

Iowa Family Support Credential Quarterly Newsletter

October 2025



Iowa
Family Support
Credential



Congratulations!

In September, the Family Resource Center that provides services in Woodbury and Ida counties successfully renewed their Iowa Family Support Credential. Please join the IFSC staff in celebrating their success.



Upcoming Webinars

October 23, 2025

November 20, 2025

December 2025: Holiday Break

January 22, 2026

*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](#).



IFSC Annual Fees Reminder

Invoices for IFSC Annual Fees were sent out in September 2025. IFSC Annual Fees are due by December 31, 2025. Any fees not collected by January 1, 2026, will be charged a late fee. The fee will be based on each program's assigned tier. The fee will be 10% of their annual fee and will be charged monthly until the fee is paid. Programs may also have their Iowa Family Support Credential rescinded until the fee is paid in full.



Panel Interviews (Mock Reviews)

Panel interviews are used to ensure the program is following the policy and procedure they have in place. The questions are used as a guide, and it should be stressed that the questions used in the Mock Reviews are NOT the exact questions that the peer reviewers will utilize.

Required Panel Interviews

Determine what panel interviews are required by the program.

- Who funds the program?
- Who holds the program accountable?
- Who are the program's community partners?
- Who manages the program?
- Who supports the direct service staff?
- Who provides the home visits or leads the group parent education?
- Who is the program's service population?

Types of Panel Interviews

- Governing Board
- Community Partners
- Family Support Professionals
- Funders
- Program Management
- Families
- Supervisor





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 for an application.



TA Corner:

Standard 4.01

A family centered service plan is developed within an appropriate **timeframe** with the full participation of **family** members as appropriate, and **expedited** service planning is available when **crisis or urgent** need is identified.

***Interpretation:** Service planning is to be conducted so that the family members retain as much personal responsibility and self-determination as possible and desired. Individuals with limited ability in making independent choices can receive help with making or learning to make decisions.*

Four Components:

A family centered service plan is **developed:**

1. Within a **timeframe (When)**
2. With participation of the **family (Who)**
3. And **expedited** planning is available (**How**)
4. When **crisis or urgent** need is identified (**What**)

***Be sure to address all 4 components to meet adherence with the sub-standard**

Service Plan

Mental health-related healthcare service utilization and psychotropic drug dispensations in British Columbia (2019-2021)			
Outpatient physician visits (MSP data) N=9 479 246	Psychotropic drug dispensations (PharmaNet data) N=42 142 928	Emergency department data (NACRS data) N=298 043	Hospital admissions data (DAD data)* N=1 351 019
Records excluded: - Unassigned or missing postal codes (n=14 235) - Missing or unknown sex (n=21 322) - Visits at private medical/surgical facilities and hospitals (n=20 113) - Duplicates (n=28 484)	Records excluded: - Unassigned or missing postal codes (n=8 270) - Missing or unknown sex (n=400) - Missing or unknown age (n=381)	Records excluded: - Unassigned or missing postal codes (n=3 937) - Missing or unknown sex (n=140)	Records excluded: - Unassigned or missing postal codes (n=7 448) - Missing or unknown sex (n=97) - Readmissions or transfers (n=56 728)
Study included (n=8 695 002)	Study included (n=42 101 869)	Study included (n=293 966)	Study included (n=1 292 776)



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