

# Old

# 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:

- 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.

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- 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.

## 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

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- 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.

## Old

## New

### 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.*

### 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.*

# Old

# New

## 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.*

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- 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.*

# Old

# New

## 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.

## 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.

## 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.**

# Old

# New

## 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.

## 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.

## 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.

## 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.

## 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.

# Old

# New

## 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.

## 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.*

# Old

# New

## 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.

## 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.

# Old

# New

## 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.

## 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.

## Old

## New

### 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.

### 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.

# Old

# 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:

- 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.

## 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.

## 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.