

Iowa Family Support Credential Quarterly Newsletter

July 2026



Iowa
Family Support
Credential



Congratulations!

In April, **Linn County Transformation Services** that provide services in **Linn County** successfully renewed their Iowa Family Support Credential. Please join the IFSC staff in celebrating their success.



Upcoming Webinars

July- Summer break

August 20, 2026

September 17, 2026

October 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](#).



Phones for Families

MIECHV funded programs are eligible to provide a phone with minutes, texting, and data to families who experience barriers to face to face home visits. Families will need to meet eligibility requirements, agree to the Phones for Families Program rules for the use of the cell phone, and agree to return the cell phone when in person home visits can safely resume, or the phone is no longer needed. If you have a MIECHV family who is eligible and in need of a phone, please reach out to the [IFSC Coordinator](#).



Quality Standards Workgroup Recruitment

The Quality Standards Workgroup is currently looking for new members. The Quality Standards Workgroup is responsible for reviewing the IFSC Standards annually and recommending any interim changes to them. Representation is needed from all types of programs (small programs, large programs, urban programs, and rural programs) across Iowa. Contact [Lisa Hilsenbeck](#), IFSC Coordinator, if interested.



TA Corner

Cultural Competence

Cultural Competence is the ability to interact effectively with people from different cultural backgrounds. It involves understanding, appreciating, and respecting diverse cultural perspectives, beliefs, and practices, and being able to adapt one's behavior and communication accordingly.

Standard 15: Services should be culturally sensitive such that staff understands, acknowledges, and respects cultural differences among families. Staff and materials used should reflect the cultural, linguistic, geographic, racial and ethnic diversity of the population served.

Questions to think about when writing your policy/procedures.

- How does the program gather demographic information about its service population?
- What is the program's current population?
- What languages does the current service population speak?
- How does the program ensure that the services provided are culturally sensitive and family-centered?
- What training do staff receive about cultural sensitivity?
- How often do staff receive cultural sensitivity training?



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