



IFSTAN Webinar

Changed Standards

Effective August 2019

As of August 1, 2019 a total of **16** of the Iowa Family Support Standards underwent changes.

This webinar intends to discuss each change, what it means, and how to implement the changes.

Old

IFSS 4.02

The service plan is based on the assessment, is tailored to the family's unique needs and priorities, is measurable, and includes:

- agreed-upon goals, desired outcomes, and timeframes for achieving them;
- services and supports to be provided that build on the families strengths and addresses the family's risks, and by whom;
- includes a parent's or legal guardian's signature;
- is regularly reviewed to track progress toward agreed upon goals; and
- revised as necessary.

Interpretation: A family's unique background, experiences, skills, race, culture, ethnicity, language, religion, and socioeconomic status are to be taken into consideration when developing a service plan. Providers should be fully informed about issues and preferences that may impact service delivery with various groups in the service population.

New

IFSS 4.02

The service plan is based on the assessment, is tailored to the family's unique needs and priorities, is measurable, and includes:

- a) agreed-upon goals, desired outcomes, and timeframes for achieving them;
- b) services and supports to be provided that build on the families strengths and addresses the family's risks, and by whom;
- c) includes a parent's or legal guardian's signature;
- d) provider and family's regular review of progress toward achievement of goals and;
- e) signed revisions to service goals and plans.

Interpretation: A family's unique background, experiences, skills, race, culture, ethnicity, language, religion, and socioeconomic status are to be taken into consideration when developing a service plan. Providers should be fully informed about issues and preferences that may impact service delivery with various groups in the service population.

What does this mean?

How to implement!

This means: language clarification that provider and family together regularly review progress toward achievement of goals – language clarification that any revisions to the goal(s) must be signed by both the provider and family

Implement by: goal forms may need to be updated to reflect regular review of progress toward achievement of goals – goal forms may need to be updated to reflect that any revisions are signed by both the provider and family (new goal forms may be utilized in lieu of revising forms)

Old

IFSS 8.01

Children and families are linked to the following health services, as needed:

- diagnosis and treatment of health problems;
- dental care;
- mental health care;
- ongoing health care, including routine medical checkups;
- pediatric care, including well-baby visits and immunizations; and
- information and education about pregnancy planning and prevention, including linkages to family planning services.

New

IFSS 8.01

Children and families are linked to the following health services, as needed:

- a) diagnosis and treatment of health problems;
- b) dental care;
- c) mental health care;
- d) ongoing health care, including routine medical checkups;
- e) pediatric health care, including well-baby visits and immunizations; and
- f) information and education about pregnancy planning and prevention, including linkages to family planning services.

Interpretation: Regarding element (c), expectant and recent mothers should be regularly screened for depression, informed about postpartum depression, and connected to available support and treatment services.



What does this mean?

How to implement!

This means: programs need to adopt policy that new and expectant mothers have been screened for depression or will be screened for depression (either by outside agency or the program itself) – programs also need to include information about post-partum depression in their curriculum for ALL families – programs should ensure that they have resources available to connect families to appropriate resources

Implement by: create or update program policy that indicates how new and expectant mothers are screened for depression and/or how the program will collect information from other agencies – create or update program policy on how all families are informed about post-partum depression – create or update program policy on when/how families are connected to appropriate resources – capture/document screening and referrals as appropriate

Old

IFSS 8.02

Expectant parents are linked to the following health services, as needed:

- prenatal care;
- genetic risk identification and counseling services;
- labor and delivery services;
- nutrition services; and
- postpartum care.

Interpretation: Programs that serve any expectant parents are required to link those parents to appropriate resources. This would include programs that target expectant parents or that targets another population, in which the participant is also an expectant parent.

New

IFSS 8.02

Expectant parents are linked to the following healthcare services, as needed:

- a) prenatal health care;
- b) genetic risk identification and counseling services;
- c) labor and delivery services;
- d) nutrition services;
- e) dental care;
- f) mental health care; and
- g) postpartum care.

Interpretation: Regarding element (f), expectant mothers should be regularly screened for depression, informed about postpartum depression, and connected to available support and treatment services.

Interpretation: Programs that serve any expectant parents are required to link those parents to appropriate resources. This would include programs that target expectant parents or that targets another population, in which the participant is also an expectant parent.



What does this mean?

How to implement!

This means: programs need to adopt policy that new and expectant mothers have been screened for depression or will be screened for depression (either by outside agency or the program itself) – programs also need to include information about post-partum depression in their curriculum for ALL families – programs should ensure that they have resources available to connect families to appropriate resources – including dental care

Implement by: create or update program policy that indicates how new and expectant mothers are screened for depression and/or how the program will collect information from other agencies – create or update program policy on how all families are informed about post-partum depression – create or update program policy on when/how families are connected to appropriate resources – capture/document screening and referrals as appropriate – including dental care

Old

IFSS 14.01

Personnel have the competencies needed to:

- engage, establish trust, develop relationships, and collaborate effectively with individuals and families from a wide range of backgrounds, cultures, and perspectives;
- provide services in a culturally competent manner;
- promote respect and encourage independence;
- use appropriate methods of support and establish professional boundaries with families;
- observe and understand child, individual, and family functioning;
- educate families about child development, child rearing, and positive personal development;
- identify and build on strengths and family priorities;
- assess needs, risks, and safety;
- recognize and address problems related to substance use, mental health, domestic violence, and child abuse and neglect;
- collaborate with community providers; and
- link families with needed services offered by other community providers.

Interpretation: Competency can be demonstrated through a combination of education, training, and experience.

NA The organization provides only parent education groups or short term in-home family support services.

New

IFSS 14.01

Personnel have the competencies needed to:

- a) engage, establish trust, develop relationships, and collaborate effectively with individuals and families from a wide range of backgrounds, cultures, and perspectives;
- b) provide services in a culturally competent manner;
- c) promote respect and encourage independence;
- d) use appropriate methods of support and establish professional boundaries with families;
- e) observe and understand child, individual, and family functioning;
- f) educate families about child development, child rearing, and positive personal development;
- g) identify and build on strengths;
- h) assess needs, risks, and safety;
- i) recognize and address problems related to substance use, mental health, domestic violence, and child abuse and neglect;
- j) recognize and respond to signs of prenatal and postpartum depression;**
- k) collaborate with community providers; and
- l) link families with needed services offered by other community providers.

Interpretation: Competency can be demonstrated through a combination of education, training, and experience.

NA The organization provides only parent education groups or short term in-home family support services.



What does this mean?

How to implement!

This means: family support professionals need to be competent in how to recognize and respond to signs of pre and post-natal depression

Implement by: competency checklists should be updated to include training/education of signs of pre and post-natal depression – programs could potentially identify on a training on “The Institute” that pertains to this subject

Old

ISFS 14.05

Supervisors provide:

- regular support and supervision to all direct service personnel; and
- additional support and supervision to personnel who are new or developing competencies or qualifications.

New

IFSS 14.05

Supervisors provide regular support and supervision to all direct service personnel. Supervisors provide additional support to personnel when they are:

- a) new;
- b) developing competencies;
- c) experiencing challenging circumstances with the individuals and families or staff they work with; or
- d) experiencing higher workloads.

Interpretation: The type of additional support provided to personnel will vary depending on each individual's unique needs and job responsibilities. For example, personnel may require more frequent supervision, additional training opportunities, reduced workloads, or shadowing for a period of time.



What does this mean?

How to implement!

This means: programs need to ensure that supervisors also provide regular support and supervision when working with individuals or families that prove challenging or when staff have higher workloads – programs should be aware that the amount of support provided will change based on circumstances

Implement by: update or create policy to contains these bullet points – programs may need to update or create forms that cover these bullet points

Old

IFSS 21.01

The organization informs the client, prior to his or her disclosure of confidential or private information, about circumstances when the organization may be legally or ethically required to release such information.

New

IFSS 21.01

The agency informs the client, prior to his or her disclosure of confidential or private information, about circumstances when the agency may be legally or ethically permitted or required to release such information **without the client's consent.**



What does this mean?

How to implement!

This means: the standard was clarified as to when information may need to be released without the client's consent (think: duty to warn, mandatory reporter, audits)

Implement by: programs may want to consider adding this verbiage to client form(s) on these topics

Old

IFSS 24.01

New personnel are oriented within the first three months of hire to:

- the organization's mission, philosophy, goals, and services;
- the cultural and socioeconomic characteristics of the service population;
- the organization's place within its community;
- the organization's personnel manual; and
- lines of accountability and authority within the organization.

New

IFSS 24.01

New personnel are oriented within the first three months of hire to:

- a) the agency's mission, purpose, and philosophy of practice;
- b) programs and service goals;
- c) the cultural and socioeconomic characteristics of populations served by the agency;
- d) the agency's role within and relationship to the communities it serves;
- e) the agency's human resource policies and procedures;
- f) ethical practice and the agency's standards for professional conduct; and
- g) lines of accountability and authority within the agency.

What does this mean?

How to implement!

This means: clarification and additional information added – new personnel orientation needs to include these additional ideas – the agency's philosophy of practice (the approach to the method of practice) – service goals of each program – what role the agency plays within the community – personnel learn about agency's HR policies and procedures – agency's requirements for professional conduct and practice

Implement by: update or create policy that states the elements within the standard are introduced within the first 3 months of employment – include these elements within documentation showing when they have been done – provide examples of how staff are oriented within these areas

Old

IFSS 24.02

All personnel who have regular contact with clients receive training on legal issues, including:

- mandatory reporting and the identification of clinical indicators of suspected abuse and neglect, as applicable;
- reportable criminal behavior including criminal, acquaintance, and statutory rape;
- duty to warn;
- the organization's policies and procedures on confidentiality and disclosure of service recipient information, and penalties for violation of these policies and procedures; and
- the legal rights of service recipients.

New

IFSS 24.02

All personnel who have regular contact with individuals and families receive training on legal issues, including:

- a) mandatory reporting and the identification of clinical indicators of suspected abuse and neglect, as applicable;
- b) federal, state, and local laws requiring disclosure of confidential information for law enforcement purposes, including compliance with a court-order, warrant, or subpoena;
- c) duty to warn, pursuant to relevant professional standards and as required by federal, state, and local law;
- d) the agency's policies and procedures on confidentiality and disclosure of service recipient information, and penalties for violation of these policies and procedures;
- e) the legal rights of service recipients;
- f) any requirements associated with consent decrees;
- g) reportable criminal behavior; and
- h) disclosure of information and penalties for violation of these policies and procedures.

What does this mean?

How to implement!

This means: direct staff and supervisors need to receive training on federal, state, and local laws requiring when to disclose confidential information for law enforcement purposes, which needs to include compliance with court orders, warrants, and subpoenas – clarification on duty to warn to include provisions on relevant professional standards and requirements by federal, state, and local law – direct staff and supervisors need to receive training on legal issues relating to requirements on consent decrees

Implement by: programs need to capture/document how training on these things take place – the oversight for this standard should be monitored by a legal entity (think: county attorney)

Old

IFSS 24.03

All personnel receive training on proper documentation techniques and the maintenance and security of case records.

New

IFSS 24.03

Personnel receive training on and demonstrate competence in the agency's technology and information systems, as appropriate to their position and job responsibilities, including:

- a) documentation techniques;
- b) data entry and data integrity; and
- c) the maintenance and security of records.

Interpretation: As technology is constantly evolving, it is important to keep personnel up to date on any changes or updates made to existing systems and new technologies adopted by the agency.



What does this mean?

How to implement!

This means: personnel should receive training on the importance of accuracy while entering data – staff should receive updated training any time technology is update

Implement by: capture/document when staff are trained on documentation/data entry (include on training plan) – include relevant training materials on this topic

Old

IFSS 25.01

Supervisors have sufficient time to provide individual or group supervision as appropriate to individual needs or program type, and to conduct evaluation and training activities.

New

IFSS 25.01

Supervisors have sufficient time to:

- a) provide regularly scheduled supervision;
- b) offer flexible support in response to crisis situations or urgent needs; and
- c) conduct evaluation and training activities as outlined in the agency's supervision framework.

Interpretation: Supervisors should maintain an administrative file with up-to-date documentation of each supervisory session, including the date and duration of each session as well as a brief outline or summary of what was discussed.

Research Note: Research suggests that workers who receive supportive supervision are more effective in their work, which can have a positive impact on service recipients. Supportive supervisory practices are those that go beyond assigning and managing tasks to build and maintain personnel capacity, promote improved performance, and build positive relationships. This includes monitoring outcomes, giving feedback, supporting the emotional needs of personnel, managing conflict, etc. Caseworkers that were interviewed at a variety of state agencies providing child and family services cited a lack of quality supervision as one reason for reduced productivity and high turnover rates.



What does this mean?

How to implement!

This means: supervisors have time to be available during times of crisis or urgent needs (easily accessible)

Implement by: update or create policy that includes this – ensure that staff know how to contact them during these circumstances

Old

IFSS 25.02

When assigning supervisory responsibilities, the organization considers:

- the qualifications of the worker and the supervisor;
- the complexity and intensity of services; and
- other organizational responsibilities.

Interpretation: Generally, supervisory ratios do not exceed 1:8.

New

IFSS 25.02

When assigning supervisory responsibilities, the agency considers:

- a) ratio standards established by its supervision framework;
- b) the qualifications and experience of the worker and the supervisor;
- c) the complexity and intensity of services; and
- d) additional agency responsibilities.

Interpretation: Generally, supervisory ratios do not exceed 1:8.

Research Note: Caseload sizes impact the supervisor's ability to effectively monitor case activities and progress. As such, manageable supervisory ratios and case load sizes work hand-in-hand to ensure that supervisors have sufficient capacity to develop effective working relationships with their supervisees and ultimately promote the achievement of desired outcomes.



What does this mean?

How to implement!

This means: for supervision framework explanation, see research note for 25.02 – supervisory ratios should be manageable and ensure that supervisors have adequate time to provide supervision

Implement by: update or create program policy to reflect this – present evidence that supervisors are able to meet all of their supervisory obligations (outline this in policy as well) including documentation of frequency of supervision

Old

IFSS 27.01

Case records comply with all legal requirements and contain information necessary to provide services, including:

- demographic and contact information;
- the reason for requesting or being referred for services;
- up-to-date assessments;
- the service plan, including mutually developed goals and objectives;
- copies of all signed consent forms;
- a description of services provided directly or by referral;
- routine documentation of ongoing services;
- documentation of routine supervisory review;
- discharge or aftercare plan;
- recommendations for ongoing and/or future service needs and assignment of aftercare or follow-up responsibility, if needed; and
- a closing summary entered within 30 days of termination of service.

Interpretation: 27.01 describe the basic elements to be included in individual case records. We recognize that in some cases not all listed information is obtainable for a person or family. In these cases, an explanation should be placed in the case record.

New

Suggested IFSS 27.01

Case records comply with all legal requirements and contain information necessary to provide services, including:

- a) demographic and contact information;
- b) the reason for requesting or being referred for services;
- c) up-to-date assessments;
- d) the service plan, including mutually developed goals and objectives;
- e) copies of all signed consent forms;
- f) routine documentation of ongoing services provided directly or by referral;
- g) documentation of routine supervisory review;
- h) discharge or aftercare plan; and
- i) a closing summary.

Interpretation: 27.01 describes the basic elements to be included in individual case records. The elements of the standard should be tailored as appropriate given the scope or nature of the service. COA recognizes that, in some cases, not all appropriate information is obtainable for a person or family. In these cases, an explanation should be placed in the case record.

Interpretation: Regarding element (g), "Documentation of routine supervisory review" refers to the quarterly review of individual cases that is found in the Service Planning and Monitoring sections of most Service Standards, for example Standard 4. This review is unrelated to Supervision between the supervisor and personnel addressed in Supervision Standard 25.



What does this mean?

How to implement!

This means: clarification regarding what exactly needs to be contained within the case record – For Group Based or Short-Term programs, clarification that programs make the decisions on which elements of case records are required (programs are required to make these decisions (in policy) or peer reviewers will expect to see all bullet points listed) – case records should not contain the supervision discussed within standard 25 - define how case records capture element “f”

Implement by: update or create forms to document family level supervision separate from reflective staff supervision

Old

IFSS 29.01

Job descriptions and selection criteria:

- state the qualifications, job expectations, essential functions, and responsibilities for each position or group of like positions;
- include sensitivity to the service population's cultural and socioeconomic characteristics; and
- are reviewed and updated regularly.

New

IFSS 29.01

Job descriptions:

- a) state the required **credentials** and qualifications,
- b) identify desired core competencies, including leadership competencies and **associated behaviors**;
- c) outline the essential functions of the position;
- d) **define performance and quality improvement responsibilities**;
- e) include sensitivity to the service population's cultural and socioeconomic characteristics; and
- f) are reviewed and updated regularly.

Interpretation: As part of the review process, the agency should evaluate the continued relevancy of required credentials, qualifications, core competencies, and essential functions against the needs of the agency's programs and consumers. This should include an assessment of the competencies needed to implement and sustain agency-wide initiatives (e.g. evidence-based practices, practice models, policies, etc.) and then incorporating them into job descriptions and ultimately the selection process.

Interpretation: Credentials in this context include education, training, relevant experience, and state registration, licensing, or certification for the respective disciplines, if any.



What does this mean?

How to implement!

This means: job descriptions need to be updated to contain required credentials, associated behaviors, and define CQI responsibilities

Implement by: update job descriptions – pay close attention to “regularly reviewed” verbiage and define in policy – ensure that documentation is made for when job descriptions are reviewed and/or updated

Old

IFSS 29.02

Recruitment and selection procedures include:

- notifying personnel of available positions;
- verifying references and credentials of personnel and independent contractors;
- providing applicants with a written job description; and
- using standard interview questions that comply with employment and labor laws.

Interpretation: Credentials include education, training, relevant experience, competence in required role, recommendations of peers and former employers, and state registration, licensing, or certification for the respective disciplines, if any.

New

IFSS 29.02

Recruitment and selection procedures include:

- a) notifying personnel of available positions;
- b) verifying references and credentials of personnel and independent contractors;
- c) utilizing pre-screening tools to assess suitability to the position;
- d) providing applicants with a written job description;
- e) giving final candidates the opportunity to speak with currently-employed personnel;
- f) retaining hiring records in accordance with legal requirements; and
- g) using standard interview questions that comply with employment and labor laws.

Interpretation: The retention of hiring records, which can include postings or other advertisements, applications, and interview notes, shows consistency in recruitment and hiring decisions, and protects the agency in the event of a complaint.

Interpretation: In regards to element (g), personnel who interview prospective employees must receive training on both permissible and impermissible or unlawful categories of interview questions pursuant to applicable employment and labor laws.

What does this mean?

How to implement!

This means: added content to include using pre-screening tools to assess suitability to the position and to give final candidate opportunity to talk to current staff in recruitment and selection procedures – added content requiring retention of hiring records as legally required – added interpretation to expand on training for personnel who conduct interviews and what they can and cannot ask during interviews

Implement by: update or create policy that includes each element – create form(s) that document types of pre-screening tools used (and when used) – create form(s) that document when/how final candidates were able to talk to current staff – create documentation for staff who conduct interviews are trained on these topics

Old

IFSS 29.04

All personnel receive, and confirm in writing, receipt of an up-to-date employee policies and procedures manual that articulates current:

- conditions of employment;
- benefits;
- rights and responsibilities of employees; and
- other important employment-related information.

Interpretation: Policies and procedures address:

- conditions and procedures for layoffs;
- emergency and safety procedures;
- equal employment policies;
- nepotism and favoritism protections;
- grievance process procedures;
- insurance protections including unemployment, disability, medical care, and malpractice liability;
- performance appraisal system;
- promotions;
- professional development;
- standards of conduct;
- time-off policies;
- wage policy; and
- working conditions.

New

IFSS 29.04

All personnel receive, and confirm in writing, receipt of an up-to-date employee policies and procedures manual that articulates current:

- a) conditions of employment;
- b) benefits;
- c) rights and responsibilities of employees; and
- d) other important employment-related information.

Interpretation: Policies and procedures can be written or electronic, and address:

- e) conditions and procedures for layoffs;
- f) safety procedures and protocols;
- g) emergency response procedures;
- h) non-discrimination/EEO and anti-harassment policies and reporting procedures;
- i) conflict of interest policies including nepotism policy);
- j) personnel grievance procedures;
- k) insurance protections including unemployment, disability, medical care, and malpractice liability;
- l) policies and procedures governing access to free legal counsel;
- m) performance review procedures;
- n) whistle-blower protections;
- o) promotions;
- p) professional development;
- q) standards of conduct;
- r) time-off policies;
- s) wage policy;
- t) working conditions; and
- u) policies and guidelines on the use of social media, electronic communications, and mobile devices.

What does this mean?

How to implement!

This means: employment policy and procedure manuals now need to include; non-discrimination and equal employment opportunity reporting procedures, anti-harassment, conflict of interest which include nepotism, to give staff access to free legal council, whistle-blower protections, the use of social media, electronic media communications, mobile devices policy

Implement by: update or create policy and procedures manual to include these elements – highlight policy and procedures manual to reflect all elements

Old

IFSS 29.05

The organization analyzes employment patterns, and when the cultural characteristics of personnel do not generally reflect those of its defined service population, the organization implements a plan that:

- establishes goals for recruitment, employment, and promotion; and
- includes timetables for correction.

Interpretation: All organizations are expected to analyze employment patterns. If the analysis indicates that the organization's employment patterns are not reflective of the community, the organization is required to develop a plan that includes the elements in the standard.

New

IFSS 29.05

The agency develops an assessment-based workforce development plan to meet current and future workforce needs that:

- a) considers cultural characteristics of its defined service population
- b) is aligned with its strategic plan;
- c) establishes goals for recruitment, employment, advancement, training, and leadership development;
- d) outlines associated activities and timeframes for implementation; and
- e) identifies associated costs and relevant stakeholders.



What does this mean?

How to implement!

This means: organization looks at cultural characteristics of who they are recruiting for service – organization targets outreach of staff, hiring, promotions, and leadership opportunities that are tied to who they are recruiting for services – these topics align with the strategic plan and identifies costs to implement and relevant stakeholders

Implement by: collect data on cultural characteristics of who they are recruiting for service – recognize potential disparities – align correction of these disparities with strategic plan – documentation of all elements

Questions?

IFSTAN Coordinator

- Risa Ergenbright
risa.ergenbright@lsiowa.org

Program Specialist

- Leighann Mitchum
leighann.mitchum@lsiowa.org

LSI – Lutheran Services in Iowa

- Phone: 515-271-7399
- FAX: 563-322-5339