**Indiana Family Preservation Services**

**Provider Call**

**Agenda and Questions**

**August 20, 2021**

1. *Updates from the Evaluation Team*
   1. *About a week away from receiving data from FCM survey that went out.*
   2. *We continue to work on surveys that providers have submitted.*
   3. *About 70% of referrals that are being surveyed have closed and will continue to collect data until they are all closed.*
2. *Office Hours—Wednesday, August 25, 1:00 – 2:00*
3. Concrete supports reminder—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>

This should be completed monthly, please.

1. Upcoming presentation by ICADV (Indiana Coalition Against Domestic Violence). This will likely be during the September 10th meeting (meeting is being moved from 9/3 to 9/10 due to Labor Day weekend.
   1. Revised invitation will be sent out.
2. Updated point-in-time data—

Statewide Point-in-time, as of today (8/19/2021):

Total Families: 4,697

Total Children: 9,744

Total Families served at least 90 days: 3,023

Total Children served at least 90 days: 6,307

Of cases served at least 90 days (Point-in-time):

240 families (5.11%) have had another subbed assessment (4.29% on 6/25)

454 children (4.66%) have had another subbed assessment (3.89% on 6/25)

280 families (5.96%) have experienced a removal (5.06% on 6/25)

559 children (5.74%) have experienced a removal (5.06% on 6/25)

Race breakdown Point-in-Time (total/>90 days):

American Indian or Native Alaskan—5 families, 5 children/1 families, 5 children

Asian—28 families, 44 children/25 families, 41 children

Black—865 families, 1,413 children/570 families, 973 children

Hispanic—545 families, 859 children/354 families, 573 children

Multiracial-581 families, 844 children/360 families, 522 children

Native Hawaiian—9 families, 4 children/7 families, 4 children

Unknown/other—180 families, 78 children/104 families, 53 children

White—3,781 families, 6,497 children/2,409 families, 4,136 children

Point-in-Time by race served over 90 days (families):

American Indian or Native Alaskan—0 subbed assessments, 0 removals

Asian—0 kids subbed assess, 4 (9.09%) removals

Black—83 (5.87%) kids subbed assess, 67 (4.74%) removal

Hispanic-35 (4.07%) kids subbed assess, 40 (4.66%) removal

Multiracial-35 (4.15%) kids subbed assess, 39 (4.62%) removal

Native Hawaiian-0 kids subbed, 0 removals

Unknown/other-0 subbed, 0 removals

White—301 (4.63%) kids subbed assessment, 409 (6.3%) removal

Regional Point-in-Time Breakdown (kids served > 90 days):

Region 1: 37 (4.26%) subbed assessment/53 (6.11%) removals

Region 2: 9 (1.93%) subbed assessment/15 (3.22%) removals

Region 3: 34 (6.94%) subbed assessment/33 (6.73%) removals

Region 4: 14 (2.57%) subbed assessment/29 (5.33%) removals

Region 5: 18 (4.47%) subbed assessment/21 (5.21%) removals

Region 6: 12 (2.57%) subbed assessment/19 (4.07%) removals

Region 7: 29 (5.09%) subbed assessment/39 (6.84%) removals

Region 8: 32 (5.4%) subbed assessment/37 (6.24%) removals

Region 9: 16 (4.26%) subbed assessment/12 (3.19%) removals

Region 10: 77 (6.86%) subbed assessment/70 (6.24%) removals

Region 11: 44 (7.25%) subbed assessment/44 (7.25%) removals

Region 12: 14 (3.52%) subbed assessment/21 (5.28%) removals

Region 13: 17 (4.29%) subbed assessment/26 (6.57%) removals

Region 14: 10 (3.94%) subbed assessment/19 (7.48%) removals

Region 15: 21 (4.69%) subbed assessment/18 (4.02%) removals

Region 16: 24 (3.15%) subbed assessment/33 (4.34%) removals

Region 17: 13 (2.41%) subbed assessment/27 (5.01%) removals

Region 18: 33 (7.38%) subbed assessment/43 (9.62%) removals

1. Current referral information: *(as of 8/19)*

|  |  |
| --- | --- |
| **Regions** | **Family Pres Case Count** |
| 1 | 190 |
| 10 | 219 |
| 11 | 144 |
| 12 | 69 |
| 13 | 68 |
| 14 | 48 |
| 15 | 72 |
| 16 | 101 |
| 17 | 86 |
| 18 | 118 |
| 2 | 66 |
| 3 | 93 |
| 4 | 95 |
| 5 | 68 |
| 6 | 61 |
| 7 | 99 |
| 8 | 81 |
| 9 | 67 |
| **Grand Total** | **1745** |

1. Questions submitted:
   * + 1. *Is there an update on the Family Reunification program?*
          1. *We continue to evaluate the RFI responses. If an RFP were to open we will announce this through our formal communication and during this meeting.*
       2. *Can providers get a copy of the data/cases that were pulled for the INDIANA FAMILY PRESERVATION SERVICES PROVIDER-LEVEL REPORT?  This will help us better understand specific issues/concerns and what we need to be tracking closer.*
          1. *We sent your agency’s provider level report. Providers are encouraged to track their own outcomes related to repeated maltreatment and removals as well to help ensure our reports match your records. If there is a question, you can reach out to us to talk about it.*
       3. *Can we request that local offices are informing providers when there have been subsequent substantiations on a family they are serving?  Not sure if this information is always be communicated***.** 
          1. *In the service standard, we have percentage goals for repeat maltreatment. That goal is even post-case-closure. There are privacy concerns with us reporting that back to you after a case has closed, however. We are not able to tell you post case closure. You are allowed to bill Medicaid for medically-necessary services while providing Family Preservation. You can continue to treat those things and bill Medicaid post case closure if you’ve stayed involved due to continued treatment. This will allow you to know what happens with that family. This will also allow for greater continuity of care.*
2. Anything else?
   1. *(Point in time data) Do you think that this increase is related to increase in risk levels being referral for Family Preservation?*
      1. *That is definitely something we can think through. Not sure. Agreement from several other providers. It’s possible as these intensive services show to be effective we may see more challenging cases be referred.*
   2. *Is there a way to track repeat maltreatment that occurs outside of the referral? For example, working with a family on substantiated neglect and a child disclosing past sexual abuse that was not previously reported.*
      1. *We are tracking repeating maltreatment that occurs after the start of referrals. Tracking incidents where maltreatment is disclosed after the fact is a bit more difficult -- We can track incidents that happened prior to the referral, but only if it exists in our system.*
      2. *We’ve addressed this in how we track this. We do take into consideration the date of the event, not the date of the report. This does present challenges however.*
   3. *We are experiencing where a case was closed on a Monday. Do we bill for Saturday and Sunday? When does the week start?* 
      1. *Stop billing the date the case closes. If the case closed on Monday you will invoice through Monday.*
   4. *What are the ongoing efforts to train FCMs on this service standard? I am still running into FCMs that do not know about this service at all or do not understand it well.*
      1. *All of our Service Coordinators are able to assist with understanding.*
      2. *We’ve done multiple trainings which is available on the DCS website.*
      3. *Consistent conversations with regional managers regarding INFPS.*
      4. *Turnover can cause a new learning curve.*
      5. *Please engage in regular conversations with FCM’s. If you have some kind of brochure or flyer to hand out will help promote better understanding*
   5. *If DCS restricts one parent but the children remain placed with the other parent, we are being told this automatically makes the case an Out of Home CHINS. Can this be explained further? This closed our FP referral.* 
      1. *It could be a removal from one parent to the other. Difficult to know those case specific details. Please reach out to your Regional Service Coordinator or Austin or Crystal to think through that.*
      2. *You can also take this to the child and family team regarding these changes.*
   6. *RSC by Region  
      Ashley Gutierrez: 1  
      Dion Smith: 2, 3, 4  
      Iwona Morretino: 5, 6, 11*

*Crystal Whitis: 7*

*Carolee Couch: 9, 10  
Austin Hollabaugh: 12, 15  
Gwen Girten: 16, 17, 8  
Jason Nelson: 13, 14, 18*

* 1. *Do you have any up-dates on Families First, and that roll out?*
     1. *Implementation date: 9/29/2021*
     2. *There will be a QRTP focused Families First training on 9/13/2021*
  2. *We have some referrals that have been renewed are we to use the date of the renewal referral or the original?*
     1. *As far as survey goes it can be done both ways. We will end up using the date of the initial referral as a matter of continuity. The date the first referral was received and the date of your initial contact can be used.*

Next meeting 9/10/2021 @ 1:00 EDT

THANK YOU!