

# Iowa Family Support Credential Quarterly Newsletter

October 2024



Iowa  
Family Support  
Credential



## Congratulations!

In July, The Learning Connection Group Parent Education Program located in Chickasaw, Floyd and Mitchell counties and in September, Kossuth Growing Healthy Kids located in Kossuth County successfully renewed their Iowa Family Support Credential. Please join the IFSC staff in celebrating their success.



## Upcoming Webinars

October 24, 2024

November 21, 2024

December: **Winter Break**

January 23, 2025

\*Monthly IFSC Webinars are held on Thursday afternoons at 1:00.



## IFSC Annual Fees Reminder

Invoices for IFSC Annual Fees were sent out in September 2024. IFSC Annual Fees are due by December 31, 2024. Any fees not collected by January 1, 2025, will be charged a late fee.



## Expedited Renewal Process

Is my program eligible for an Expedited Peer Review? To earn the expedited renewal process the following requirements must be met:

1. Programs must have 90% or higher adherence to all 1<sup>st</sup> and 2<sup>nd</sup> order standards on the previous Peer Review Report at the conclusion of the **initial** review.
2. Only previously credentialed Iowa Family Support programs are eligible. If the organization has additional programs that need credentialed which were not included in the previous peer review, the programs that have not been

credentialed will need to go through the original process to receive their initial credential. Technical assistance may be provided for up to three years for the new program to achieve adherence to the standards before the peer review is scheduled.

3. Expedited process is available on alternating renewal cycles. Organizations cannot apply for an expedited review if the previous credential was awarded through the expedited renewal process.

#### Process for the Iowa Family Support Expedited Renewal Credential

1. "Box" (Files in SharePoint or Flash drive) with evidence of the following:
  - a. Any policies and procedures that the organization or program has changed significantly since receiving the initial credential
  - b. Any policies and procedures that are new due to Iowa Family Support Standards updates.
  - c. Any policies and procedures that did not receive a 1 or 2 rating on the previous review.
  - d. Policies and procedures that are needed to conduct file reviews.
  - e. Policy/procedures for standards:
    - i. 4.01, 4.02 & 4.03
    - ii. 6.02 & 6.03
    - iii. 11.04
    - iv. 13.01, 13.02, 13.03 & 13.04
    - v. General policy/procedures on referrals and educational topics
  - f. Evidence of standards in practice as on:
    - i. Updated Training Log for all program personnel
    - ii. Personnel checklist for new hires since previous review, with the file available
    - iii. All forms used in participant files (screening tool, assessments, service plans, Right and Responsibilities, and ROI's). Forms will be reviewed against applicable standards.
2. The expedited peer review will be a one day review to include the following:
  - a. Program participants and program personnel interviews
  - b. Boards/Community Partners/Funders as appropriate
  - c. Interview on how program has sustained continuous quality improvement for the credentialed program(s)

- d. Review of personnel files and participant files to ensure practice follow standards
- e. Conduct a home visit/group observation determined by program



### TA Corner:

#### **Standard 13: Case Closing and Aftercare:**

Case closing is a planned, orderly process, and the organization helps the family develop a plan for obtaining follow-up services.

*N/A The organization provides only parent education groups or short term in-home family support services.*

#### **13.04**

Families and providers **work together** to develop aftercare plans that:

- A) Are developed sufficiently in advance of case closing to ensure an orderly transition (Case closing and aftercare are defined as two separate processes. When does discussion of aftercare begin? Program defines “sufficiently in advance”)
- B) Identify services needed or desired by family members; and (The family should lead the discussion in identifying services, resources or referrals they wish to have moving forward. The Family Support Professional can offer suggestions, but should not define these on the family’s behalf)
- C) Specify steps for obtaining these services (What steps will the family take to access their chosen services? Include contact information, specific services offered, hours of operation, etc...)

## 13.04 Out of Adherence

### Policy

- Policy does not define the aftercare process
- Policy lacks timeframe and/or definition of “sufficiently in advance”

### Procedure

- No evidence of aftercare
- Services, resources, referrals are not indicated
  - Inadequate contact information
- Services, resources, referrals are pre-determined on the family’s behalf
- Steps for assessing additional services are not defined
- Aftercare plan doesn’t include follow up

### **Practice Documentation (Body of Evidence)**

- Program policies and procedures describing aftercare plans
- Blank aftercare plan template



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“You get to decide where your time goes. You can either spend it moving forward, or you can spend it putting out fires. You decide. And if you don’t decide, others will decide for you.”

Tony Morgan



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