**Family Preservation Services**

**December 18, 2020 Provider Call**

**Agenda and Questions**

1. Overview of upcoming Indiana Family Preservation Services (INFPS) evaluation

--Elisabeth Wilson and Brian Goodwin.

A. Presentation to be shared on website: <https://www.in.gov/dcs/4102.htm>

SSAT: Strategic Solutions and Agency Transformation

B. Survey Monkey link: [www.surveymonkey.com/r/INFPS](http://www.surveymonkey.com/r/INFPS)

* Will be posted on DCS website (above) in mid-January

C. To be completed per CHILD, once per month

* So if there are multiple children on the same referral, you need to complete a survey for each child, every month
* You do not need to complete the survey for adults
* If multiple people are working with the same child – only one survey should be completed on that child each month
* To be completed for all referrals, beginning in January
* Due on the 12th of each month – but you can do it in advance of that

D. Questions specific to the evaluation: [SSAT@dcs.in.gov](mailto:SSAT@dcs.in.gov)

* Q: Will we do this for only January and February for all new referrals?

A: It will be for all new referrals. For evaluation purposes will specifically be tracking in January and February.

* Q: Have we thought about piloting this with only a few providers?

A: The way the State required this roll-out is that this is a Statewide service. We want to show that this is Statewide.

* Q: If DCS is trying to make this an evidenced bases model, so it would be an evidenced model made up of other evidenced based models?

A: Yes, we are evaluating Family Preservation Services as its own model.

* Q: Will we get a "receipt" showing that we filled out the survey?

A:  At this point, no, there is not a receipt. I will look into this and keep you posted.

* Q: The survey starts Jan. 1, right? If so, do we only do this with new referrals or new and existing referrals?

A: Use the survey for all new referrals starting Jan. 1

* Q: Could the survey be due on the 12th of the month? We just finish the documents to upload on the 10th. Could we have another day or two because the same office staff will need the time to upload all of this information?

A: That’s fine, it’s not about your invoicing, just the evaluation.

* Q: Our first month (Jan) will not be due until Feb 10, correct?

A: Yes, there will be a one-month delay.

* Q: Does the survey include IA’s or just In-Home CHINS?

A: The survey will be for both IA’s and In-Home CHINS.

* Q: Will concrete services be an item in the drop-down list of models?

A: DCS is submitting CS as an EBP, but it is still being reviewed, you should not list CS on the survey

1. Updated **point-in-time** data.

**Table 1. Intent to Treat Outcomes for Families Referred for Family Preservation Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | New Assessment Initiated  Number  (Percent of total) | New Assessment Substantiated  Number  (Percent of total) | Removal  Number  (Percent of total) |
| Number of Cases | 1734 | 241  (13.9%) | 22  (1.3%) | 29  (1.6%) |
| Number of Children | 3601 | 484  (13.4%) | 43  (1.2%) | 41  (1.1%) |

**Table 2. Treatment on the Treated: Outcomes for Families that have participated in Family Preservation Services for at least 90 days**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Total | New Assessment Initiated  Number  (Percent of total) | New Assessment Substantiated  Number  (Percent of total) | Removal  Number  (Percent of total) |
| Number of Cases | 726 | 184  (25.3%)  32\*  (4.4%) | 18  (2.5%)  2\*  (0.3%) | 17  (2.5%)  3\*  (0.4%) |
| Number of Children | 1504 | 379  (25.2%)  63\*  (4.2%) | 38  (2.5%)  3\*  (0.2%) | 23  (1.5%)  5\*  (0.3%) |

\*Instances occurred after 90 days or more of treatment. Otherwise, instances occurred for families who received 90 days of treatment, but instances occurred before the family had reached 90 days.

1. Service Standard changes related to Concrete Supports…added language is:



1. Referral updates (as of 12/10/20):

|  |  |
| --- | --- |
| **Regions** | **Current Active Cases** |
| 1 | 160 |
| 2 | 75 |
| 3 | 99 |
| 4 | 86 |
| 5 | 48 |
| 6 | 90 |
| 7 | 102 |
| 8 | 107 |
| 9 | 68 |
| 10 | 198 |
| 11 | 118 |
| 12 | 75 |
| 13 | 61 |
| 14 | 45 |
| 15 | 78 |
| 16 | 110 |
| 17 | 84 |
| 18 | 79 |
| **Grand Total** | **1683** |

* Referrals—We know that referral dates are often incorrect by the time you receive them, and that’s okay. You don’t need to request a new referral if the “start date” on the referral has passed by the time you receive it. Please just accept the referral (provided you are able to serve the family and meet their presenting needs based on the referral information), and be sure to note on your report:

“Referral received on mm/dd/yyyy”

“Initial phone/text contact on mm/dd/yyyy”

“Initial face-to-face service contact on mm/dd/yyyy”

1. Questions submitted:
2. We have FCM’s inform us that they are closing the case and to cease services. We have done so but the FCM has yet to close the referral (causes issues in our billing department). Is there anything else we can do to ensure that referrals are closed?
   1. There is a possible small problem in KidTraks. When a case closes it should close the referral. FCM’s will not close the case until the court gives the order. We are working through these difficulties.
3. We have a few cases where the FCM has backdated a cancellation date on a referral due to the court signing the order to close a case, but we were not informed until after providing almost an additional week of services. We had to stop the per diem several days early due to no active referral even though we provided services. How can this be prevented?
   1. KidTraks should close referral when the case closes, but this does not always work
   2. Best case is frequent teaming with the FCM and court attendance
   3. Document exactly what you did with the family after the case closed and you continued to serve the family
      1. If this occurs, please let us know individually so we can help figure out what to do
4. What should we do when we have a referral and we have made numerous attempts to engage the family to start the per diem with no response? We have called them 13 times and gone to the home 3 times. We have been in communication with the FCM about this but wanted to see what we should do at this point.
   1. Team decision – work with FCM to figure out next steps
5. Anything else?
6. Next meeting 1/8/2021 @ 1:00 EDT

Happy Holidays!