DRAFT - - Iowa Family Support Program Standards

Family Support Service Delivery Standards

Standard 1: Access to Service

Services are available to help families maintain or strengthen child, individual, and family functioning.

Standard 2: Screening

The organization screens families promptly and responsively to identify needs and direct family members to appropriate services.

Standard 3: Assessment

Families participate in a comprehensive, individualized, strengths-based, family-focused, culturally responsive assessment.

Standard 4: Service Planning and Monitoring

Families and providers work together to develop and review service plans that are the basis for delivery of appropriate services and support.

Standard 5: Service Philosophy

The program is guided by a service philosophy that:
- sets forth a logical approach for how program activities and interventions will meet family needs; and
- guides the development and implementation of program activities and services based on the best available evidence of service effectiveness.

Standard 6: Family-Focused Approach to Service

Services are of the appropriate type and intensity needed to build on family strengths, address risks, and improve family functioning.

Standard 7: Community-Based Approach to Service

A community-based approach increases the ability of the organization and community to support children and families and meet their needs.

Standard 8: Service Environment

Services are provided in comfortable places that are easy to access, including home and/or community settings of the family's choosing, to the extent possible and appropriate.

Standard 9: Health Services

Families are linked to health services that promote positive child development and the health and well-being of all family members.

Standard 10: Family Supportive Services

Families are linked to formal services and supports, and identify and use an informal support network.

Standard 11: Parent Education Services

Educational and skill-building activities empower parents and improve adult functioning.

Standard 12: Positive Child Development Services

Children receive services that meet their needs, promote their growth and development, and increase their well-being.

Standard 13: Early Intervention Services

Early intervention services promote the health and well-being of children who have or are at risk for developmental delays.

Standard 14: Case Closing and Aftercare

Case closing is a planned, orderly process, and the organization helps the family develop a plan for obtaining follow-up services.

Standard 15: Personnel

Personnel are capable of helping children and families consider options, improve their functioning, and achieve their goals.

Standard 16: Cultural Competence

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.

Program Operations and Management Standards

Standard 17: Open, Transparent Operations

The organization operates in an open and transparent manner in accordance with applicable legal requirements and uses assets exclusively and effectively to serve the purpose for which it has been created.

Standard 18: Conflict of Interest

The organization prevents the enrichment of insiders and other abuses through the adoption and enforcement of a conflict of interest policy consistent with state laws and regulations.

Standard 19: Protection of Reporters of Suspected Misconduct

The organization prohibits employment-related retaliation against employees, and others affiliated with the organization, who comes forward with information about suspected misconduct or questionable practices, and provides an appropriate, confidential channel for reporting such information.

Standard 20: Professional Conduct

The organization conducts business and delivers services in an honest, ethical, objective manner and is guided in making decisions by professional responsibility.

Standard 21: Protection of Rights and Ethical Obligations

The organization protects the legal and ethical rights of all clients by:
- informing clients of their rights and responsibilities;
- providing fair and equitable treatment; and
- providing clients with sufficient information to make an informed choice about using the organization's services.

Standard 22: Confidentiality and Privacy Protections

The organization protects the confidentiality of information about clients and assumes a protective role regarding the disclosure of confidential information.

Standard 23: Grievance Procedures

The organization maintains a formal mechanism through which applicants, clients, and other stakeholders can express and resolve grievances, including denial of service, which includes:
- timely written notification of the resolution and an explanation of any further appeal, rights or recourse;
- at least one level of review that does not involve the person about whom the complaint has been made or the person who reached the decision under review; and
- the right of the consumer or a family member to be heard by a panel or person delegated to review responsibility.

Standard 24: Personnel Development and Training

The organization's training and development program provides personnel with the information necessary to competently provide services.

Standard 25: Training Content

Personnel throughout the agency are trained to fulfill their job responsibilities.

Standard 26: Supervision

The organization has a system of supervision that promotes effective use of organizational resources and positive outcomes.

Standard 27: Leadership Endorsement of Quality and Performance Values

The organization's leadership promotes a culture that values service quality and continual efforts by the full organization, its partners, and contractors to achieve strong performance, program goals, and positive results for service recipients

Standard 28: The Foundation for Broad Use of PQI

The infrastructure that supports performance and quality improvement is sufficient to identify organization-wide issues, implement solutions that improve overall productivity, and promote accessible, effective services in all regions and sites.

Standard 29: Case Records

Case records contain sufficient, accurate information to:
- identify the consumer;
- support decisions about interventions or services; and
- document the delivery of services.

Standard 30: Client Access to Case Records

Service recipients or designated legal representatives can access their case records, consistent with legal requirements.

Standard 31: Human Resources

A stable, qualified workforce contributes effectively and efficiently to consumer satisfaction and positive service delivery results.

Standard 32: Fiscal Management

The organization's financial accountability and viability are achieved through the application of sound financial management practices that accord with legal and regulatory requirements.

Standard 33: Governance

The organization's governing body is sufficiently active, capable, and diverse to guide, plan, and support the achievement of the organization's mission and goals.

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