**Family Preservation Services**

**January 8, 2020 Provider Call**

**Agenda and Questions**

1. Upcoming DCS Roundtable scheduled for 1/20 @ noon – 2 pm. (Erin Murphy, DCS Communications)—DCS is considering changing this date due to January 20 being Inauguration Day. Please watch for additional communication about this.

* Please plan on attending this, and have your staff attend as well.
* We will have the chat open for questions then a Q&A document will be sent out.
* All staff is welcome to attend including front line staff.

1. Any questions on the evaluation from our last meeting? The PowerPoint is on the Family Pres page now (here is the direct link: <https://www.in.gov/dcs/files/INFPS_Provider_Presentation_2020_12_18.pdf>)

Elisabeth Wilson and Brian Goodwin from the evaluation team will attend the meeting to answer any questions.

* I noticed the email request on the survey does this mean we will now receive confirmation of completion?

A: Yes, we have added a receipt feature to the survey. Once the data is downloaded you will receive the receipts.

* We are creating user guides for all of our providers for the survey. We put in fake information to take screen shots and we think it submitted when we hit next. Is that an issue? Who do we need to let know.

A: We are also going to post a user guide within the next couple of days. It is not a problem for you to take screen shots. We will clear the survey right before 1/15/2021 so if you are practicing before it starts please email us to let Elisabeth know.

* The link to the survey will be sent to this group and posted online

You may forward survey to whomever you need

David or Bridget will also send an email with the survey link

You only need one link – you will use the same link every month

The survey will always be open and at your disposal to use

* For some reason, we thought in the last meeting you said that we would start entering information into the survey in February.

A: for the January referrals, all information will be due 2/12/2021 it will be one month behind. Invoicing is still due the 10th of the month following the service month.

* We are to complete the survey monthly on each child for every active case effective 1/1/2021 correct?

A: All new clients starting Jan 1 2021. Open referrals prior to Jan 1 2021 do not need to be filled in the survey

* What email address will the survey come from and how can we confirm or verify who it will go to at our individual agencies?

A: We can be flexible who it is sent from. It will also be posted on FFPSA/DCS page and the Family Preservation page. We will not be sending the link for every case every month. It will be sent one time and you will use the same survey each time.

* Can you please refresh our memory about the time frame for which clients will be included in the survey? Just active clients /referrals?
* Will the survey reflect the outcomes in the Service Standard?

A: The survey is not checking outcomes, it is tracking your use of Evidence Based Models and that safety checks are being completed. The survey is PER CHILD not per family. The survey itself does not track outcomes, just fidelity (questions 1-3 in the fidelity slide on the PowerPoint)

1. Reminder from last meeting: Service Standard changes related to Concrete Supports…added language is:



* 1. Concrete services are protective factors and should be utilized regularly
  2. Service standard has been updated

1. Invoicing questions? Dan Gelb and Megan Springer will be on the call for any invoicing questions.

* Have had an issue starting in October where we had multiple invoices denied for Family Preservation as a result of one parent who has the in-home CHINS and the other parent out of the home. We are servicing the whole family. We are getting the response that these kids are in placement.

A: That is a system error as a result of the child placed with the other parent. As a result we are checking further into the situations and have corrected the issue. If this is the only reason for denial please re-bill that. When there is a ‘removal’ from one parent and ‘placement with another Casebook will reflect this as placement.

* Who should we contact if we believe we were denied incorrectly and are not getting a reply from the Research Payment team?

A: The Payment Research email inbox receives an influx of requests. Please be patient when awaiting a response

This is still the correct email

[dcspaymentresearchunit@dcs.in.gov](mailto:dcspaymentresearchunit@dcs.in.gov)

* If a provider goes to a client’s home for a scheduled visit 3 times but they are a no show can the provider charge?

A: Yes just include that info in your monthly report and your attempts to make that contact. It is your first face to face contact that turns on the per diem. If this continues, please contact the CFT or Child Welfare Services team.

* We've been told all along that weekly safety assessments do not need to be uploaded to KidTraks and mentioned in Monthly Report, but payment research is saying we should upload them, what's the right answer?

A: That was incorrect on our part. For invoicing purposes we are looking only at the monthly report. The service grid should reflect that information.

* We had a client sent home from work for a 14 day quarantine. We got the letter and did not see the client face to face but made contact (via phone) with the client during the quarantine period and as soon as it was over we made face to face contact. Our invoice was denied because we did not do all face to face.

A: We need to have documentation that virtual contacts were approved.

* Under Fam Preservation, do you use a new invoice number under a rebill?

A: Invoice number needs to be a unique identifier for all invoices and rebills please.

* Cases with DV, one parent has been removed from the home. We’ve been completing the required documentation with the parent in the home and second services with the parent out of the home. Is it okay to have two separate reports, one for the parent and children in the home and one for the parent out of the home?

A: There may be protected information preventing you from having just one report. It is our preference that it is one report however if there is a clear reason (such as confidentiality) that a second report is best you are able to do a second report.

* If we get a court order that shows the case is closed, do we still provide services until DCS cancels the referral?

A: If the court order shows the case is closed, it is closed.  Please do not rely on the referral being closed.

* Canceled referrals – KidTraks had canceled them due to other new referrals. How do we continue?

A: This is a mutually exclusive item.

The FCM or DCS Referral inbox can create a new referral

FCMs have the ability to allow both referrals to continue, but sometimes accidentally allow one referral to cancel

Providers are having trouble with denials – once a referral is canceled and a new referral is created, two tables now exist for safety checks and the auditor may be missing them.

* Do we upload weekly safety assessments?

A: No, the service grid will reflect the safety assessment

Invoicing is only looking at monthly reports

FCM may ask for weekly safety assessments to be uploaded, but not for invoicing purposes

* We had to see a family virtually while they were quarantined – is that ok?

A: Please document this very clearly!

Anything you do outside of the service standards MUST be clearly documented and recorded

Include information in the grid as well

* If we miss a week of home safety assessments and let the FCM know, do we get denied for the entire month?

A: Family was not responsive to requests, we let DCS know

Entire month of billing was denied

You SHOULD be paid for the entire month – as long as you notified DCS properly and documented the notice

1. Referral updates (as of 1/7/2021):

|  |  |
| --- | --- |
| **Region** | **Current Active Case Counts** |
| 1 | 178 |
| 2 | 76 |
| 3 | 103 |
| 4 | 92 |
| 5 | 52 |
| 6 | 95 |
| 7 | 102 |
| 8 | 111 |
| 9 | 65 |
| 10 | 205 |
| 11 | 131 |
| 12 | 73 |
| 13 | 67 |
| 14 | 46 |
| 15 | 81 |
| 16 | 114 |
| 17 | 90 |
| 18 | 79 |
| **Grand Total** | **1760** |

1. Questions submitted:
2. There weren’t any questions submitted for this call, but feel free to bring any questions you have to the meeting.
3. Anything else?

* If we get a court order that shows a case is closed, do we keep providing services until DCS cancels the referral?

A: Court order determines case closure

If FCM indicates that DCS is going to close the case – keep serving the family until the court orders case closure, a judge does not have to agree with DCS request to close

Sometimes cases are closing quickly and without warning. This is difficult for providers as we do not get to properly wrap up services

* Does our agency pay for childcare until a voucher is available?

A: Concrete supports would be appropriate only if the child would be removed from the home if daycare was not paid for

Otherwise, no – the team should creatively help the family utilize their own resources to solve challenges while they wait for a voucher

If parents must go to work and there are no other options other than to leave a child home alone, concrete support funds may be necessary

* What do we do when the client claims to have moved far away? While we wait for the FCM to confirm – do we keep attempting to go to the home we know of and continue billing?

A: Please reach out directly to Austin or your Regional Services Coordinator to discuss this unique circumstance

1. Next meeting 1/22/2021 @ 1:00 EDT

Happy New Year!