 10 day unit of service (maximum of 3 consecutive units)
- ▶ \$475/unit

Page 1 of 1 344 words

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9

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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 16th 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
- ▶ \$501/month

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Page 1 of 1 344 words

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10

# What's new and different?

Key Changes

11

## 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

12

## Agency Cases

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**

13

## 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

14

## 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

15

### 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

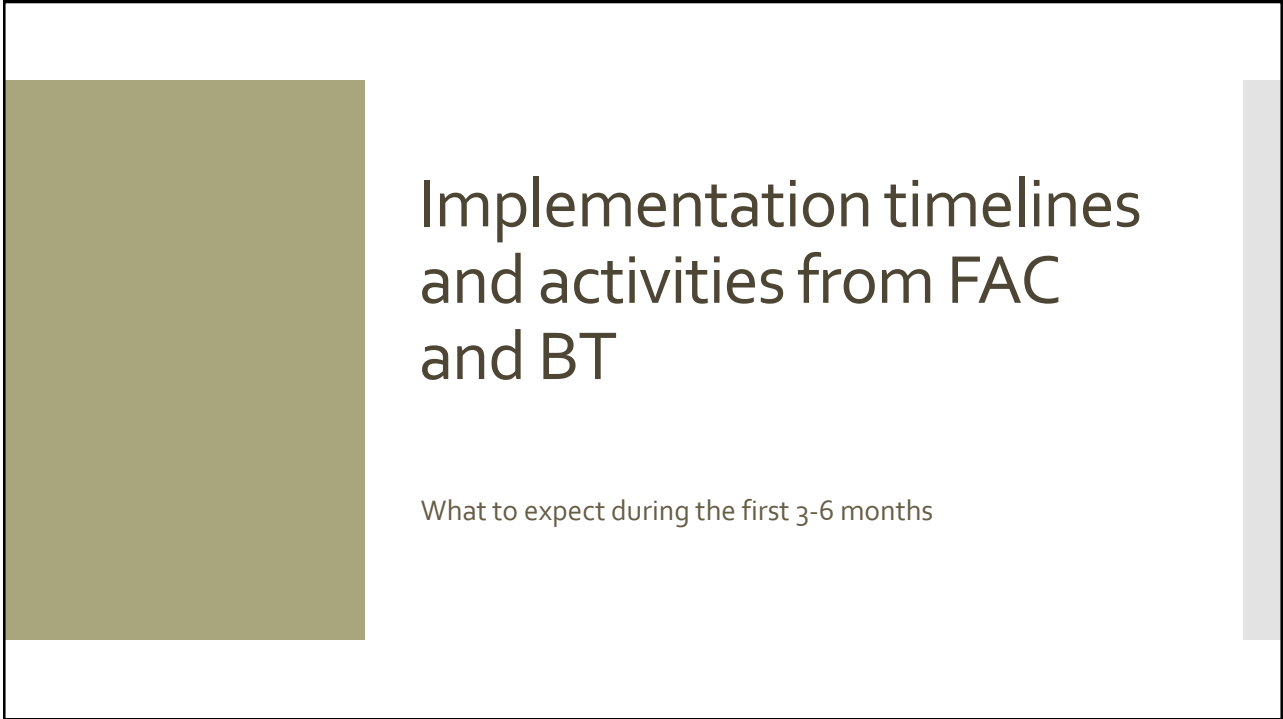
### Youth Transition Decision-Making (YTDM) Meeting Facilitation

- ▶ On or after 16th birthday
- ▶ Within 90 days prior to 18th birthday

## Changes to FTDM & YTDM

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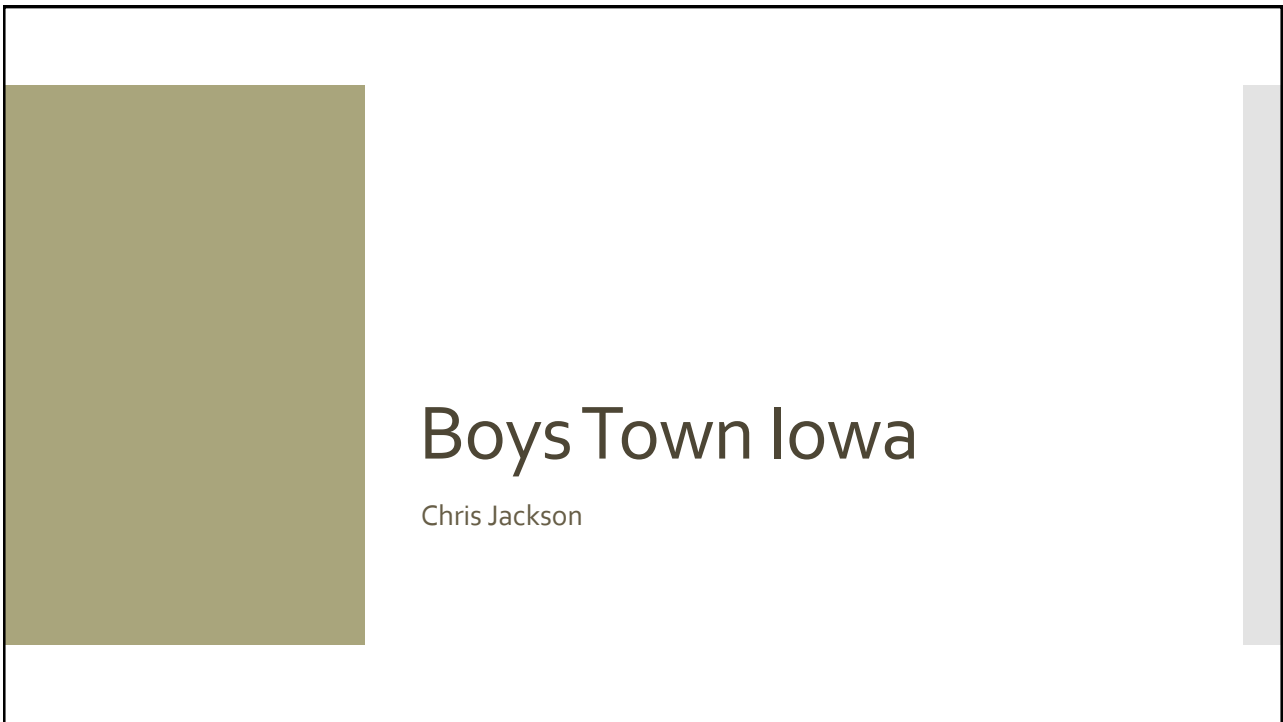




# Implementation timelines and activities from FAC and BT

What to expect during the first 3-6 months

17



# Boys Town Iowa

Chris Jackson

18

## 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

19

## Boys Town Extensive Training



Solution-Based Casework



SafeCare



Motivational Interviewing – Family Preservation

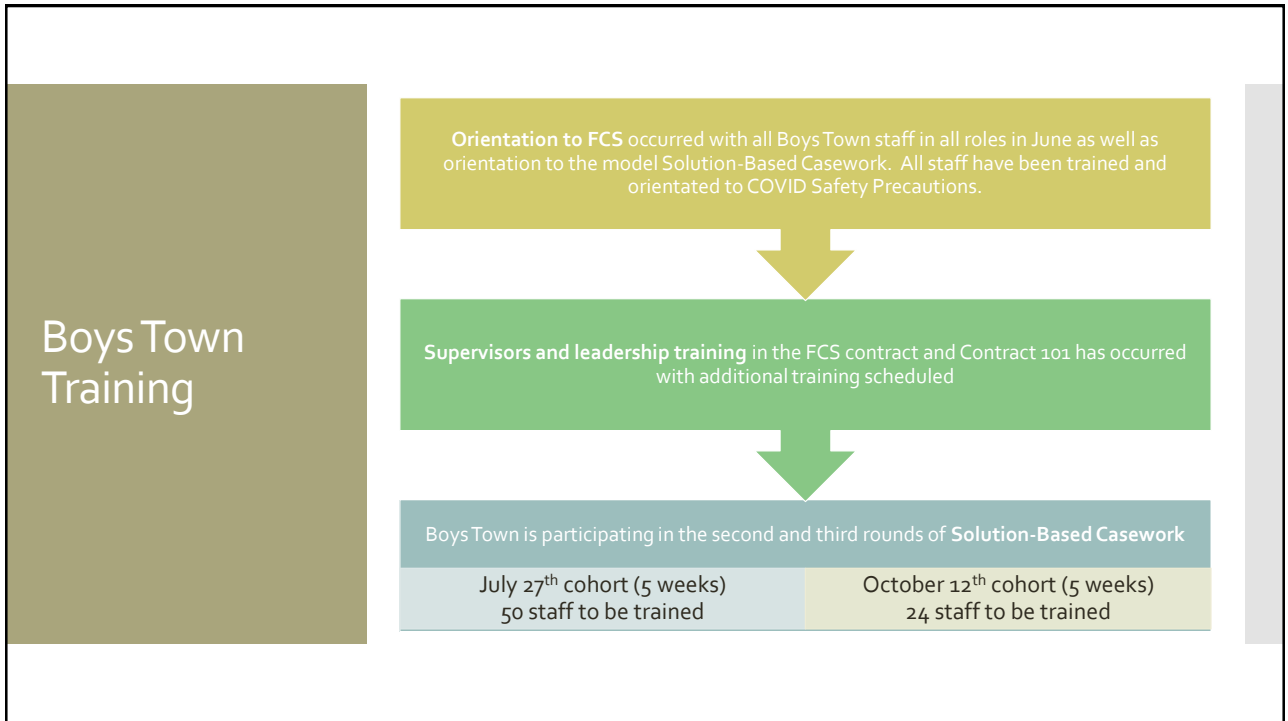


Family Team Decision Making/Youth Transition Decision Making

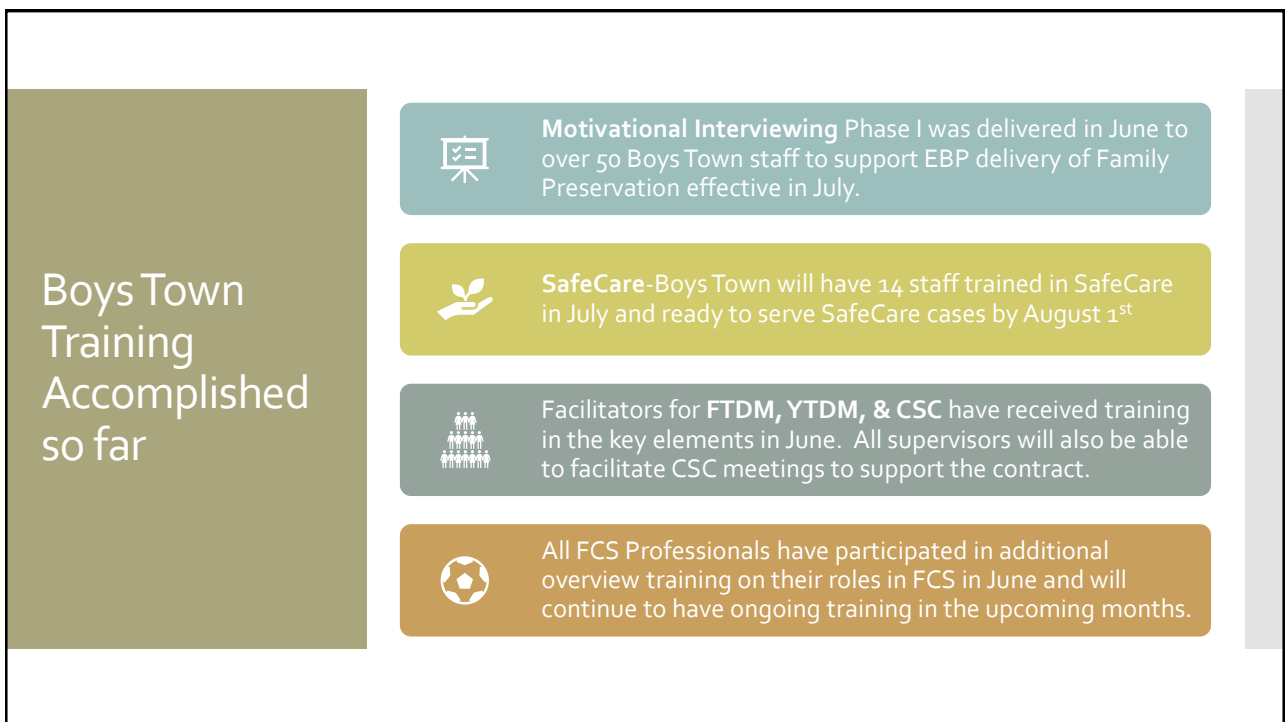


Child Safety Conferences

20



21



22

Boys Town  
Key  
Leadership  
Roles &  
Support Roles

Executive Director	<ul style="list-style-type: none"> <li>• Pat Garcia</li> <li>• Email: <a href="mailto:patrick.garcia@boystown.org">patrick.garcia@boystown.org</a>; Phone: 712-302-7908</li> </ul>
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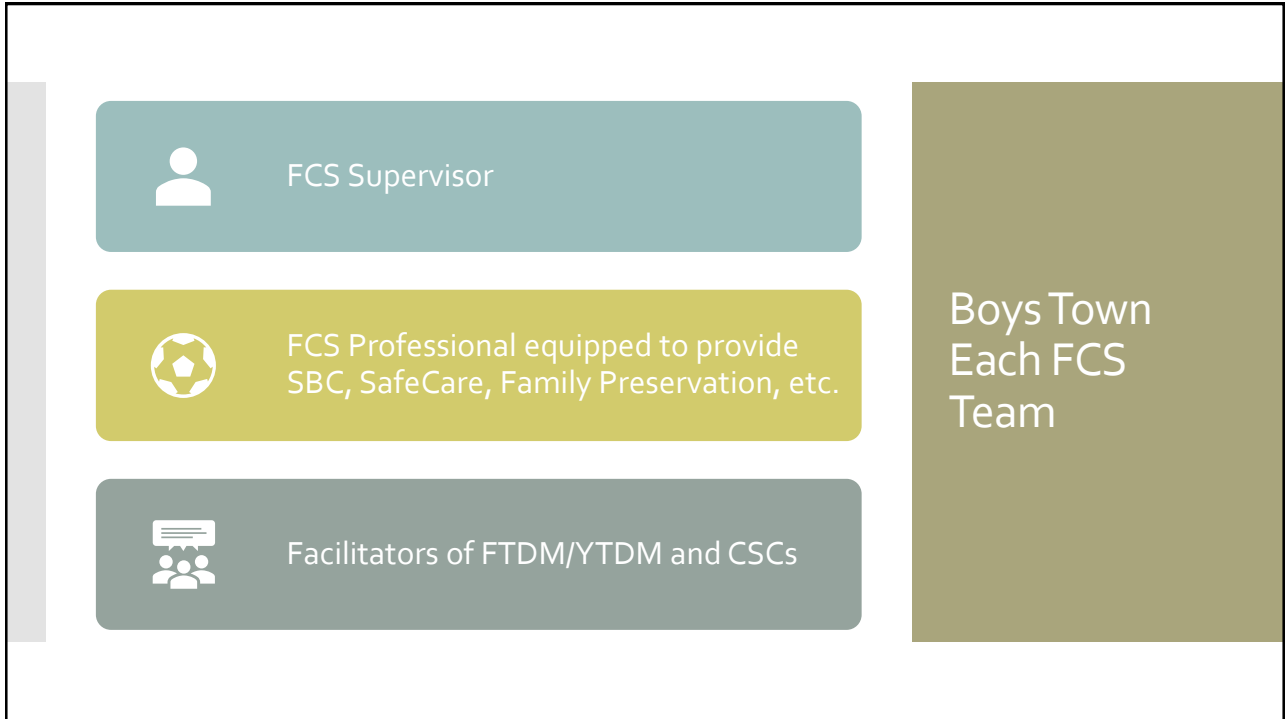
Gina Bullard, Lisa Pearce, Kati England,  
Tammi Erlbacher, Billie Jo Hovick

Katie Mockler, Kayla Doorenbos, Jenni  
DeBoer, Katie Thompson, Jessica Christians,  
Bruce Kardell

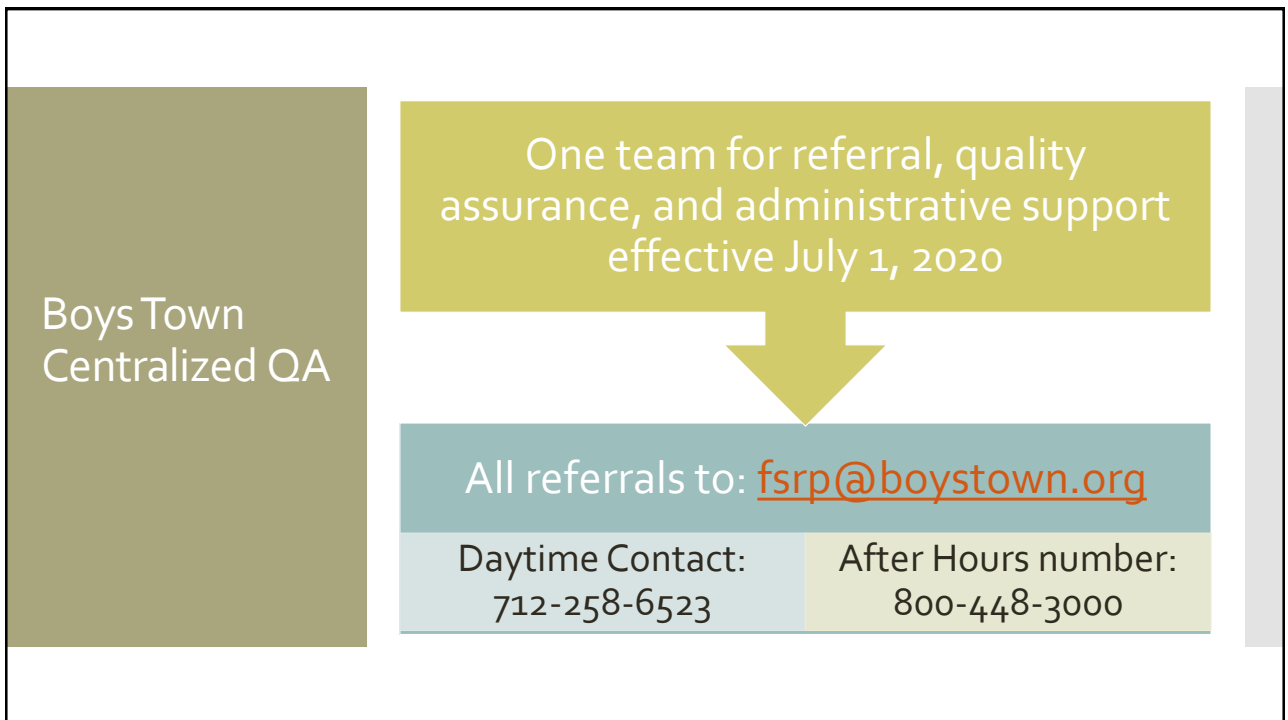
Additional Info about Supervisors

Boys Town  
FCS  
Supervisors

24



25



26

# Family Access Center (FAC)

Heidi Kammer-Hodge

27

## Family Access Center Mission & Accreditation

**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.

28

## 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.

29

## Family Access Center Extensive Training



Solution-Based Casework



SafeCare



Motivational Interviewing – Family Preservation



Family Team Decision Making/Youth Team Decision Making



Child Safety Conferences

30

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 training in the first cohort
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31

Family Access Center  
Training  
Accomplished  
so far

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.

32



## Family Access Center Key Leadership Roles & Support Roles

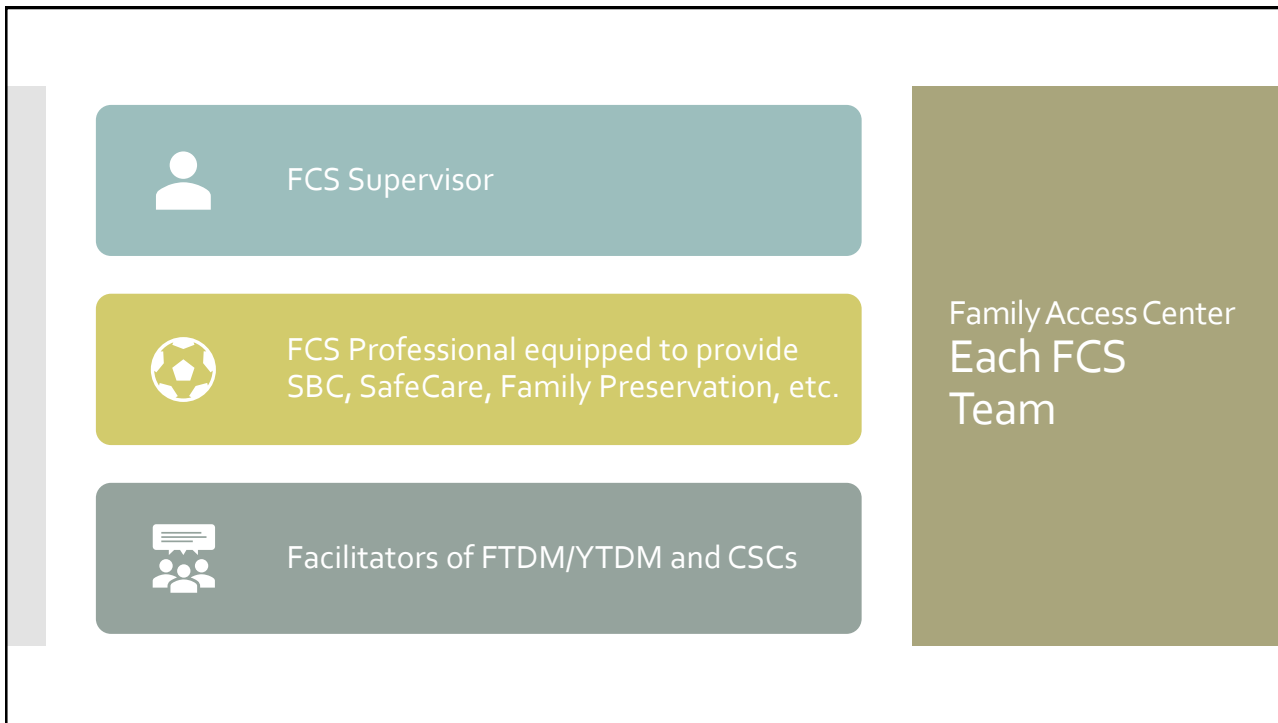
Officers of the Corporation	<ul style="list-style-type: none"> <li>• Ron Berube, Darin Dunn, Pamela Ingram</li> </ul>
Executive Director/ CEO	<ul style="list-style-type: none"> <li>• Heidi Kammer-Hodge</li> <li>• Email: <a href="mailto:heidi.kammer-hodge@swiafac.com">heidi.kammer-hodge@swiafac.com</a>; Phone: 712-828-0090 (via call or text)</li> </ul>
Director of Family Centered Services	<ul style="list-style-type: none"> <li>• Janelle Tomoson</li> <li>• Email: <a href="mailto:janelle.tomoson@swiafac.com">janelle.tomoson@swiafac.com</a>; Phone: 712-490-2982</li> </ul>
Training Coordinator & Supervisor- Angela	<ul style="list-style-type: none"> <li>• Angela (Angie) Hample</li> <li>• Email: <a href="mailto:angela.hample@swiafac.com">angela.hample@swiafac.com</a>; Phone: 712-363-8941</li> </ul>
Executive Assistant to the Executive Director/ CEO & HR Generalist	<ul style="list-style-type: none"> <li>• Breanna (Bree) Baldwin</li> <li>• Email: <a href="mailto:breanna.baldwin@swiafac.com">breanna.baldwin@swiafac.com</a>; Phone: 712-898-6694</li> </ul>
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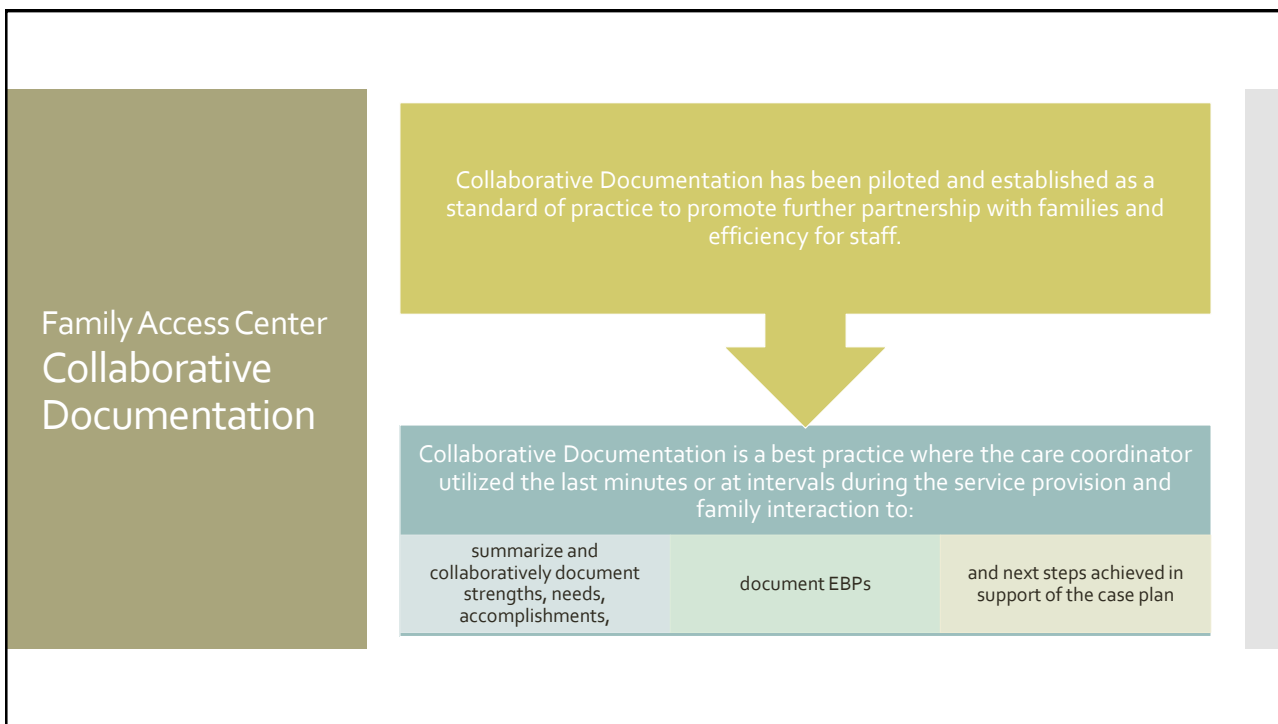
## Family Access Center FCS Supervisors by Region

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

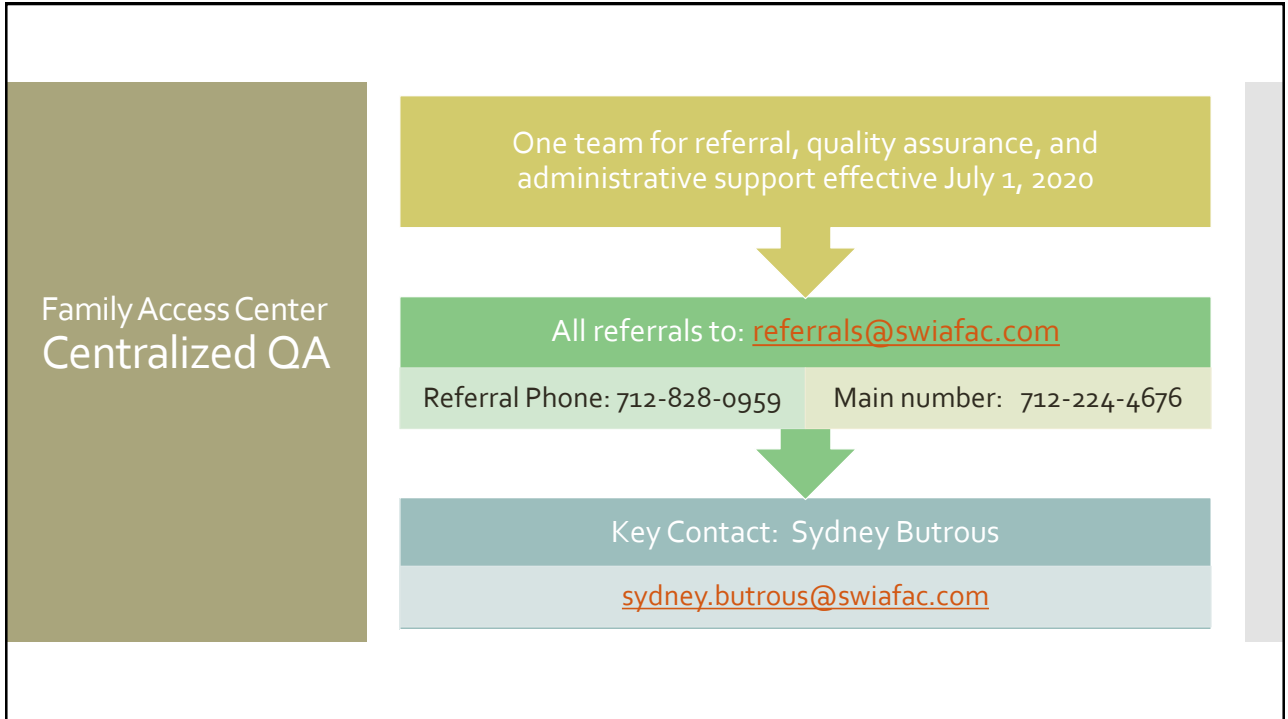
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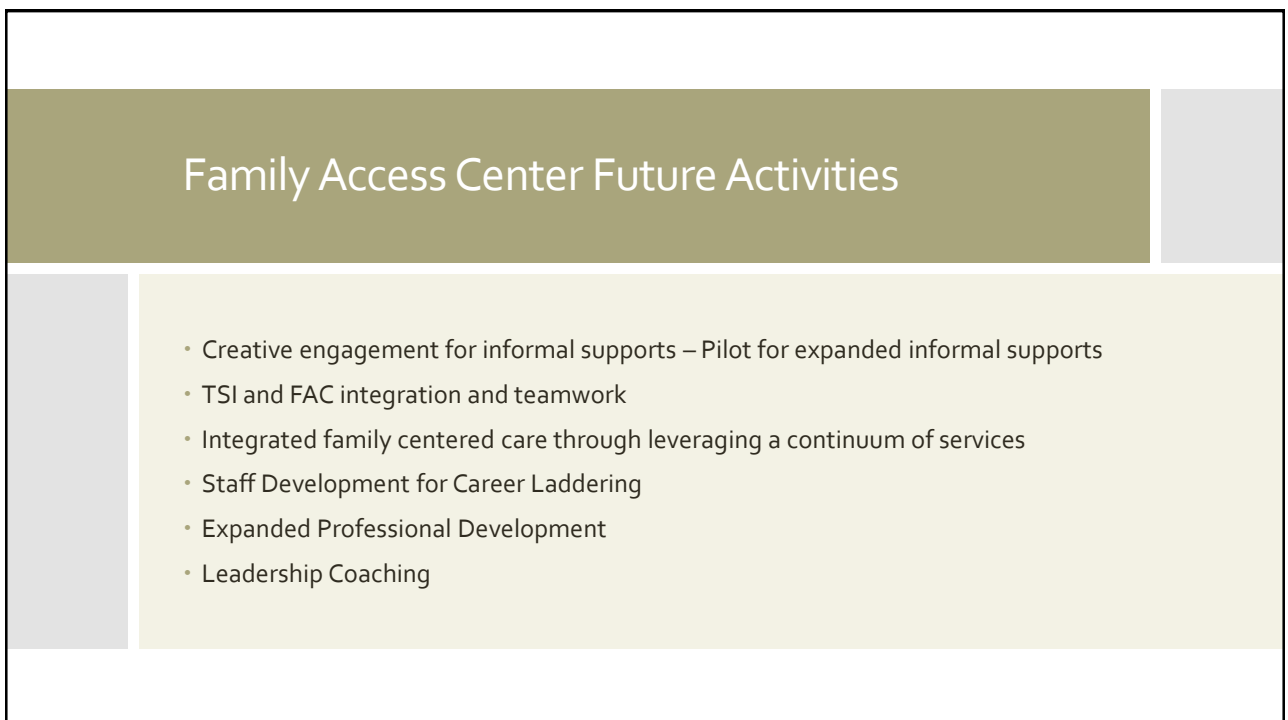
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36



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38



# Key takeaways and next steps

What's next?

# Family Access Center (FAC)

Heidi Kammer-Hodge

41

## Family Access Center 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

42

Family Access Center  
Resources for  
Collaboration,  
Communication  
& Partnership

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Info sessions for DHS and Community Partners about the future of FCS- 6/25-7/1

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

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Provision of FCS staffing pattern contact list by supervision and region

43

Family Access Center  
Resources for  
Collaboration,  
Communication &  
Partnership

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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

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

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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>

44

# Boys Town Iowa

Chris Jackson

45

## 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

46

Boys Town  
Resources for  
Collaboration,  
Communication &  
Partnership

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Info sessions for DHS and  
Community Partners about  
the future of FCS- 6/25-7/1

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Provision of FCS staffing  
pattern contact list by  
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47

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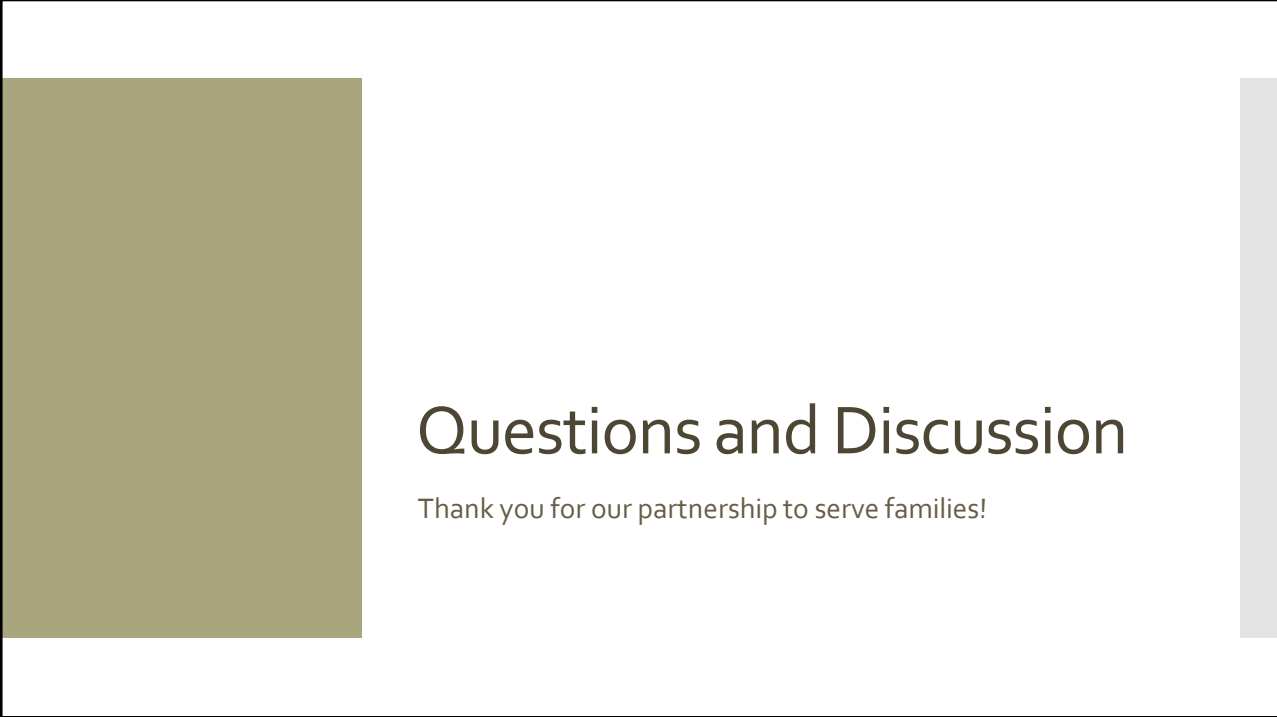
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Weekly and/or bi-weekly check in by leadership with SWA and DHS leadership during the transition to identify success and challenges

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48





# Questions and Discussion

Thank you for our partnership to serve families!