
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

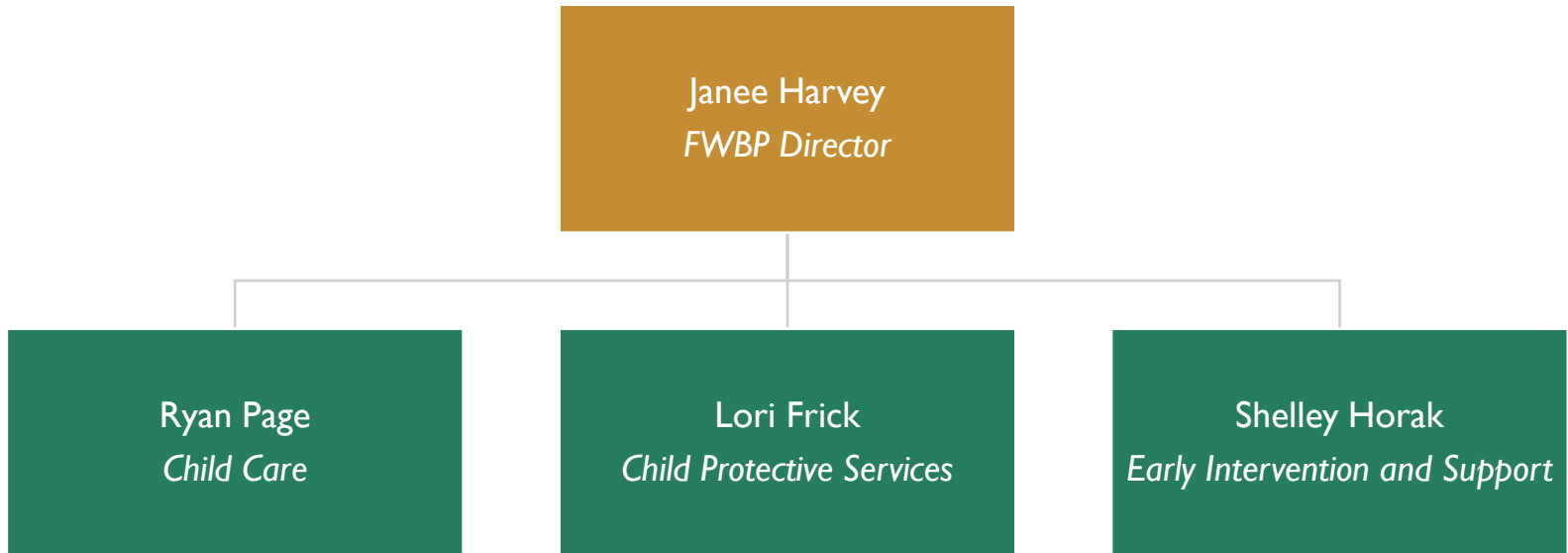
Investing in Iowa's Families

March 7, 2023

Presentation Overview

- Director Garcia: Welcome and Division Overview
- Lori Frick: Key Focus Areas
- Janee Harvey: Child Protective Services Priorities
- Director Garcia: Request for Information - Girls Facility

Family Well-Being and Protection Overview



Child Protective Services: Focus

Key Areas:

- Children are visited by worker each month
- Appropriate use of shelter placements
- Escalating critical cases
- Provider partnerships
- Workforce

Workforce Crisis

Challenges:

- Pay Structure

State	Average Social Worker Case Manager Salary
Iowa	\$38,006
Wisconsin	\$39,118
Minnesota	\$40,627
Illinois	\$40,786
Missouri	\$37,847*

*This will increase to \$41,139 with the 8.7% increase.

- Staffing levels appropriate for workload
 - No Social Workers in Floyd County
 - Clinton, Clarke, Linn and Pottawatomie have had several open positions that they cannot fill
- Self-care – work is challenging

Solutions:

- Internship programs
- Pipelines
- Specialized staff
- Trauma response

Turnover in Child Welfare

Annual Turnover Rate by Area

- **Intake: 18%**
- **Assessment: 25%**
- **Case Management: 33%**

“Turnover in child welfare is a national issue with twenty-seven states reporting percentages equal to or greater than Iowa.”

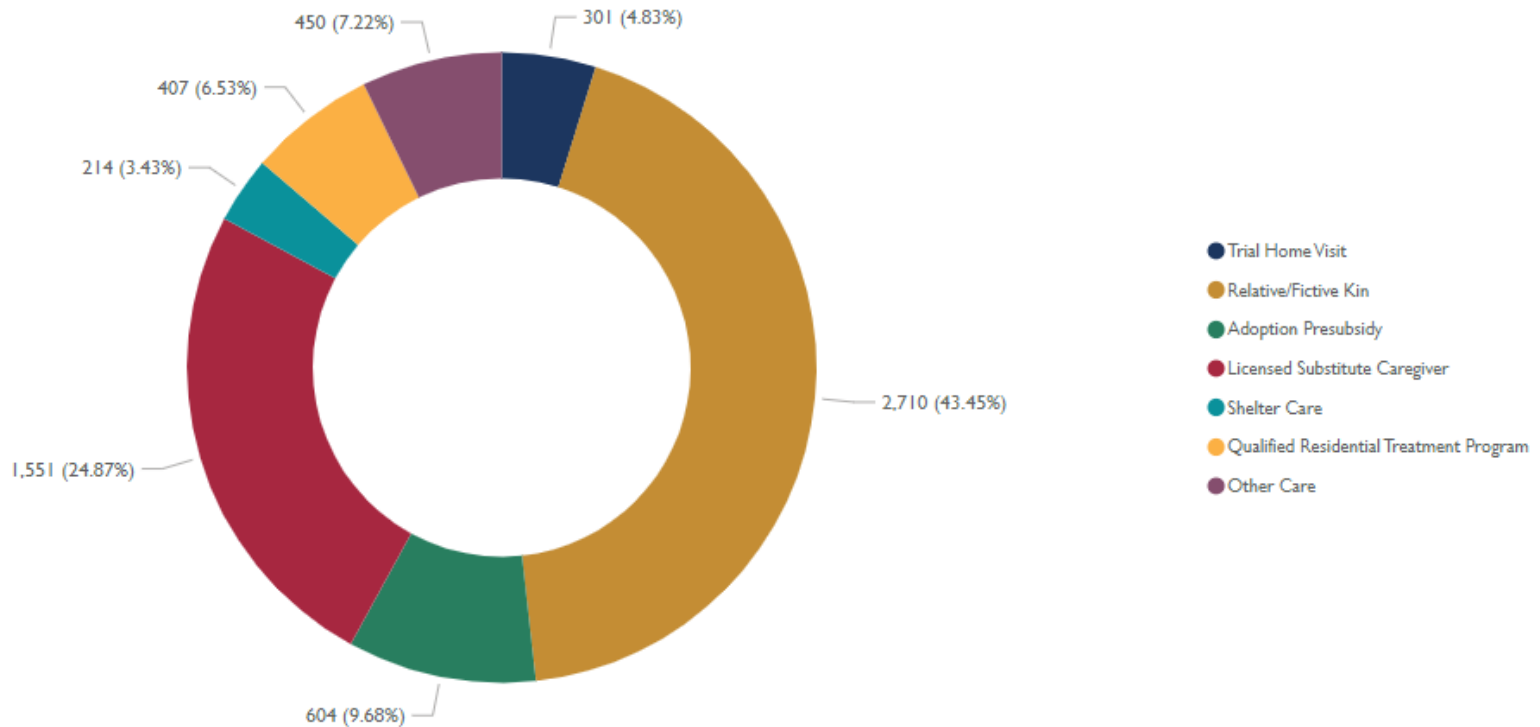
Monthly Client Visits

- FFY22 – 90%
- FFY21 – 93%
- FFY20 – 90%

Family First

- Family First restructures how the federal government spends money on child welfare to improve outcomes for children:
 - Prevent the need for removal through **evidence-based** family preservation services
 - If removal is necessary, placement in this order:
 - Relative or fictive kin
 - Licensed Foster Family
 - Institutional care (for treatment only)
 - All possible strategies for keeping children with their families, or in family settings, must be explored.

Cases By Placement Type SFY 2023



Change and Innovation Agency (C!A) Assessment Background

- HHS initiated a 3rd party comprehensive review of our child protective system

“Are families better off because HHS is involved?”

- Assessment Process
 - Thoroughly review documentation and data
 - Conduct statewide interviews
 - Develop process maps
 - Evaluate existing policies, procedures, and practice
 - Technology assessment
- This comprehensive assessment will give HHS leadership, the Governor, and legislators critical information on where and how to direct resources.

C!A Assessment Timeline

#	Milestone	Target Completion Date
1	Project Kick-off	November 2022
2	Conduct interviews with leadership	December 2022
3	Review documentation and data	February 2023
4	Focus Groups	February 2023
5	Evaluate policies, procedures and practice	February 2023
6	Preliminary Report Completed	January 2023
7	Technology Assessment	April 2023
8	Initial Report of Findings and Staffing Plan	April 2023
9	Final Report and Formal Recommendations	August 2023

Listening Tours

- Meetings are taking place in each of the five service areas to meet with staff in all positions and understand how to best support them
 - Northern, Eastern and Cedar Rapids service areas have all conducted listening sessions
- Common themes
 - Staff case loads have increased
 - Case complexity is increasing
 - Traumatic case recovery for staff
 - Staff are working with families to work in their best interests
 - Zach (first year as a SWCM)- Provided parents with services and education to help them achieve reunification with their 6 children
 - Britny (third year as a SWCM)- Instead of putting a child into foster care with a stranger, she worked with the child to find a trusted caregiver and a teacher accepted guardianship

Jenni: Supervisor

- Covers Boone, Dallas, Marion and Polk Counties

- Supervises:

- Six Social Work Case Managers 

- Two Child Protection Social Workers 

- The 6 SWCMs cover:

- 211 Cases 
- 147 Court hearings 
- Between 2-5 counties including Adair, Clarke, Dallas, Madison, Polk and Union

Social Work Case Manager Profiles



Sam

- 41 Cases – Case load has been over 40 for the past 15 months
- 43 Children
- 43 Parents
- 4 Counties: Clinton, Dubuque, Muscatine, Johnson
- March Breakdown
 - 29 child visits
 - 32 parent visits
 - 8 hearings



Melisa

- 39 Cases
- 67 Children
- 47 Parents
- 46 Homes
- 5 Counties: Bremer, Butler, Chickasaw, Floyd, Mitchell

Other Initiatives

- Therapeutic Foster Homes
- Foster Care Center of Excellence
- Psychotropic Prescription Drug Review
- Expanding Access to Substance Use Treatment for Parents

Request for Information: Girls Facility

Purpose of the RFI: Gather information to determine a path for serving the target population of Iowa female youth ages 12-18 who are Adjudicated Delinquent or Child in Need of Assistance (CINA).

- Considerations:

- High degree of need and complexity,
- Person and family-centered treatment planning, trauma-informed care modeling,
- Psychosocial and prosocial education and activities, specialized medical and clinical assessment, treatment, monitoring and management,
- High staffing ratios, review/assessment of criminogenic needs, and
- Consideration of security staffing all may be necessary to meet the care, support, supervision, and treatment needs of the target population of youth.

Request for Information: Objectives

Objectives of the RFI:

- Assist in determining what services are needed
 - Provide information to address the multi-occurring needs, including:
 - Mental health
 - Substance use disorder
 - Intellectual and/or developmental disability, and brain injury
 - Specific behavioral health, mental health, and substance abuse treatment modalities or evidence-based practices that are currently missing or underutilized in the current service array
 - Determine what role HHS could or should take to ensure access to the services identified as needed to better support this specific population
 - Describe what role HHS could or should take in the direct provision of any of the services identified as needed to better support this specific population

Request for Information: Timeline, Responses, Next Steps

- Response Timeline: November 21, 2022 – January 13, 2023
- Responses received:
 - Iowa Department of Human Rights, Division of Criminal and Juvenile Justice Planning
 - Lutheran Services in Iowa, Inc.
 - Orchard Place
 - Ellipsis
 - Four Oaks

Questions?