

# Iowa Family Support Credential Quarterly Newsletter

April 2025



Iowa  
Family Support  
Credential



## Congratulations!

In January 2025, MercyOne Family Connections that provides services in Cerro Gordo, Hancock and Worth counties, successfully renewed their Iowa Family Support Credential. Please join the IFSC staff in celebrating their success.



## Upcoming Webinars

April 24, 2025

May 22, 2025

June 26, 2025

July: Summer break

\*Monthly IFSC Webinars are held on Thursday afternoons at 1:00. If there is a topic/standard you would like to see discussed, please contact your [IFSC Program Specialist](#) or the [IFSC Coordinator](#).



## **Probationary Status for Programs (Fidelity Review)**

The Iowa Family Support Credential understands the time and commitment agencies give to become ready for credentialing. In most cases, probationary status is not applicable.

Probationary status is to ensure the fidelity of the Iowa Family Support Credentialing (IFSC) process. Organizations will be placed on probationary status when found to be 20% or greater out of adherence to the IFSC Standards.

Once the peer review has been concluded and the Peer Review Report has been finalized, for programs who have been found 20% or greater out of adherence, the organization will be placed on probationary status. The probationary status will be no longer than six months or until the fidelity review is completed. The program specialist will work with the program for one month to implement changes to policies and procedures, supporting documents, and any practice change during the final months. The program will have three months to show recent practice change before a fidelity peer review will be held.

A fidelity peer review is a one day review conducted by IFSC staff for programs on probationary status. The fidelity peer review will be conducted to show policy and procedures changes, along with recent practice changes for standards rated out of adherence. During the fidelity review, only standards rated out of adherence during the initial peer review will be reviewed. Reviews will be conducted on participant files and supporting documentation which shows recent practice change of those standards out of adherence. Interviews will be conducted with program staff to demonstrate how programs are adhering to recent practice change. The file review will include 10% of the total open files, closed files as necessary, and may or may not be the same files that were originally reviewed during the peer review.

At the conclusion of the fidelity peer review, the agency will receive a written report within two weeks. This report will show the program is either still out of adherence to the standards in policy and practice or in adherence and meets standards by adopting policies and recent practice change.

If, after the fidelity peer review, the agency has demonstrated adherence to the standards, the program will receive the Iowa Family Support Credential.



## Peer Reviewers:

### Who is Eligible to Be a Peer Reviewer?

Peer Reviewers must have a bachelor's degree or higher in Social Work, Human Services, Education or Health Related Field as well as work experience in the family support field. Peer reviewers must complete an application and peer reviewer training prior to any peer assignments. Peer reviewers cannot have any conflicts of interest with the program they are evaluating. Peer reviewers cannot offer technical assistance during the course of a peer review.

### Who Are the IFSC Peer Reviewers?

Peer reviewers are committed to continuous quality improvement. Peer reviewers must be knowledgeable about family support and the best practice standards, and have the ability to

openly, honestly, and fairly assess a program's current ability to implement standards. Peer reviewers are individuals who are comfortable with conducting interviews and documentation review that focuses on the programs' positive changes and quality improvement efforts, while also helping program's by identifying areas in need of further strengthening.

If you are interested in becoming a Peer Reviewer, contact Lisa Hilsenbeck, IFSC Coordinator, at [ifscprogram@lsiowa.org](mailto:ifscprogram@lsiowa.org) for an application.



## TA Corner:

### **Standard 11: Child Development Services**

Children receive services that meet their needs, promote their growth and development, and increase their well-being.

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

#### **11.01**

Children are connected to supports, services, and activities that promote their physical, cognitive, social, and emotional development, including, as appropriate:

- A) Educational services;
- B) Counseling and therapeutic services;
- C) Health services; and
- D) Social, recreational, and physical activities.

How are needed supports, services/activities identified?

How are children connected to services? Through referrals?

## **11.02**

Child and family characteristics, such as age, developmental level, race, culture, ethnicity, and language, are considered when choosing or designing program intervention, materials, and curricula.

How are family characteristics identified?

What types of interventions, materials and curricula are available?

## **11.03**

Parents are involved in service delivery, and providers help them increase their ability to interact positively with their children and promote child well-being.

How are parents involved in service delivery?

## **11.04**

When assessment reveals the need for early intervention services, the organization either directly provides those services, or links the family with another organization or agency that provides those services.

What assessments are used to determine early intervention services?

What services are offered by the program?

Best practice: procedure should state: “the organization/program does not provide early intervention services...”



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