

## Community Care

### Purpose

Community Care was initiated as part of the “Better Results for Kids” Child Welfare Redesign. The purpose is to provide voluntary short-term counseling or referrals to families in order to:

- Keep children in the family safe
- Keep the family intact
- Prevent the need for further intervention by the Department, including removal of the child from the home
- Build on-going linkages to community-based resources

### Population Served

The Department refers families to Community Care when DHS has conducted a child abuse assessment, and determined that the risk of future abuse does not warrant Juvenile Court or DHS intervention. The decision to refer a family is based on completion of a child abuse assessment, a family risk assessment, a determination that the family could benefit from Community Care, and voluntary agreement by the family to participate in Community Care.

Mid Iowa Family Therapy, Inc. began accepting Community Care referrals from DHS in March 2005. Through January 2006, DHS has made just over 2,000 referrals, averaging 225 to 300 referrals per month since October.

Following is a breakdown of the ages of children served.

0 – 5 years	42%
6 – 11 years	33%
12 and older	25%

### Contractor

The Department used a competitive bid process to select Mid Iowa Family Therapy, Inc. as the Community Care contractor. Mid Iowa has a home office in Perry and 10 local site offices. In addition, Mid Iowa has subcontracts with two other agencies to provide Community Care services and supports.

- Urban Dreams – serving Polk, Johnson, and Scott Counties
- Alternative Treatment Associates – serving Howard, Allamakee, Winneshiek, Clayton, Fayette, Dubuque, Delaware, Buchanan, and Jackson Counties

The initial contract is for a maximum of \$3 million over a 23-month period, with options to renew for up to two 18-month periods.

### Payment

Mid-Iowa is paid a fixed monthly payment regardless of the number of referrals, and must serve all families referred. A portion of the contract (\$450,000) is paid only if the contractor meets specific performance measures.

## **Types of Services Provided**

Families can receive the following services through Community Care.

- Assessment
- Individual Skill Development
- Group Therapy
- Information and Referral
- Parenting Education
- Mental Health Education
- Individual Therapy
- Family Skill Development
- Group Skill Development
- Assistance Funds
- Substance Abuse Education
- Parent/Child Relationship Building
- Family Therapy
- Parent Skill Development
- Family Team Meetings
- Domestic Violence Education
- Budgeting
- Safety and Crisis Planning

## **Purchased Services**

Community Care staff have purchased goods and/or services from the following organizations or businesses. (Note: This is not an exhaustive list and is intended only as an illustration of the types of purchases made.)

- Home Depot
- Brown's True Vision
- Mid American Energy
- Real Estate Record
- Winterset Municipal Utilities
- Wal-Mart Pharmacy
- River Heights Apartments
- Warren Properties
- Brummer Truck Lines
- City of Winthrop
- Discovery Kids Preschool
- Belle Plaine Community Schools
- Southern Iowa Rural Water Association
- Western Trails Apartments
- Kum and Go
- Charles City Water Works
- Williamsburg Kirkwood Center
- Cedar Rapids Recreation Department
- Alliant Energy
- Iowa Annual Conference Camps
- United Way of Greater Fort Dodge
- Huxley Recreation Center
- Family Resources, Inc.
- Story Time Preschool & Child Care
- Muscatine Aquatic Center
- Anderson Station
- YMCA
- Walnut Creek Recreation Center
- Sunshine and Rainbows
- Upper Deer Creek Church
- DMPS Community Education
- Kirkwood Community College
- Urbandale Water Department
- John's TV and Appliances

**Service Referrals**

Community Care also refers families on a regular basis to existing services in the community. Some are free to the family, some have sliding fees based on the family’s ability to pay, and some are paid through the family’s insurance. The following list is an example of the types of community based service referrals Community Care has made.

- Domestic violence support groups
- Victim’s services
- Substance abuse support groups
- Parenting education classes through churches, schools, and local agencies
- Child care services
- Big Brother/Big Sister
- Therapy services through churches and local agencies
- Area Education services
- Psychiatric services through hospitals, clinics and local agencies
- Early Access services
- Early Childhood Intervention services
- Support services available through local schools
- Iowa State University Extension services
- Services and supports available from local Community Partnership for Protecting Children

**Cost of Service**

The average cost per family is \$870.00 with an average length of service of 4 months.

**Performance Measures**

There are four performance measures attached to the community care contract.

Measure	Minimum Performance Expectation	Mid Iowa Current Performance
Response from family within 14 days of the referral regarding whether families wants	80%	85%
Families free from re-abuse for 6 months from the time of referral to Community Care	95%	85% (87% last 3 months)
Families free from adjudication for 6 months from the time of referral to Community Care	95%	96%
Family satisfaction with services	85%	97%