**Indiana Family Preservation Services**

**April 16, 2021 Provider Call**

**Agenda and Questions**

1. *Let’s cover the questions received first…*

Questions submitted:

1. Would a bonding assessment and an Infant Mental Health assessment be an additional referral as it is a specialty?
   * Who is requesting the assessment? If DCS or court would likely be a separate referral. If you, the provider, wants to assess this and will use that assessment to inform treatment, you should do that within Family Preservation. If you can bill Medicaid or another 3rd party insurance for that you are welcome to do so.
2. We have FCMS asking for tutoring services within Family Preservation. Is that something that is included in FP? Or would it be more appropriate for us to work with the family to figure out local resources (example most schools offer tutoring).
   * Tutoring is not a Family Preservation service. Children should be able to have tutoring without DCS intervention. That is outside of Family Preservation services. As you are getting to know families and you think tutoring would be beneficial help that family connect with resources. That can include, if absolutely necessary, a DCS referral.
3. *Now, onto the data we’re seeing…we really need to get better, and let’s discuss…*

*Of 31 agencies evaluated so far, only 7 have completed all of the elements we need, which include: Documentation Quality*

*Survey completed correctly*

*Timely and Quality Contact with family*

* + Will agencies know which group they fall in? Without feedback, we assume we are doing ok. Should we just call during "office hours" and ask if our surveys were completed correctly?
    - Yes, you can get agency specific information during “office hours”.
    - We will be contacting providers who did not meet the evaluation elements.
  + What are the common mistakes on the survey?
    - Most common mistakes 1) not entering in a separate survey for all children on the referral 2) only entering a singular EBP on the model, and then entering multiple EBP in the monthly reports which indicates the survey was not fully completed 3) not uploading follow up for Jan and Feb for families
  + Are the general findings going to be shared with all referral agencies? We as an agency did not have any referrals during January, February, or March so are not currently completing surveys. But learning from this process will help us be prepared to document in the way necessary when we do receive a referral.
    - Yes, once we have cleaned the data and corrected errors they will be shared at this meeting. We cannot look at outcomes until the data is cleaned.
  + For the 178 that were Renewals, Additional people added to cases from before Jan 1, or didn't have EBPs entered, do those need to be entered? I was under the impression that cases that started before Jan 1 and got new referrals with people added should not have surveys entered.
    - Yes, you are correct
  + Can we have a copy of this survey tree information that we are going over now please?
    - We will post this tree on the Family Preservation website and it will be sent out in the minutes.
  + What if clients are not attending, we are entering what we have done 1-2/3 weeks then parent doesn't show for final week session, how would that factor into the referral?
    - We understand situations come up. We are making notes of that. This will not be a negative as long as this is well documented.
  + There appears to be no great way to review our data once entered. Without this check/balance, errors/missing data will naturally increase.
    - Join in on “office hours” to review this
    - You should be getting receipts of all submissions if the email is put in correctly to the survey, additionally we office hours can be used to check in on data.
  + A monthly summary email with critical data entered would be helpful for supervisor's to review. Especially when case managers are completing the data entry.
    - Just make sure to instruct your staff that your email is the email that should be entered rather than individual case managers. Otherwise each of your case manager should have the receipts.
  + When matching the report to model use; is that being matched to the last date that CFs are adding to the month ends or is that being matched with all the month ends?
    - We are looking at both. When we look through the survey responses we are reviewing when the referral was made, which model was used and how often does the model appear. This is looked at on a monthly basis.

1. *Dates of upcoming INFPS Office Hours—a* ***really*** *great option to ask questions!*

*(info here:* [*https://www.in.gov/dcs/files/INFPS\_Office\_Hours\_Guidelines\_2021\_02\_01.pdf*](https://www.in.gov/dcs/files/INFPS_Office_Hours_Guidelines_2021_02_01.pdf)

April 28th 2pm Eastern: Elisabeth Wilson

May 12th 2pm Eastern: Brian Goodwin

May 26th 2pm Eastern: Aubrey Kearney

June 9th 2pm Eastern: Elisabeth Wilson

1. Documentation…Let’s look at a report.

Example quality reports are on the INFPS page (here’s a direct link: <https://www.in.gov/dcs/4103.htm> )

1. *Birth Parent Advisory Board (BPAB). Please see attachments on this. If you know of any birth families with which you have worked in the past who may be a good candidate for this, can you please let David know (*[*David.Reed@dcs.in.gov*](mailto:David.Reed@dcs.in.gov)*)?*
2. *INFPS formal evaluation is posted on the INFPS page. Here is the direct link:* [*https://www.in.gov/dcs/files/ProviderSummary\_INFPS\_Evaluation\_2021\_02\_22.pdf*](https://www.in.gov/dcs/files/ProviderSummary_INFPS_Evaluation_2021_02_22.pdf)
3. Current referral information:



1. *Please make sure all of your surveys from January and February are completed, and make sure that you’re planning for your March surveys. To ensure you receive receipts for surveys you’ve completed, make sure that you put in your email address correctly. Also, if you want more than one person to receive the receipts, please enter more than one email address (separated by semicolons). Please also ensure that all data in your survey submissions match your invoices. If not, we will contact you to reconcile any differences.*
   1. *Complete a survey every month until case closure for all children referred in January, February, AND March 2021, and, for those kids, complete a survey* ***every*** *month until case closure.*
   2. *Please try to get surveys done by the 12th*
   3. *Responses have been good so far, and they show fidelity to chosen models!*
   4. *Be sure to enter* ***all*** *models used with a child.*
2. *Protective Factors Training! Free! Training from the California Training Institute. An 8-week training (1 hour per week) the five protective factors: parental resilience, social connection, concrete support in times of need, knowledge of parenting and child development, social and emotional competence with opportunities for Q&A throughout. Register here:* [*https://www.caltrin.org/training/caltrin-hosted-trainings-evidence-based-service-delivery-models/the-protective-factors-framework/*](https://www.caltrin.org/training/caltrin-hosted-trainings-evidence-based-service-delivery-models/the-protective-factors-framework/)
   1. *Starts on May 6th 2021*
3. Anything else?

* Specific training for INFPS: [*https://childwelfare.iu.edu/training/computer-assisted-training/dcs-other/DCS09095.html*](https://childwelfare.iu.edu/training/computer-assisted-training/dcs-other/DCS09095.html)
* Concrete support spreadsheet – we assisted a family for safety outlet covers/baby gates. Would those items be included in this spreadsheet?
  + - * Yes. Be sure to complete this spreadsheet to capture any concrete spend you do with the family.
      * Please complete this one time per month and send to ChildWelfarePlan@dcs.IN.gov.
  + Do you want us to send the spreadsheet even if we have NOT spent anything for concrete assistance? Or only if we have?
    - * You don’t have to but it wouldn’t hurt.
  + Are we supposed to be getting any response back when sending in the spreadsheet?
    - * Our team can verify a response but as long as it’s not returned to you we did get it.

1. Next meeting 4/30/2021 @ 1:00 EDT

THANK YOU!