

## FaDSS Policy 5.0 – Transferring Enrolled Families

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### Policy Statement

It is the policy of the FaDSS program that enrolled families are offered and provided transfer services from one grantee to another when eligible for such services (see FaDSS Policy 2.0 – Eligibility). The new grantee must accept the transfer regardless of capacity.

### Protocol – Initiating a Transfer

The current grantee initiates the transfer protocol by completing the following steps:

- 1) Confirm that the enrolled family is moving from the current grantee’s service area to another grantee’s service area and desires to continue receiving FaDSS services.
- 2) Make arrangements to transfer all family information necessary for effective continuation of FaDSS services by completing the following steps:
  - a) The FaDSS coordinator at the current grantee will contact the new grantee’s FaDSS coordinator to initiate the transfer and exchange contact information for the current specialist and newly assigned specialist.
  - b) The current specialist will communicate with the new specialist to 1) coordinate a joint visit (if at all possible) with the enrolled family and the new specialist and 2) provide the new specialist with relevant information to ensure continuity of services to the family until the transfer is complete.
  - c) The current specialist will ensure that all data entry requirements are up-to-date by the effective date of the transfer. **The current specialist will not complete Family Exit Information.**
  - d) The original file must be sent to the new grantee. The current grantee may copy the family file for their records if desired (not required).
  - e) Whenever possible, a joint meeting between the family and both specialists will be completed.

### Protocol – Finalizing a Transfer

The new grantee finalizes the transfer protocol by completing the following steps:

- 1) Ensure that the transferred family meets all FaDSS eligibility requirements (see FaDSS Policy 2.0 - Eligibility)
- 2) The FaDSS coordinator at the new grantee must contact their DCAA state program manager to inform them of the pending transfer. **Include: Family Name, county residing in, new specialist name and the transfer effective date.**
- 3) The state program manager will reassign the family to the new grantee in IOWA FaDSS.
- 4) **If a PROMISE JOBS participant,** the new specialist informs PROMISE JOBS of the transfer to the new grantee via email and communicates with PROMISE JOBS to ensure that FaDSS remains in the FIA unless exempt from PROMISE JOBS.

### Protocol - Service Provision for Transferred Families

When initiating services with a transferred family, the new grantee will complete following steps:

- 1) Review the family file.
- 2) The service intensity established by the grantee that transferred the family shall remain in place until such time as the new grantee is able to complete at least one home visit and has staffed the family to determine the appropriate level of service intensity going forward. The staffing will also include discussions related to initial family engagement activities such as screening and assessment.

- a) If a transfer is not successfully completed (for instance, the new grantee is unable to engage the transferred family), the transferring grantee will complete all required exit documentation for that family. The new grantee will inform the transferring grantee and the state program manager of all unsuccessful transfers.

### **Guidance**

- Transfers from one grantee service area to another are not considered exits from the state FaDSS system. Every effort should be made to ensure a seamless transfer from one FaDSS grantee to another.
- Communication between the family and both specialists (new and past) and the coordinators of each FaDSS program is critical to ensuring continuity of services throughout the transfer.
- Communication between the FaDSS specialists (new and past) and PROMISE JOBS workers (new and past) for families that are PROMISE JOBS participants is critical to ensuring continuity of services throughout the transfer.
- There may be circumstances in which it may be feasible for a family to retain the same specialist with the same grantee.

**Example:** A family moves from one service area to another but the distance is not deemed significant. In this case, it may be prudent for the current specialist to continue to work with the family. The new grantee's FaDSS coordinator will make the final decision, keeping the best interest of the family in mind.

- If the family is in a new PROMISE JOBS area and the current grantee retains the family, the specialist will contact PROMISE JOBS to inform them that 1) the family is enrolled in FaDSS and 2) ensure the FIA includes FaDSS.

Effective:

Revised: 7/1/2019