

INFPS Office Hours with Research and Evaluation

Objective: Family Preservation Services (INFPS) impacts all areas of our agency. In order to understand how this new program impacts our children and families, providers, and DCS staff, R&E has designed an extensive evaluation. The evaluation will run for the following calendar year. To ensure that all staff and stakeholders are comfortable, and confident in the evaluation the R&E team will be holding bi-weekly office hours between Feb. 17th and June 9th of 2021.

What are INFPS Office Hours?

INFPS Office Hours are a biweekly event in which anyone from DCS or our INFPS providers can sign on to a Teams meeting and ask questions about the INFPS evaluation. A minimum of one member of the R&E team will be in attendance for the full hour to answer questions surrounding the three stages of the evaluation, how data for INFPS cases is collected, and how the program is currently monitored. The three stages of the INFPS evaluation are administrative data from casebook, provider fidelity data from SurveyMonkey, and FCM qualitative data from Indiana University. Participants are welcome to sign on at any time during the hour to ask questions or listen to answers.

Link to Join

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Join with a video conferencing device

indiana@m.webex.com

Video Conference ID: 112 855 112 1

[Alternate VTC dialing instructions](#)

Or call in (audio only)

[+1 317-552-1674,,880596248#](tel:+13175521674,880596248#) United States, Indianapolis

Phone Conference ID: 880 596 248#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

Rules and Procedures

- 1) While the R&E team works on several data driven projects for the agency, only questions surrounding the INFPS evaluation will be answered during this time.
 - a. In addition, the R&E team cannot answer questions about invoicing, billing, or specific cases. The R&E team will be focused on macro level evaluation questions. For examples of questions the R&E team can and cannot answer please see our **FAQ below**.
- 2) Participants are encouraged to submit their questions a minimum of 24 hours prior to the office hour using the **following email address** DCSResearchOfficeHours@dcs.IN.gov. However, this is not mandatory.
- 3) Questions that are submitted early will be answered first, in the order they came in. Questions from the general audience will be answered after all submitted questions, if time allows.
- 4) Participants are not required to come at the top of the hour or stay the whole time. The hour block is an open time period in which you can come in, ask questions, listen to answers, and leave when you please. However, a R&E analyst will be present the entire meeting.
- 5) All questions asked will be answered in a way that is accessible for all audience members. Analysts have received training on how to answer your evaluation questions without research jargon. If an analyst has not answered your question in a clear manner, ask for clarification! It is the mission of R&E to clearly communicate research findings and we are dedicated to doing so and correcting when we don't.
- 6) Members from both DCS staff and our INFPS providers are welcome to attend office hours. To promote a safe place to answer questions and receive answers, all participants must be respectful. Participants who interrupt others, make negative comments about other's questions, or disrespect participants or analysts will be removed from the meeting. Office hours are designed to answer all questions our community has around the INFPS evaluation without judgement.

In the spirit of continuous quality improvement, if you have feedback on office hours feel free to submit that feedback here: <https://forms.office.com/Pages/ResponsePage.aspx?id=ur-ZIQmkE0-wxBiOWTPYjcv41gTRPcIdIbbmn-16KZNUNjNWOERLVFIOMEZSVVNMWUpGRjFHTFVEMy4u>

FAQ

Examples of Questions the R&E Team **CAN** Answer During Office Hours

- 1) Does the evaluation track data on race and ethnicity of children involved with INFPS?
- 2) Are all removals included in the current data?
- 3) How will you track children for the next year after INFPS finishes services?
- 4) Is provider fidelity to the service standard monitored in the evaluation?
- 5) How are removals counted in the current INFPS updates?
- 6) How do I enter in parent only models on the INFPS SurveyMonkey?

Examples of Questions the R&E Team **CANNOT** Answer During Office Hours

- 1) Why was my claim denied?
- 2) What needs to be included on my invoice to have it accepted?

- 3) I have a child that received INFPS services, was removed for seven days and placed back at home. Can I implement INFPS services again?
- 4) A family needs childcare paid for in order for the parents to work. Can I pay for childcare using concrete supports?
- 5) I am struggling to reach provider A. How do I contact them?
- 6) I am struggling to reach FCM A. How do I contact them?

Dates of INFPS Office Hours

- Feb. 17th 2pm Eastern: Brian Goodwin
- March 3rd 2pm Eastern: Aubrey Kearney
- March 17th 2pm Eastern: Elisabeth Wilson
- March 31st 2pm Eastern: Brian Goodwin
- April 14th 2pm Eastern: Aubrey Kearney
- April 28th 2pm Eastern: Elisabeth Wilson
- May 12th 2pm Eastern: Brian Goodwin
- May 26th 2pm Eastern: Aubrey Kearney
- June 9th 2pm Eastern: Elisabeth Wilson