

**Indiana Family Preservation Services  
Agenda and Questions  
November 17, 2023  
All Providers**

- I. *Concrete supports reminder and discussion—Please complete this form for any concrete spend, and send to Bridget McIntyre ([Bridget.McIntyre@dcs.in.gov](mailto:Bridget.McIntyre@dcs.in.gov)) or the Child Welfare Plan ([ChildWelfarePlan@dcs.in.gov](mailto:ChildWelfarePlan@dcs.in.gov)):*  
<https://www.in.gov/dcs/files/Expense-Tracking-Agencies.xlsx>

***As a reminder, the anticipated costs of concrete supports were built into the per diem.***

*The decision to use concrete supports should also be a team one with good planning to ensure families achieve maximum benefit from these supports.*

*This also is applicable for Probation!*

- II. *Brian Goodwin, Research and Evaluation, to discuss current surveys.*
- a. Reminder: Surveys still being collected until the cases chosen are closed or services stop.
  - b. If you have stopped receiving emails, it is likely because no further surveys are needed.
  - c. Reach out if you have any questions or notice any errors:  
[brian.goodwin@dcs.in.gov](mailto:brian.goodwin@dcs.in.gov)
  - d. Approximately 150 cases remain open for this evaluation.
  - e. As of the end of October there were about 100 surveys that were not submitted or needed correction.
- III. *Service Hub. Please ensure you are updating regularly.*
- a. It is ideal that you update availability each week.
  - b. If it has not been updated recently it is less likely your agency will be selected as the provider for new referrals.
- IV. *Naming Initial Assessments and Safety Plans that are uploaded into KidTraks (Austin)*
- a. This has not been mandated in the past
  - b. Invoicing will eventually be checking that the initial assessment is uploaded.
  - c. When reviewing documentation in KidTraks it would be helpful that they are clearly named.

- d. The Service Standard does state that families (and DCS) should be involved in the creation of these documents.

V. *Documentation of your work—quality, timeliness, detail, and descriptions of how you’re following the service standard related to conversations about safety concerns.*

- a. We are looking to make sure you are indicating the intervention or model you are using, the treatment plan, and the goals/objectives for the case. If there are any changes make sure this is documented.
- b. Tell us what you are doing (what intervention are you completing), not just what you are seeing.
- c. 7 days from your first face to face meeting the assessment needs to be uploaded into KidTraks. If you can’t get comprehensive information within that time period, make sure you are documenting this. As you get to know the family better your assessment will change and help refine treatment goals.

VI. *Documentation of recommendations and other topics from recent review of reports and documentation (Austin)*

- a. We know we are going to continue with Family Preservation services until the children are formally and indefinitely removed or we close the case. Make sure recommendations are more case specific, speak to the goals and objectives.
- b. We need a good-faith recommendations even if this is not what DCS believes is needed. We expect honest recommendations.
  - i. Let us know if you don’t feel this is something you can do without negative consequences from DCS.

VII. *Current case information: (as of 11/16/23):*

<b>Region</b>	<b>Family Pres Case Count</b>
1	109
2	59
3	99
4	101
5	44
6	47
7	149
8	139
9	53

10	185
11	84
12	61
13	89
14	43
15	76
16	124
17	71
18	100
<b>Grand Total</b>	<b>1633 (+20)</b>

Region	DCS Case
1	92
2	53
3	61
4	88
5	32
6	38
7	138
8	117
9	40
10	171
11	74
12	53
13	78
14	32
15	71
16	104
17	69
18	78
<b>Grand Total</b>	<b>1389 (+1)</b>

Region	JD/JS
1	17
2	6
3	38
4	13
5	12
6	9
7	11
8	22
9	13
10	14
11	10
12	8
13	11
14	11
15	5
16	20
17	2
18	22
<b>Grand Total</b>	<b>244 (+19)</b>

IV. *Questions received (one question was received for this meeting):*

1. *I'm curious about the recommended approach we should take when we can't meet a client in the initial three days. We've come across situations where the client's availability is limited until day 4, 5, or even 7 due to family commitments like vacations and work. Despite communicating our policy to the family, they seem indifferent. We do inform the DCS FCM about this, and they consistently approve us meetings on later days. How should we effectively communicate this information to those reviewing our data for case evaluations? I wouldn't think canceling a referral on our end on day 3 so we don't have negative reviews from the DCS evaluators is the approach you are wanting?*
  - a. We recognize the goal is 3 days, but we don't hit that goal every time.
  - b. On average first contact is in 5 days.
  - c. We are seeing approximately 54% on how often providers are hitting the 3-day contact.
  - d. This is considerably shorter time between referral and face to face contact than before Family Preservation.

2. *We are being asked if we are unwilling to pay for concrete assistance, we must send a formal letter stating we will not be using concrete assistance. This includes if we are asking parents to budget for said expenses such as; utilities, baby-proofing items, and rent. Is this a new expectation for providers?*
  - a. There should be conversations about this and the local office expectations.
  - b. We do not require a formal letter.
  - c. The Service Standard (<https://www.in.gov/dcs/files/Family-Preservation-UPDATE.pdf>) states:

*“Providers of this service will be expected to utilize the funds received from DCS through the course of their service delivery to address any concrete assistance needs that the family may have, if failing to address these needs would result in the child(ren) having to be removed from the home.*

*Goal #2: Family will have protective factors in place which help to keep children safe. 1. These protective factors include: a) Parental Resilience b) Social Connections c) Knowledge of Parenting and Child Development d) Concrete Supports in Times of Need e) Socially and Emotionally Competent Children 2. Objective: To ensure providers discuss and target the development of these Protective Factors, providers must complete the Protective Factors Survey, 2nd Edition (PFS-2) (found here: <https://friendsnrc.org/protectivefactors-survey/pfs-2/>) within 30 days of receiving the Family Preservation Services referral, and every 3 months thereafter, for as long as the provider is working with the family under the Family Preservation Services referral. a) The supplemental Protective Factors surveys, including the PFS-2 Retrospective and PFS-2 Concrete Supports may also be used to help providers better assess referred families and target interventions, but their use is not required. b) Please note, while providers are encouraged to use the PFS-2 to assist with measuring referred families’ progress, the tool is best used to start conversations with families around these critical factors that are dynamic (changeable), and thus they should be treatment targets. (1) The tool has acknowledged “ceiling effects”, making progress using the tool alone difficult to measure (this is a reason for the introduction of the PFS-2 Retrospective survey). (2) The purpose of using this tool on a regular basis is to ensure that providers focus on development of these factors in their work with referred families, which should predict more families being able to be safely preserved.”*

*Anything else?*

***Next meeting: 12/15/23 @ 1:00 Eastern***

***THANK YOU!***