



FCRB Program Staff Policy and Procedure Manual

A program of the Iowa Child Advocacy Board

<https://childadvocacy.iowa.gov>

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Preamble

The Foster Care Review Board (FCRB) provides an essential service for Iowa children who are removed from their homes and placed in foster care. Under Iowa Code Chapter 237, the FCRB is required to review all cases referred to it to determine if satisfactory progress is being made toward the goals of the child's permanency plan. Summarizing the requirements of Iowa law, this involves a thoughtful and thorough process that includes reviewing:

- 1) Past, current and future status of the child as shown in the case plan itself and through review of case progress reports and other reports the board requires for a thorough review.
- 2) The efforts of the placing agency to locate and provide services to the biological or adoptive parents of the child that would prepare them for successful reunification with the child.
- 3) The efforts of DHS and the placing agency to facilitate reunification or find a suitable alternative placement if reunion is not feasible.
- 4) And investigating any other problems, solutions or alternatives which may affect the best interests of the child.
- 5) Compliance of all interested parties with the requirements of the case plan. This includes the parents and child involved, along with all service providers whether they contract directly with DHS or are collateral resources from the community that are involved in serving the child and family.

All of the factors listed above have an important bearing on the child's hope for a permanent home that is both safe and successful for the long term. A major focus of the training provided by the Iowa Child Advocacy Board (ICAB) for the dedicated volunteers who step forward to serve as local board members is on how to carry out the five review requirements listed above. The facilitator trained to assist in conducting its review has experience, knowledge and insight that are available to the FCRB to help ensure that each review requirement is accomplished as thoughtfully and thoroughly as possible and in a way that meets the best interests of the child.

In addition to meeting the requirements of Iowa law, the reviews meet federal requirements for a foster care administrative review system. This enables ICAB to draw federal Title IV-E funds to assist in funding the review process. Therefore, accomplishing the review in the manner prescribed in this Policy and Procedures Manual, fully using the assistance of the facilitator and ICAB staff is important to the financial viability of the program.

Section 1: Program Overview	Date Added: 2015
	Revision Date: June 2018

Section 1: Program Overview

Purpose

This section provides an overview of the Iowa Foster Care Review Board (FCRB) Program as it relates to the mission, purpose, governance, and affiliations.

Affected Persons

Iowa Child Advocacy Board staff, contracted facilitators and local board members.

1.A. Acknowledgement Letter

Within 15 calendar days of issuance of this manual or subsequent revisions, all staff and contractors who administer, facilitate and support Foster Care Review Boards and all local board members are required to review the material and sign a Letter of Acknowledgement. Program staff will upload the signed letter to the local board member's electronic volunteer file in the Child Advocacy Match System (CAMS). Staff and facilitators send/submit acknowledgement letters to the immediate supervisor.

1.B. Mission and Purpose of the Iowa FCRB Program

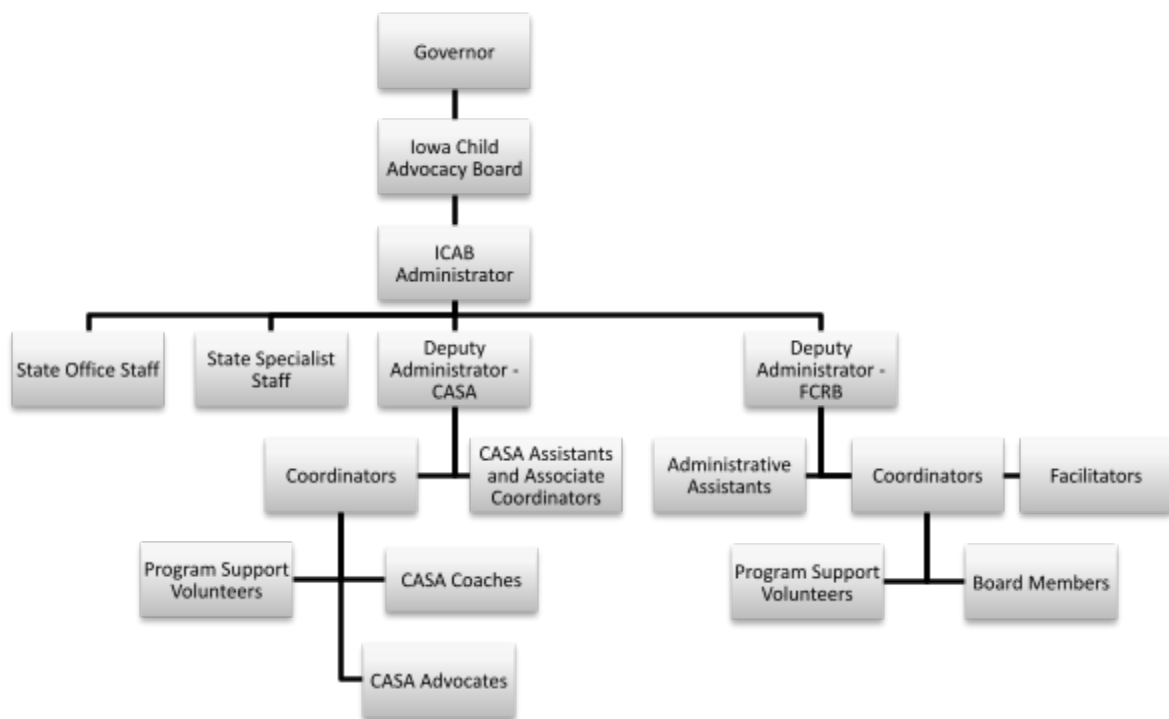
- 1) The ICAB establishes local FCRBs and selects its local board members to review cases of children receiving foster care and issues related to each child's case permanency plan.
- 2) See [Board Map](#) for the current FCRB program coverage. The FCRB Deputy Administrator collaborates with the DHS Social Work Administrators to develop a selection plan for case review by each board. The [Selection Plan](#) document identifies the frequency of case review and the specific types of cases reviewed by each local FCRB. The timing and frequency of a review of each case also considers the permanency goals, placement setting and frequency of any court reviews of the case.
- 3) The child population served by the Iowa FCRB program includes each child receiving foster care within the specific case types included in the protocol developed between ICAB, DHS and the Courts. The protocol may include a child, as defined in Iowa Code Section 234.1 who is described by any of the following:
 - a) The child's foster care placement is the financial responsibility of the state pursuant to section 234.35.
 - b) The child is under the guardianship of the department (of human services).
 - c) The child has been involuntarily hospitalized for mental illness pursuant to chapter 229.
 - d) The child is at-risk of being placed outside the child's home, the department or court is providing or planning to provide services to the child and the department or court has requested the involvement of the state or local board.

Section 1: Program Overview	Date Added: 2015
Subsection C: Program Governance	Revision Date: June 2018

4) The Iowa FCRB program selects only qualified and trained community individuals to serve as local board members.

1.C. Program Governance

The Foster Care Review Board Program is governed by the Iowa Child Advocacy Board (ICAB) and managed and guided by the state office. Local coordinators, contract facilitators, and administrative assistants manage and support the work of the Foster Care Review Boards (FCRBs). This chart depicts the organizational structure.



Following is a summary of the roles of each of these players in the FCRB Program and process along with the role of the FCRBs.

- 1) **Iowa Child Advocacy Board.** The state board is a nine-member volunteer board appointed by the Governor. This board establishes policy through adoption of administrative rules and provides oversight to both the Court Appointed Special Advocate program and the Foster Care Review Board program. The state board hires and supervises the ICAB administrator. This board is responsible for gathering and evaluating administrative data on foster care and reporting the data to the Governor, the state court administrator, the Department of Human Services and child placing agencies. One method of tracking data for the children served by the FCRB program is the Iowa Child Advocacy Board’s Foster Care Review Board DataBase (FCRBDB) data system.

Section 1: Program Overview	Date Added: 2015
Subsection C: Program Governance	Revision Date: June 2018

The state board makes recommendations to the Governor, legislature, state court administrator, Department of Human Services (DHS), and child-placing agencies on systemic problems in the foster care and juvenile justice systems, specific proposals for improvements that assist the systems in being more cost-effective and better able to protect the best interests of children, and necessary changes relating to the administrative data it collects. The state board approves all new and reappointed local board members.

- 2) **Program Administrator.** The administrator supports the state board in its efforts to develop and monitor strategic vision, mission, goals and objectives for the FCRB program and FCRB program policy. With this direction from the state board, the administrator develops and manages operational plans to carry out the state board's approved policies and strategies for achieving program goals and objectives. This includes management of program design, operational procedures, budget planning and spending, organizational design, personnel administration, training, automated system support for the program, and program measurement and evaluation. The administrator directly supervises members of the state office to provide maximum support for the FCRB program within available resources limits.
- 3) **Deputy Program Administrator.** The deputy administrator is the direct formal supervisor of assigned local coordinators and administrative support staff in the field and ensures program operations comply with policy and are directed as effectively as possible to achieve the state board's target program performance and outcome goals and objectives. With this knowledge of field operations, the deputy provides consultation to the administrator on development of policy, budget, training, organizational design, personnel administration, and automated system development and operation. The deputy administrator also guides and directs field staff in the use of measurements and metrics in a manner that increases performance and outcomes. The deputy administrator manages implementation of the ICAB strategic plan including the portions of the plan addressing FCRB program goals and objectives. This includes leading other members of the state office in developing operational plans, indicators of success in achieving program goals and objectives, collection and analysis of data related to the program progress and success and preparation of reports to policy makers highlighting progress. The deputy administrator also develops FCRB operational policies and procedures and guides development of training, automation, program improvements, and acts as the lead worker for the operational work of the administrative support staff and manages independent contracts for facilitators. The deputy serves as acting administrator in the absence of the administrator.
- 4) **Training Specialist.** This specialist designs and coordinates development and delivery of pre-service and continuing education of local board members and staff throughout the state. This includes leading ICAB's Training Committee which has responsibility for identifying and prioritizing FCRB training needs, identifying local coordinators and administrative support staff who will be responsible for leading training development and delivery in each key area of subject matter, coaching staff on elements and methods of training design and delivery, and providing training of trainers/facilitators to develop the training skills of all staff.

Section 1: Program Overview	Date Added: 2015
Subsection C: Program Governance	Revision Date: July 2021

- 5) **Local Coordinator.** A local coordinator provides overall coordination and management of the FCRB program in each county or cluster of counties where a Foster Care Review Board is assigned. The local coordinator carries out plans to recruit, train, supervise and retain local board members; collaborate with judges, DHS workers and others involved in the community's child welfare and juvenile justice systems; increasing local board diversity and cultural competence; overseeing FCRB and processes to ensure a high degree of quality. The local coordinator submits rationale statements and applications for state board approval of all local board members.
- 6) **Foster Care Review Board Facilitator.** A facilitator is assigned to each local board to assist with the review process; document the discussion, findings and recommendations of the board; prepare the board's report to the court; and help manage the transmission of case documents to local board members and retrieval from them upon completion of the review. The facilitator helps ensure that all considerations in each case are fully covered and that the board's reports to the court are of high quality. The facilitator keeps the local coordinator fully apprised of the board's work, communicating, in particular, any requests or issues the board needs the local coordinator to consider.
- 7) **State Office Administrative Assistant (AA).** This position aids ICAB by completing local board member background checks, agency timesheets, supply orders, billings/invoices, and support for the ICAB state board. The state office AA provides website management/updates, and produces the quarterly newsletter. Other tasks involve pre-service training registration, internal "help desk" for technology-related ICAB questions and issues, and maintenance of the digital dashboard measuring employee performance.
- 8) **Administrative Assistant.** The administrative assistant (AA) identifies and schedules the foster care cases that need to be reviewed for each meeting, in accordance with the protocol established for the FCRB. The AA notifies the caseworker and all interested parties of the scheduled review time for each case, ensures that each local board member has complete and updated information for the review, and collects any physical records for safeguarding upon completion of each review. The AA enters case and demographic data in ICAB's program data systems. AAs also handle any special requests about case reviews from local board members, facilitators, local coordinators, caseworkers and other interested parties.
- 9) **Foster Care Review Board Members.** Upon completion of pre-service training, **approval by the child advocacy board and execution of an Oath of Confidentiality**, the local board member begins participation on the local board at its next meeting. The board's responsibilities are to review the case of each child receiving foster care assigned to the local board to determine whether parties make satisfactory progress toward the goals of the case permanency plan. The board operates in accordance with several specific requirements for the review process established in Iowa law. Once all information is gathered, the board works with the FCRB facilitator to develop the observations, findings and recommendations that will be included in the board's report to the court.

Section 1: Program Overview	Date Added: 2015
Subsection D: Staff Orientation	Subsection added: June 2020

1.D. New Staff Orientation

Policy

ICAB provides new staff orientation to all FCRB employees introducing its mission and purposes, agency structure and oversight, the program's policies, training and position responsibilities.

Procedure

The employee's supervisor will schedule individual sessions for orientation that covers, but is not limited to:

- 1) Information about confidentiality laws and program policies and the staff person's responsibility to abide by these laws.
 - a) Iowa Code and Administrative Rules
 - b) State of Iowa Employee Handbook
 - c) Department of Inspections and Appeals Handbook
 - d) FCRB Program Policy and Procedures Manual
- 2) Information about the program's structure, service mandates, relationship to the court and human resources policies including sexual harassment and non-discrimination policies.
- 3) Lines of accountability and authority within the program.
- 4) Information about pertinent laws, regulations, and policies.
- 5) Demographics of the community and the children served.
- 6) FCRB pre-service training curriculum.

Section 1: Program Overview	Date Added: 2015
Subsection E: Professional Development of Staff	Subsection added: June 2020

1. E. Professional Development of ICAB Staff

Professional development of ICAB staff is inherent to improving the knowledge and skills of employees to advance the FCRB mission and fulfill job responsibilities. This is an ongoing process that helps employees continue to not only be competent in their profession, but also excel in it.

Policy

ICAB management and local coordinators will complete 12 hours of professional development each calendar year; FCRB administrative assistants will complete 6 hours of professional development each calendar year.

Procedure

- 1) Upon permanent employment, every employee will have a performance plan that includes an individualized professional development plan which:
 - a) Includes specific skill building, which is documented, tracked and time bound.
 - b) Includes information about the law and legal process, cultural competency, and equity, inclusion and diversity issues.
- 2) Monthly supervisory meetings will identify training and skill competency development to successfully perform the position requirements.
- 3) The plan is reviewed annually as part of the employee's performance review to solicit and provide feedback; the professional development plan is revised as appropriate.
- 4) For employees with job responsibilities for delivering pre-service training, the state office will provide an annual review of the training delivery with recommendations of areas of improvement. This will be included as part of the professional development plan.

Section 2: Ethical Conduct	Date Added: 2015
Subsection A: General Ethical Conduct Policy	Revision Date:

Section 2: Ethical Conduct

Purpose

This Code of Ethics provides local board members and staff with guidelines for professional behavior and ethical conduct. Local board members and staff shall abide by this Code of Ethics and all laws and regulations governing their activities.

Affected Persons

Iowa Child Advocacy Board staff, contracted facilitators and local board members

2.A. General Ethical Conduct Policy

Policy

Local board members and staff shall uphold the credibility and dignity of the program by conducting all business in an honest, fair, professional and humane manner.

- 1) Local board members and staff shall not use their authority inappropriately, nor condone any illegal act or unethical practice related to the program or community.
- 2) Employees, local board members and state board members shall immediately notify the ICAB office of any criminal charges filed against them.
- 3) Local board members and staff shall not use the FCRB program to promote personal gain through the inappropriate use of goods/materials, confidential information or by abuse of their position.
- 4) Local board members and staff shall avoid any action that could adversely affect the confidence of the public in the integrity of the program.

Section 2: Ethical Conduct Date	Date Added: 2015
Subsection B: Conflict of Interest Policy	Revision Date:

2.B. Conflict of Interest Policy Related to FCRB Membership

Definition

Conflict of Interest: When a local board member or staff is in a situation where their professional, personal involvement or private interest could lead to the disregard or appearance of disregard of the responsibility to discharge an official public duty in an objective and fair-handed manner.

Policy

Local board members and staff shall not engage in any activity that might create a conflict with their position as a member of or staff for the local board.

Procedure

- 1) Local board members and staff shall handle conflicts of interests related to their positions associated with local board as follows:
 - a) Any person with a possible conflict of interest with the FCRB reports the conflict immediately to the local coordinator (Staff supervisor if the local coordinator is the person with the conflict). The individual will resolve the conflict to the satisfaction of the local coordinator (Supervisor if the local coordinator is the person with the conflict) or resign from the position.
 - b) If the local board member, staff member or facilitator does not 1) report the conflict or 2) fails to resolve the conflict or resign the position upon reporting the conflict, the local coordinator shall report the conflict immediately to the area supervisor and administrator for resolution. In this circumstance, the administrator reports the conflict and recommends resolution to the state board.
 - c) If any local board member, staff member or facilitator fails to disclose a potential conflict of interest prior to becoming involved in a transaction or decision affected by the conflict, appropriate discipline or dismissal will be implemented.

Section 2: Ethical Conduct	Date Added: 2015
Subsection C: Non-Discrimination Policy	Revision Date: July 2021

2.C. Non-Discrimination Policy

Policy

The FCRB program is an equal opportunity organization that will not allow discrimination based upon age, ethnicity, ancestry, gender, gender expression, national origin, disability, race, religion, sexual orientation, social economic background, or any other status prohibited by applicable law.

- The local board members and staff complete training in the operations of the court, child welfare systems, and in the dynamics of child abuse and neglect.
- The local board members and staff must respect a child's inherent right to grow up with dignity in a safe environment that meets the child's best interest, first and foremost with a biological parent if the parent is able to provide a minimum sufficient level of care to the child.
- Foster care reviews are conducted without bias.

Section 3: Public Communication and Relations	Date Added: 2015
Subsection A: Public Communication Strategy	Revision Date:

Section 3: Public Communication and Relations

Purpose

Child Advocacy Board staff will maintain a proactive working relationship with judges, attorneys, DHS, service providers and other parties involved in cases, as well as maintain a positive community presence. Public support is a significant factor in maintaining program credibility and sustainability.

Affected Persons

Child Advocacy Board staff, contracted facilitators and local board members

3.A. Public Communication Strategy

Policy

Child Advocacy Board staff actively engage in partnerships and coalitions that help mobilize resources and influence systems, enhance relationships among partners, and serve as a catalyst for changing policies, programs and practices.

Procedure

Child Advocacy Board staff are responsible for conveying information about the FCRB program to the public in their assigned areas. They carry out an ongoing program of public information and education that promotes an understanding of the program’s purpose, function and place in judicial proceedings and the child welfare system. The ongoing program includes the following features.

- 1) At least annually, the local coordinator shall assess the FCRB’s working relationship for the counties involved with local judges, county attorneys, children’s lawyers and GALs, DHS and contracted service providers.
 - a) The assessment process shall include personal contact with each of these system partners.
 - b) Based on the assessment, the local coordinators shall develop a plan that builds upon the FCRB’s successes in advocating for children and addresses any areas needing improvement.
- 2) Outreach to make known the FCRB program’s role, functions and capacities to other agencies, community organizations, governmental bodies and corporations as appropriate. Local coordinators shall perform public speaking engagements in accordance with the public communications strategy.

Section 3: Public Communication and Relations	Date Added: 2015
Subsection A: Public Communication Strategy	Revision Date:

- 3) The FCRB program works closely with representatives from the legal and social services communities, other child advocacy programs, community service and civic groups as well as with businesses to accomplish its purposes and to foster interagency collaboration and coordination of services. local coordinators are encouraged to participate in child welfare collaborations within their communities.
- 4) When using social media for public communication, local board members and staff shall comply with the written ICAB [Social Media Policy](#).

Section 3: Public Communication and Relations	Date Added: 2015
Subsection B: Crisis Management Strategy	Revision Date:

3.B. Crisis Management Policy

Policy

ICAB management supervises all FCRB staff. Staff members shall immediately report to the administrator and deputy administrator concerns, questions and information that might have a significant impact on the program's credibility, reputation or funding. Crisis examples may include failure to adhere to program policy resulting in harm to a child, or media providing negative information about the work of the program.

Procedure

- 1) The leadership team members involved will assess situations with gathered facts, and inform as appropriate other key contacts (e.g. ICAB Chair; Department of Inspections and Appeals (DIA); Iowa Governor's Office; the court, other state agencies) about the developments involving the FCRB program and the potential significant negative impact on program goals or operations.
- 2) If a crisis arises at a state level that would affect a particular local program, the administrator or deputy administrator shall inform the affected local coordinator(s) of the situation.
- 3) Direct legal and media issues to the appropriate state-level personnel. Written responses will be prepared and released in a clear, concise manner with the guidance of DIA/Iowa Governor's Office.
- 4) The involved staff members shall address the crisis intervention needs of local board members. ICAB Management addresses staff needs on an individual basis, in consultation with the affected person(s). Initiate intervention within 72 hours of the incident.

Section 3: Public Communication and Relations	Date Added: 2015
Subsection C: Media and Legislative Contact	Revision Date: July 2021

3.C. Stakeholder, Media and Legislative Contact Policy

Policy

Local boards members and staff shall not comment on any case to the media or legislators and shall not discuss information about cases with the media or arrange for interviews of children or parents, regardless of their consent. The FCRB program does not exploit children and families to receive media attention. The policy of ICAB and the DIA is to ensure that employees, in the conduct of official state business, represent the official position of ICAB when having contact with stakeholders, legislators and members of Congress and their staff.

Procedure

- 1) If contacted by the media or a legislator regarding a case or the FCRB program, local board members shall contact the local coordinator, and the local coordinator shall contact the administrator or deputy administrator as needed. Local board members may participate in providing the response, if deemed appropriate, through consultation between the local coordinator and administration. If the media or a legislator interviews a local board member, the local coordinator shall be present to assist in clarifying any policy and practice points needed to ensure accurate understanding.
- 2) If staff knows of an article appearing about the FCRB program, the staff member shall send a copy of the article to the administrator and deputy administrator.
- 3) Legislative or congressional staff includes caucus staff, secretaries to legislators, legislative service or fiscal staff, or any other person calling on behalf of a state legislator or of Congress. If a state legislator or member of Congress or their staff with questions contact local coordinators and an accurate answer is available, provide the answer to the person immediately and then notify the administrator or deputy administrator of the contact and response. If the question or request requires further research or written reply, contact the administrator or deputy administrator immediately for further direction.
- 4) **As a local board, any contact with state officials, stakeholders, legislators, members of Congress or their staff must be vetted by the local coordinator. Local coordinators will assess the situation, consult with administration, and work with the board to determine the best course of action. Any written communication from a local review board or local board member, in the member's capacity as a board member, to state officials or media shall be sent to the child advocacy board office and reviewed by the administrator prior to its release. (Iowa Administrative Rule 489, 3.1(3)).**
- 5) The policy does not restrict a local board member's or employee's rights as a private citizen or constituent to contact state officials, legislators, members of Congress or their staff to express his or her personal views on an issue. Employees may not make personal legislative advocacy contacts on work time.

Section 4: Promoting Cultural Competence	Date Added: 2015
Subsection A: Cultural Competence Policy	Revision Date:

Section 4: Promoting Cultural Competence

Purpose

Child Advocacy Board is committed to ensuring an equitable and fair outcome for *all* children. local board members and program staff strive to increase their understanding of cultural differences and to develop competence in working with children and families with cultural backgrounds different from their own. Local board members and staff strive to understand the impact of racial and ethnic differences that may contribute to the disproportionate representation of children and families of color in the child welfare system.

Affected Persons

Child Advocacy Board staff, contracted facilitators and local board members

4.A. Cultural Competence and Cultural Humility

Policy

ICAB staff, including contract facilitators, and local board members shall apply cultural competence in every aspect of professional conduct and foster care review practices.

Procedure

- 1) Using training resources and other learning opportunities, all staff and local board members are expected to develop:
 - a) A sense of cultural humility, that is, the ability to maintain an approach in interpersonal relationships that is open to the aspects of cultural identity that are most important to the children and families served by the FCRB program, and
 - b) Increased individual and team cultural competence, that is, a set of principles, behaviors and practices that, together, enable the FCRB program to work effectively in cross-cultural situations.

Section 4: Promoting Cultural Competence	Date Added: 2015
Subsection B: Community Partnerships Policy Subsection C: Recruitment for Diversity Policy	Revision Date:

4.B. Community Partnerships

Policy

Staff shall identify and promote opportunities for local board members to collaborate with child welfare providers and court representatives to increase cultural humility and cultural competence in a manner that helps identify and address the root causes of disproportionality in child welfare and justice systems.

4.C. Recruitment for Diversity

Policy

Local coordinators shall establish written local board member recruitment plans which demonstrate that inclusiveness and diversity are essential components of quality advocacy and include targeted strategies to attract local board members from diverse cultural and ethnic backgrounds.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection A: Recruitment Plan	Revision Date:

Section 5: FCRB Member Recruitment, Selection, Training and Retention

Purpose

The FCRB program is inclusive and committed to establishing a volunteer pool that represents a cross section of the professional, personal and cultural backgrounds needed to understand and advocate effectively for the permanency needs of children served by each FCRB.

Affected Persons

Child Advocacy Board staff and local board members

5.A. Recruitment Plan: Professional, Personal and Cultural Diversity

Policy

Each local coordinator has a written plan for recruiting and selecting local board members who represent a cross section of the professional, personal and cultural backgrounds needed to understand and advocate effectively for the permanency needs of children served by each FCRB. The recruitment plan document describes how professional and cultural inclusiveness and diversity are essential components of quality advocacy. It includes targeted strategies to attract members from diverse cultural and ethnic backgrounds, gender, professional and personal backgrounds, and a variety of age groups and socio-economic levels.

Procedure

- 1) Local coordinators shall, in consultation with a supervisor, review and revise FCRB recruitment plans for a one year period.
- 2) The staff may use a variety of recruitment methods to meet the goals set forth in the recruitment plans.

Resource

[Volunteer Recruitment Plan Template](#)

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection B: Recruiting New FCRB Members	Revision Date: July 2021

5.B. Recruiting New Local Board Members

Policy

Implement recruitment activities when a board vacancy occurs or a new foster care review board is established.

Procedure

- 1) The local coordinator personally contacts potential candidates who meet the recruitment criteria for the vacancy to explain the program, the attributes needed in the person selected to fill the vacancy, and answer questions about this volunteer commitment.
- 2) Enter all inquiries into ICAB's online data system.
 - a) In the Volunteer Inquiry modal, enter all required information and any additional information received from the interested individual.
 - b) The local coordinator is required to make and document a minimum of three contacts/attempts with each inquiry within 60 days of the first contact (if the person has not applied in those 60 days). **Enter all contact dates, methods, and notes in the Volunteer Inquiry modal.**
 - c) If the local coordinator makes three unsuccessful contacts or attempts, the inquiry will be processed off the dashboard by entering an Outcome of Inquiry in the Volunteer Inquiry modal.
 - If the person has become unresponsive after three attempts, select "Never Called Back"
 - If the person wants to wait until a later date to discuss the opportunity, click "On Hold"; the inquiry will stay on the dashboard and the status light will turn blue.
 - If the person applied but did not drop off the Inquiry Dashboard, select "Application Received"
 - If the person indicates they are not interested, select "Not interested at this time"
 - d) Contact information for processed inquiries (inquiries removed from the Inquiry Dashboard) remains in the data system. To retrieve the information,
 - Conduct an Inquiry Search from the Case Management drop-down on the menu bar
 - Enter last name, Search
 - Click on the pencil to edit the Inquiry
 - Note: all prior notes entered are still available

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection B: Recruiting New FCRB Members	Revision Date: July 2021

- Change the Outcome of Inquiry to the blank field (first in the drop-down list)
 - Save
 - The individual will return to the Inquiry Dashboard for updating and processing
- 3) If interest continues following the contact, the local coordinator will direct the potential candidate to the CAMS online application URL to complete an online application. The local coordinator may also email the potential candidate:
- a) [FCRB Program Overview](#)
 - b) [Local Board Member Position Description](#)
- 4) The local coordinator may also provide a standardized packet of written information if requested by the inquiry. The packet includes:
- a) [Recruitment cover letter](#)
 - b) [Application](#) - *only use if the candidate is not able to complete an online application. Make a copy from the resource folder; update office and email info on the last page. Change the permissions to Editor to allow for the individual to complete the application via computer.*
 - c) [FCRB Program Overview](#)
 - d) [Local Board Member Position Description](#)
- 5) If the potential candidate expresses interest in applying for the vacant FCRB position, the local coordinator will **instruct the candidate to apply online in ICAB's data system. Once the application is received, the local coordinator will schedule and conduct an interview with the candidate. See 5.C. Screening Process for further instruction about the interview process.**
- a) **Background check consent forms must be signed at the interview.**
 - b) **The applicant shall also sign a [confidentiality agreement](#) to observe a local board in action.**
- 6) The local coordinator arranges for a potential candidate to visit a FCRB meeting with the expectation to observe the process for several reviews and interact with the local board members between reviews or during scheduled breaks. Observation of a local board **should occur during the Orientation module as a step in the pre-service training process.**
- a) **Local coordinator or designee enters the date of observation in the candidate's volunteer digital record and uploads the signed confidentiality agreement to the Documents section.**

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection C: Screening Process	Revision Date: July 2021

- b) Observation of a local board can be waived if the candidate *has previously participated in a foster care review as a:*
 - i.) Former Board Member or Facilitator
 - ii.) CASA Advocate / Coach
 - iii.) Former DHS worker or provider or other interested party
 - iv.) Former Foster Parent (licensed foster parents cannot serve on a board)
- c) Local coordinator enters a note in the candidate's digital records noting why the observation was waived.

5.C. Screening Process

Policy

All potential applicants shall complete a formal interview, submit references and complete background checks as part of the screening process for local board members.

- Prior board members or facilitators, who left the program two or more years ago, must complete all on-boarding and pre-service training requirements prior to serving a three-year term on a local board.
- Board members who take a leave of absence during a term may return within the three-year term without any additional screening; coordinators can determine the need for refresher training.
- Board members who resign from a local board but return within one year of leaving a local board may return without any additional screening or pre-service training; a new three-year term begins.

Procedure

- 1) Completing the FCRB interview:
 - a) The local coordinator will schedule a time to meet with each interested applicant to conduct an interview.
 - b) The interview process is a way for the local coordinator to meet face to face with the applicant and get to know more about the individual, the person's qualifications and the match between those qualifications and the needs identified in the FCRB Recruitment Plan established [pursuant to Section 5.a.] The [Interview Guide and Questionnaire](#) provides an outline for conducting the interview, documenting the information obtained, *and uploading the completed form to ICAB's data system.*

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- c) The following persons are not eligible to serve on a local board:
- Employees of ICAB, DIA, DHS, the District Court, an agency providing services to DHS for children.
 - A foster parent providing foster care.
 - Persons who would be screened out through records checks (see paragraph f).
- d) Upon completion of the interview, the local coordinator will explain the next steps and ask the applicant to complete and sign the back-ground check releases, as follows:
- i) Child Abuse Registry ([DHS Child Abuse Check](#))
 - ii) [ICAB Background Check form](#) which covers:
 - Sex Offender Registry Check
 - Iowa Criminal Record Check with DCI
 - National Criminal Record Check includes SSN verification
 - Motor Vehicle Check
- e) The local coordinator will email signed forms to the state office administrative assistant for processing. Complete background checks prior to the member completing pre-service training and being sworn in as a board member.
- f) Screening based on records checks
- i.) Staff do not accept applicants who refuse to sign required background check releases.
 - ii.) Any applicant found to have been convicted of, or having charges pending for, a felony or misdemeanor involving a sex offense, child abuse or neglect or related acts that would pose a risk to children or to program credibility is not accepted as a local board member.
 - iii.) Staff do not accept an applicant with a documented criminal domestic abuse, child physical abuse offense or sexual abuse documented on the abuse registry.
 - iv.) The administrator may make an exception for an applicant with convictions for other types of misdemeanors or felonies that would not pose a risk to children or program credibility.
 - v.) Local coordinators may request an exception from the administrator if an applicant has a negative background check finding. The administrator will consider the extent of the rehabilitation since the misdemeanor or felony was committed, as well as any other factors that may be necessary to determine the acceptance of the applicant. Consult the [CAMS Staff User Guide](#) for how to process a request for exemption in the data system.

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Subsection C: Screening Process	Revision Date: July 2021

g) Screening based on Personal Reference Checks

- The local coordinator will send a [reference letter](#) and [reference questionnaire](#) to the three (3) individuals provided by the applicant, all of whom are unrelated to the applicant. This process can also be completed via email.
- Document reference checks in ICAB's data system; upload completed references to the Volunteer face sheet: Documents.
- Each applicant needs three (3) completed references on file to meet ICAB screening requirements.
- The local coordinator reviews the references as part of the screening process for the applicant. The local coordinator may also contact DHS supervisors regarding the names of any applicants. DHS may be aware of potential conflicts of interest with some applicants. The local coordinator considers the information when screening the applicant **and addresses any potential concerns before making a final determination to accept the applicant.**

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection D: Selection of Local Board Members	Revision Date: July 2021

5.D. Screening and Selection of Local Board Members

Policy

Each board consists of five members and two alternate members to serve on each local board in consultation with the chief judge of each judicial district. (Iowa Code §237.19). The members of each local board shall consist of persons of the various social, economic, racial, and ethnic groups and various occupations of their district and who have demonstrated an interest in children and their welfare through community service or professional experience.

Procedure

- 1) The Child Advocacy Board delegates responsibility to the administrator to develop and for local board coordinators to implement an application, recruitment, screening and training process for appointments to vacated local board positions:
 - a) The process will culminate in the coordinator's preparation of a written selection rationale statement about the prospective appointee to the child advocacy board.
 - The local coordinator will prepare the [Rationale Statement for New Volunteer](#) with the application and submit it to the deputy program administrator via email by the 10th calendar day of the month (or the following work day if the 10th falls on a weekend) preceding the applicant's intended start date with the local board.
 - If the rationale statement is not submitted prior to the applicant's start date with the local board, the local coordinator must include an explanation of why the statement and corresponding information was not submitted prior to the applicant's start date.
 - b) The administrator (or designee) will submit each written selection rationale statement electronically to all child advocacy board members no later than 30 calendar days prior to the beginning date of the local board member's prospective term. If a board member vacates the position mid-term, the selection process and resulting written selection rationale statement shall be submitted to the child advocacy board as soon as practicable.
 - The deputy administrator sends the rationale statements to the state board by the 13th calendar day of each month (or the following workday if the 13th falls on a weekend).
 - c) Within 15 calendar days after receipt of the written selection rationale statement, any state board member may request a telephonic Child Advocacy Board meeting to review a prospective appointment. During the meeting, state board members may raise questions and then vote for the approval or disapproval of the prospective appointment.
 - d) If no meeting is requested, the prospective local board member is deemed approved by the state board.

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- 2) A person employed by the department of inspections and appeals, the department of human services, the judicial department, an employee of an agency with which the department of human services contracts for services for children under foster care, or a child-placing agency shall not serve on a local board. The local coordinator shall communicate to the chief judge (or designee) and to the DHS designee for the Service Area the names of potential members, and shall pay attention to input received.
- 3) Vacancies on a local board shall be filled in the same manner as original appointments are made, following board composition expectations listed in 1) above. For boards reviewing youth from a cluster of counties, the expectation will be for the board membership to reflect residency from various counties represented. When a vacancy occurs, the local coordinator will review the remaining local board composition and specifically recruit to fulfill the expectations for diversity listed above. Follow the screening process once an eligible potential volunteer meets the criteria to serve.
- 4) The term of a local board member's appointment shall not exceed three years. The Child Advocacy Board shall fix the tenure of individual appointments so that no more than one-third of the membership's terms expire in a given year. The following will occur when a board member's term is renewed:
 - a) Local coordinator will **conduct a [volunteer progress review](#) with the board member at least two months prior to the end of the term. The local coordinator must complete the progress evaluation by:**
 - i.) **Adding feedback to the board member as indicated on the form.**
 - ii.) **Signing and dating the progress review document.**
 - iii.) **Discussing the review with the board member and providing a copy of the completed document to the board member.**
 - iv.) **Uploading the document to the board member's digital record.**
 - b) **If the board member is seeking reappointment,** the local coordinator will have the board member sign background checks for a three-year check; submit the signed background check forms to the state office for processing;
 - c) Document results of the background checks in CAMS and upload the completed checks to the Volunteer Face sheet in CAMS.
 - d) **Submit a copy of the volunteer progress review and a [rationale statement for reappointment](#) to the deputy administrator by the 10th day of the month for state board approval. Upon approval for reappointment by the child advocacy board, the rationale statement document is uploaded to the volunteer's digital record by the administrative assistant.**
- 5) In January of each year and within one month of any board changes, the administrative assistant will update the FCRB member lists to reflect new appointments and changes in board chair and co-chair positions.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection E: Member Training Requirements	Revision Date: June 2020

5.E. Member Training Requirements

Policy

Local board members shall successfully complete all pre-service training requirements as outlined by the FCRB Program. In addition to pre-service training requirements, each member will complete 6 hours of ongoing training each year, prorated to their start date during the first year of service.

Procedure

- 1) Prior to being sworn in, the prospective local board member shall schedule and complete pre-service training requirements with the local coordinator. The local coordinator delivers the individualized training locally. In the event that the prospective applicant is required to travel more than 50 miles for training, the person may claim mileage for the travel. To do so, the applicant will complete a [Substitute W-9 Form](#) and a [Travel Claim Form](#) and submit it to the local coordinator who will forward it to the state office. Consult the Iowa Department of Administrative Services website for reimbursement rates.
https://das.iowa.gov/sites/default/files/acct_sae/travel-relo/in_state_travel_reimbursement_summary.pdf

For additional information on receipts, view the [Meal Receipt FAQ](#) .

- 2) The training includes the following components as required by Iowa law:
 - a) The history, philosophy and role of the juvenile court in the child protection system.
 - b) Juvenile court procedures under the juvenile justice act.
 - c) The foster care administrative review process of the department of human services.
 - d) The role and procedures of the citizen's foster care review system including case file management and confidentiality.
 - e) The Adoption Assistance and Child Welfare Act of 1980, Pub. L. No. 96-272.
 - f) The purpose of case permanency plans, and the type of information that will be available in those plans.
 - g) The situations where the goals of either reuniting the child with the child's family or adoption would be appropriate.
 - h) The legal processes that may lead to foster care placement.
 - i) The types and number of children involved in those legal processes.
 - j) The types of foster care placement available, with emphasis on the types and number of facilities available on a regional basis.
 - k) The impact of specific physical or mental conditions of a child on the type of placement most appropriate and the kind of progress that should be expected in those situations.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection E: Member Training Requirements	Revision Date: July 2021

3) Continuing Education

- a) A local board member shall complete a minimum of 6 hours of continuing education annually, prorated for the member's start date during the year. The training includes a required session on securing and maintaining confidential information.
- b) Board members receive the required annual amount of continuing education during board days. Some of the training topics are required training topics provided on a cyclical schedule. This will include refresher training on such topics as safeguarding confidential hard copy and automated information and documents, board review and reporting expectations, and frequently occurring child and family issues such as domestic violence, mental health and substance abuse. Local coordinators may select additional topics to meet the specific learning needs of local board members.
- c) **The administrative assistant (AA) sets up the continuous education classes for each local board in CAMS and tracks volunteer completion for each class.**
 - i.) **All board members in attendance at the review day when training is delivered are given completion credit in CAMS.**
 - ii.) **Absent board members who complete a worksheet are given full credit for completing the training as an independent study.**
- d) **Opportunities for "Coordinator Choice" will be built into each calendar year; the number of "Coordinator Choice" sessions will depend on the other topics scheduled for continuous education of board members.**
- e) **When "Coordinator Choice" is on the continuous education schedule, the local coordinator is responsible for providing 60 minutes of training. Options include:**
 - i.) **Secure a speaker to present to the board members on a topic selected by the coordinator; confirm the speaker's attendance at least one day prior to the board meeting; or**
 - ii.) **Provide materials on a selected topic to the administrative assistant (AA) at least two weeks prior to the board meeting. The material should include a Facilitator Guide if the contract facilitator is expected to deliver the materials. Format is typically a 30 minute pre-reading document and then 30 minutes of application during the board meeting day; or**
 - iii.) **Provide an independent study on a selected topic which includes learning objectives.**

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection E: Member Training Requirements	Revision Date: July 2021

- f) When “Coordinator Choice” is on the continuing education schedule, the AA will:
 - i.) Consult with the local coordinator to determine how much training time needs to be included in the agenda.
 - ii.) Secure any handouts or materials from the local coordinator at least two weeks prior to the board meeting day; provide copies to the facilitator and board members.
 - iii.) Set up class in ICAB’s data system using Coordinator Choice as the Topic and selecting the appropriate match for the Title for the training.
 - iv.) Process training completion for FCRB members and enter any evaluations in ICAB’s data system.
- 4) The local coordinator or designee will document all pre-service training and continuing education completion in ICAB’s data system for each local board member.
 - a) Pre-service training classes are entered and outcomes are tracked in ICAB’s data system to include the initial security awareness training.
 - b) Pre-service evaluations must be entered into ICAB’s data system.
 - c) Administrative assistants will enter all continuing education classes in ICAB’s data system for local boards and track training completion for each local board member. Utilize the board member hours/miles sheet to track attendance at the local board meeting to determine which board members received training during the review day.
 - d) Administrative assistants will enter all training evaluations in ICAB’s data system that are provided by local board members. Evaluations are entered through the Training Evaluations Dashboard. Any evaluation that is not entered within 30 days of the completion date will become available for data entry.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection F: Swearing-In Ceremony	Revision Date: July 2021

5.F. Swearing-In Ceremony

Policy

A local judge or designee administers an Oath of Confidentiality with all **individuals who have successfully completed the onboarding process. The Oath of Confidentiality signifies the individual becoming a local board member and must be executed before the start of the volunteer's term.**

(Note: This policy language clarification is significant because ICAB staff is not able to share or provide confidential case information with individuals who are not local board members pursuant to Iowa Code §237.21.)

Procedure

- 1) The prospective local board member shall read the Iowa Code sections in preparation to take the Statement of Confidentiality Oath; the presiding juvenile court judge or designee administers the oath prior to start of the board member's service on a local foster care review board.
- 2) The local coordinator shall schedule a time with the judge for the appointment ceremony; making sure the prospective local board member is available. In some areas of the state, local coordinators may be able to arrange for the local judge to attend the final training session and swear in all the volunteers at one time. Introduce the judge and volunteer(s). Documents needed are:
 - a) Oath for the volunteer and judge to sign.
 - b) Certificate for the judge to sign. Certificates are obtained from the state office.
- 3) The judge or designee conducts an appointment ceremony using the Statement of Confidentiality Oath. Seek permission from the judge and volunteer before taking any photographs. Photographs can be used to recognize the new volunteer and promote the program in local newspapers or via social media.
- 4) The local coordinator stores a copy of the oath in the local board member's electronic record in ICAB's data system; give the original oath to the local board member.

Resources:

- [Iowa Code Sections \(for oath\)](#)
- [Statement of Confidentiality Oath](#)

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection G: Member Retention and Recognition	Revision Date: July 2021

5.G. Member Retention and Recognition

Policy

Local coordinators shall maintain a personal, yet professional relationship that recognizes and rewards the good work of local board members.

Procedure

- 1) Local coordinators shall establish **informal and formal practices** for recognizing local board members and rewarding good work.
- 2) Local board members approve or deny permission to take and print their photographs online and in ICAB publications by completing the P&P Acknowledgement form. If ICAB seeks to use the photographs for any other purpose, staff requests specific permission for that purpose.
- 3) The administrator shall develop a local board member evaluation process. The local coordinator shall complete the evaluation process at least one time for each local board member during the individual's three-year term. The local coordinator shall consider the results of the evaluation when determining whether to seek appointment of the local board member to a successive term. When seeking reappointment, the local coordinator:
 - a) Submits a written selection rationale statement to the FCRB deputy administrator for submission to the state board for review prior to the start of the new term; the local coordinator shall include a summary of the progress evaluation results for the local board member.
 - b) When seeking reappointment of a board member for a new three-year term, new background checks must be submitted to the state office prior to the start of the new term. Refusal by the board member to sign and consent to background checks results in dismissal from the program.
 - i) Child Abuse Registry ([DHS Child Abuse Check](#))
 - ii) [Iowa Child Advocacy Board Form](#) which covers:
 - Sex Offender Registry Check
 - Iowa Criminal Record Check with DCI
 - National Criminal Record Check includes SSN verification
 - Motor Vehicle Check
- 4) A local board member may serve continuous successive terms when agreed upon by the coordinator and approved in accordance with this rule.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection H: Dismissal of a FCRB Member	Revision Date: June 2020

5.H. Dismissal of a FCRB Member

Policy

Local coordinators dismiss a board member from the FCRB program when the member meets the grounds for removal.

Definition

- 1) Grounds for removal are:
 - a) Not completing six (6) hours of continuing education sessions per calendar year.
 - b) Missing two consecutive board meetings or four board meetings in a year's period, without justifiable cause as determined by the local coordinator.
 - c) Releasing confidential information pursuant to Iowa Code sections 600.16, 217.30, 235A.15, 237.21, chapters 21 and 22 and other statutory provisions requiring confidentiality.
 - d) Any action or behavior that is inconsistent with the purpose and objectives of Iowa Code sections 237.15 to 237.22, the board, and these rules.
 - e) Refusal to sign and consent to background checks for each term served.

Procedure

- 1) The local coordinator will inform the administrator if grounds for removal of a local board member are evident.
- 2) If in agreement, the administrator shall write a letter requesting the state board act with specific cause and identify the nature of the cause for removal of the local board member. Provide a copy of the request to all state board members and the person in question at least 15 calendar days in advance of the state board meeting to address the matter.
- 3) The person in question may enter written or oral statements to the state board 10 calendar days in advance for the state board's consideration.
- 4) The state board shall make the final decision, with no further appeal available, when a quorum is present by an affirmative majority vote. Provide written notice of the decision to the local board member and reflect the decision in the board minutes.

Section 6: Safeguarding Staff & Volunteers	Date Added: July 1, 2017
Subsection A: Weapons	Revision Date:

Section 6: Safeguarding Staff and Volunteers

Purpose

To ensure staff and volunteers are able to work in environments free from physical, verbal, and psychological violence and threats of violence.

Affected Persons

Child Advocacy Board staff, contracted facilitators and local board members

6.A. Weapons

Policy

No Department of Inspection and Appeals (DIA) employee shall carry or possess firearms or any other weapons while on duty. See the Violence Free Workplace Policy in the Department of Administrative Services Handbook.

https://das.iowa.gov/sites/default/files/hr/documents/MS_manual/Policy-WorkplaceViolence.pdf

- Regardless of whether a volunteer board member possesses a non-professional concealed weapons permit, those volunteering for the FCRB program may not possess a weapon at any time while conducting any work within the scope of FCRB duties.
 - This includes possession of firearms, electroshock weapons, knives, explosives and any chemical whose purpose is to cause harm to another person.
 - ICAB staff and volunteers will not bring weapons onto any property owned or leased by the Child Advocacy Board or brought to any property where an ICAB-sponsored event or training is taking place.
 - Volunteers may not possess weapons on their person while conducting FCRB work.
 - Violation of this policy will be subject to disciplinary action, up to and including termination.

- Advocates with a Peace Officer or Professional Weapons Permit (i.e. law enforcement officials or members of the military) are encouraged to conduct FCRB-related business off work time.

- **Concealed Weapons Signs:** “Some states that allow residents to carry a concealed weapon (CCW), with or without a required permit, have “opt out” laws that empower a private business to voluntarily create a “weapons free” zone by posting a “no concealed weapons allowed” sign on their premises. Iowa law does not empower a business to create a “weapons free” zone by posting a sign, nor does it explicitly forbid the posting of such signs at businesses or facilities where CCW is forbidden.” *Source: Compliance-Resource Bulletin, State-Iowa.*

Section 6: Safeguarding Staff & Volunteers	Date Added: July 1, 2017
Subsection B: Board Safety	Revision Date:

Purpose

To ensure FCRB facilitators and volunteers are able to fulfill their role in environments free from physical, verbal, and psychological violence and threats of violence.

Affected Persons

Contracted facilitators, local board members and all persons who attend local foster care review board meetings.

6.B. Board Safety

Policy

The Child Advocacy Board promotes a culture of safety for facilitators and local board members. ICAB encourages safe practices that include, but are not limited to, setting up meeting spaces so people can exit easily in potentially violent situations, holding meetings in facilities with secure entrance where available, restricting access to objects that may be used as weapons and having a fully charged mobile phone available during the meeting for emergencies.

FCRB facilitators and volunteers receive board safety education through the pre-service training curriculum and ongoing in-service sessions. Board safety training can include skill building in risk assessment, risk reduction, and verbal de-escalation techniques.

Procedure

In the event an incident occurs during a foster care review board meeting, the following steps shall be taken:

1. Facilitator uses verbal de-escalation techniques to reduce the risk.
2. If a situation escalates, direct the individual to leave.
3. Contact the police if any party feels they or others are in imminent danger.
4. The facilitator shall notify the local coordinator as soon as possible following the incident.
5. The facilitator documents the incident in the FCRB report.

In the event someone notifies the local FCRB office of the potential that an interested party may become verbally or physically aggressive at a review meeting and request police presence, the FCRB staff shall:

1. Direct the individual making the request for police presence to arrange this with law enforcement.
2. Notify the FCRB facilitator and local board members of the potential risk so they can take precautions.

Section 6: Safeguarding Staff & Volunteers	Date Added: July 1, 2017
Subsection B: Board Safety	Revision Date:

3. Remind the FCRB facilitator to obtain the names of any law enforcement officials that are present during the review and document the individual's presence in the FCRB report.

In the event the FCRB facilitator or a local board member contacts the local coordinator or administrative assistant with concerns about the risk for a potentially escalated situation based on documentation in the case file, the administrative assistant shall:

- 1) Contact the DHS case manager for more information.
- 2) Share the information with the local coordinator and consult about whether police need to be present.
- 3) If the decision is made to request police presence, the administrative assistant shall contact the local law enforcement office to arrange police presence per the local law enforcement protocol.

In the event an interested party presents at the review and is suspected to be under the influence of alcohol or illegal substances, the following steps shall be taken:

- 1) The facilitator consults with the interested parties present to assess the individual's ability to participate in the review.
- 2) If it is determined the individual cannot reasonably participate in the review, then the person shall be offered the option of making a statement to the local board before leaving. The board report shall include the individual's presence, statement if given and documentation that the facilitator asked the individual to leave due to suspicion of being under the influence of some substance.
- 3) If it is determined the individual can reasonably participate in the review, then the board will follow the prior safety procedures if needed.
- 4) If during the review it is made known that the individual is under the influence, the board report shall reflect the information that was reported.

Section 7: FCRB Review Process	Date Added: 2015
Subsection A: Initiation of Case	Revision Date: July 2017

Section 7: FCRB Review Process

Purpose

ICAB is committed to providing a standardized, quality review process, where funded, for children in foster care placements. Pursuant to Iowa Code §237.19, “The state board shall establish local citizen foster care review boards to review cases of children receiving foster care. The department shall discontinue its foster care review process for those children reviewed by local boards as local boards are established and operating.”

Affected Persons

Child Advocacy Board staff, contracted facilitators and local board members

7.A. Initiation of Case

Policy

Upon receipt of information regarding a child in foster care, local administrative staff shall initiate a case record in ICAB’s FCRB database to track and monitor the case through the FCRB process until case dismissal.

Procedure

Refer to [Appendix 2](#). FCRB Process for complete procedural steps on how to initiate a case.

- 1) FCRB staff shall receive a monthly report from the Iowa Department of Human Services that contains a complete listing of children in a foster care placement.
- 2) FCRB staff shall review the list and identify new cases and discharges.
- 3) Local staff creates a case record in ICAB’s data system for each new child eligible for a foster care review.
- 4) Local staff will discharge cases of children no longer in foster care.

Section 7: FCRB Review Process	Date Added: 2015
Subsection B: Preparing for and Scheduling of Reviews	Revision Date: July 2021

7.B. Preparation for and Scheduling of Reviews

Policy

Local administrative staff shall prepare and schedule timely reviews for children in out-of-home placements. Pursuant to Iowa Code §237.20, “The timing and frequency of a review of each case by a local board shall take into consideration the permanency goals, placement setting, and frequency of any court reviews of the case.”

Procedure

Refer to [Appendix 2](#). FCRB Process for complete procedural steps in how to prepare for and schedule reviews.

- 1) The AA shall create a projected list at 45 calendar days prior to review day **and provide the list to the DHS supervisor and/or case managers to obtain updated information about the children projected to be reviewed.**
- 2) Thirty-five (35) calendar days prior to a foster care review, Child Advocacy Board personnel shall follow-up with the supervisor and/or case managers to confirm the tentative foster care review schedule.
- 3) The AA shall **finalize and distribute** the agenda 30 calendar days prior to review.
 - a) The AA shall take into consideration number of reviews, permanency status, sibling groups and no-contact orders when scheduling reviews.
 - Individual youth/sibling cases in which the court has issued a “No Contact” order between parents will require separate slots and separate FCRB Reports that reflect only information related to the specific parent;
 - If the “No Contact” order is between the child and parent(s), the AA schedules a review slot for the youth separate from the parents. The AA invites DHS, GAL, FSRP, placement and any provider working with the child to the child’s review. When a case has a no contact order between the child and parent(s), the AA shall consult with the FCRB Coordinator (FCRB Program Manager, if coordinator is not available) for scheduling and report distribution. Note: the agenda may include a time buffer between reviews where no contact is ordered.
 - **If a case may require interpretation services, allow for more time on the agenda. The AA will work to secure an interpreter for the review. [Appendix 2](#) provides the full procedural steps for scheduling with an interpreter.**
 - b) The AA will distribute the agenda to the following persons by email 30 calendar days prior to the review: DHS caseworkers, DHS supervisors, county attorney, judge, facilitator, and local coordinator.

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Subsection B: Preparing for and Scheduling of Reviews	Revision Date: July 2021

- 4) The AA will verify information pertaining to cases is correct and ensure receipt of all information.
- 5) The AA will send notification of the review to all interested parties 21 calendar days prior to the review by completing the steps listed below in the FCRBDB. All notices shall include a statement that the person notified has the right to representation by counsel at the review. In addition to the parties listed under 3) above, the AA will send notices to:
 - The parent or parents of the child unless termination of parental rights has occurred;
 - The foster care provider of the child;
 - The child receiving foster care if the child is fourteen years of age or older;
 - The guardian ad litem of the foster child.
 - The person providing services to the child.
 - The child's attorney

Service providers, therapists, CASA advocates and coaches and school personnel are also invited to reviews where applicable as a "person providing services to the child".

- 6) Intervener(s) and Counsel for Intervener(s)
 - a) If an intervener is a person identified in Code Section 237.20, 4. a., the AA will notify and invite the person to attend a local foster care review.
 - b) If an intervener is not a person identified in Code Section 237.20, 4. a, he/she will not be notified and invited to attend a local foster care review; however, the FCRB AA will request written testimony from the intervener and intervener's counsel. Follow the procedural steps in [Appendix 2](#) when requesting written testimony from an Intervener and Counsel for the Intervener.
- 7) The AA will prepare and ensure distribution of the following documents for review day for completion by the facilitator, local board members and interested parties:
 - a) [Facilitator Invoice](#), may be provided to facilitator once board reports are finalized
 - b) [Chair Meeting Summary](#)
 - c) [Facilitator Summary](#)
 - d) [FCRB Tracking Sheet for Hours and Miles](#)
 - e) [Comment Cards](#)
 - f) Lead Questioner Notes and Review Guide ([Regular](#), [TPR](#), [APPLA](#))
 - g) [Confidentiality Form](#) & [Release Forms](#)
 - h) Continuing education materials and evaluation forms when scheduled
- 8) The AA will seek to verify that a quorum (minimum of 3 members) is available for an FCRB meeting, by monitoring feedback from Chairperson Summaries, Facilitator Summaries, communication from local board members, and other sources. **A quorum is defined as three local board members (facilitators and prospective volunteers are not local board members and therefore, do not count toward the quorum). Administrative rules allow for two local**

Section 7: FCRB Review Process	Date Added: 2015
Subsection B: Preparing for and Scheduling of Reviews	Revision Date: July 2021

board members to be present for questioning of interested parties; the facilitator must share the review notes and recommendations with a third local board member before the reports can be finalized. Substitute local board members from other boards can be utilized to meet quorum.

- 9) The facilitator shall arrange to be present for all FCRB meetings, and to prioritize the work of the FCRB review day over other interests. It is expected that the facilitator will schedule vacations and other time off to not interfere with FCRB meetings, as any absences from a review meeting would create a hardship for local board members, families, and ICAB staff. If a situation arises wherein the facilitator must be absent, efforts will be made to hold the meeting utilizing a back-up facilitator. Facilitator absences shall be addressed in the following manner:
- a) Unanticipated absence: If a facilitator has a last-minute emergency which will require the facilitator to either be late for the meeting or absent from the meeting altogether, it is imperative that the facilitator informs the local coordinator and AA by direct phone contact as soon as possible. The facilitator arranges to provide the draft FCRB reports to the local coordinator and AA. Depending on availability of a substitute, the meeting start time may need to be delayed or the meeting day cancelled altogether.
 - b) Anticipated absence: If a facilitator must be absent due to a known situation such as a funeral, the facilitator contacts the local coordinator by direct phone contact as soon as the conflict is known, so that options/arrangements for coverage can be discussed.

Section 6: FCRB Review Process	Date Added: 2015
Subsection C: Conduct of the Review	Revision Date: July 2017

7.C. Conduct of the Review

Policy

A local board shall, except in delinquency cases, do the following:

1. Review the case of each child receiving foster care assigned to the local board by the state board to determine whether satisfactory progress is being made toward the goals of the case permanency plan pursuant to section 237.22. The timing and frequency of a review of each case by a local board shall take into consideration the permanency goals, placement setting, and frequency of any court reviews of the case.
 - a. During each review, the agency responsible for the placement of or services provided to the child shall attend the review and the local board shall review all of the following:
 - (1) The past, current, and future status of the child and placement as shown through the case permanency plan and case progress reports submitted by the agency responsible for the placement of the child and other information the board may require.
 - (2) The efforts of the agency responsible for the placement of the child to locate and provide services to the biological or adoptive parents of the child.
 - (3) The efforts of the agency responsible for the placement of the child to facilitate the return of the child to the home or to find an alternative permanent placement other than foster care if reunion with the parent or previous custodian is not feasible. The agency shall report to the board all factors that either favor or mitigate against a decision or alternative with regard to these matters.
 - (4) Any problems, solutions, or alternatives which may be capable of investigation, or other matters with regard to the child which the agency responsible for the placement of the child or the board feels should be investigated with regard to the best interests of the state or of the child.
 - (5) The compliance of the interested parties with the decision-making rights and responsibilities contained in the family foster care or pre-adoptive care agreement applicable to a child.

Procedure

Refer to [Appendix 2](#). FCRB Process for complete procedural steps on how to conduct a review.

Section 7: FCRB Review Process	Date Added: 2015
Subsection D: Post Review Activities	Revision Date: June 2018

7.D. Post Review Activities

Policy

FCRB staff and facilitators shall complete reports and post-review paperwork according to deadlines specified in the procedures.

Procedure

- 1) Facilitator will complete and submit draft reports on FCRB letterhead to the assigned FCRB editor within five (5) calendar days of review day.
- 2) The FCRB editor will review the draft report with the facilitator by phone and the facilitator will correct or edit the report as directed and return the corrected copy to the FCRB editor within two (2) working days.
- 3) Upon receipt of the corrected report, the FCRB editor will repeat the activity in 2) above if further corrections are needed. When the report is completely correct, the facilitator will transmit the report to the AA within 12 calendar days of the review meeting. AA will use information in the FCRBDB to check and correct any errors in the report's first portion (regarding dates, juvenile number, review number, next review date, etc.) and the report's final portion (attendees, distribution of report).
- 4) Facilitator will submit necessary documentation to the AA within five (5) business days:
- 5) When applicable, upon receipt of the FCRB editor-approved board reports and all documents listed in paragraph 4, the AA will process the Facilitator Invoice and forward to the state office AA for further processing. See [Appendix 1: FCRB Facilitator Handbook](#) for payment information.
- 6) No later than 15 calendar days after the FCRB hearing, the AA will input the report into the FCRBDB.
- 7) If a facilitator fails to submit any final report within 12 calendar days, the AA shall notify by email the FCRB editor and deputy administrator of each missing report. AA will transmit final reports within 15 calendar days post review.
- 8) AA shall process comment cards using the format established for the FCRB program.
- 9) AA shall input information into an administrative report on the shared drive.
- 10) AA shall send the Chairperson and Facilitator Summary Sheets to the local coordinator.
- 11) AA will document the barriers identified in the FCRB report using the format established for the FCRB program.

Section 7: FCRB Review Process	Date Added: 2015
Subsection E: FCRB Hearing Cancellation	Revision Date:

7.E. FCRB Hearing Cancellation

Policy

FCRB staff shall assess the need to cancel reviews on a case-by-case basis and follow procedural guidelines when making cancellation decisions.

Procedure

- 1) Cancellation of individual reviews.
 - a) When a child/group scheduled for review returns home or is adopted prior to the review day, the AA shall remove the child/group from the agenda and revise the agenda accordingly. The revised agenda will be sent to appropriate DHS personnel, facilitator and board.
 - b) The AA will send a cancellation notice to interested parties.
 - c) When the review times for other children on the agenda have changed, the AA shall enter the new review times and send new notifications to affected interested parties.
 - d) If the child goes home within 2-3 calendar days of the scheduled review, then the AA shall enter "training" into the vacant slot instead of changing other review times due to short notice.

- 2) Cancellation of FCRB meetings due to inclement weather.
 - a) For weather-related issues, the local coordinator shall consult with the facilitator and chairperson to decide about delaying or canceling a board day.
 - b) If a change is determined to be necessary, the local coordinator will inform the AA who will immediately notify the members and interested parties about the delay/cancellation.
 - c) The local coordinator/AA will also notify the meeting facility about the cancellation.

- 3) Cancellation of FCRB meetings due to meeting facility issues.
 - a) If the facility used for the FCRB meeting is closed on the day of the meeting with little notice, the facilitator shall consult with the local coordinator to determine whether another convenient, alternate facility is available. If no facility is available, the facilitator shall notify the chairperson and the FCRB meeting will be cancelled.
 - b) Local coordinator shall inform the AA who will immediately notify the local board members and the interested parties about the cancellation.

- 4) Rescheduling a cancelled FCRB meeting.
 - a) When a meeting day is cancelled, the local coordinator shall determine a new date for the reviews to be held after checking with the local board members, meeting location and facilitator about availability. The local coordinator shall notify the AA of the new date.
 - b) AA shall update the review screen in the FCRBDB with the new date and time.
 - c) AA shall revise the agenda and send it to the agenda recipients and local board members, and will send new notifications to interested parties.

Section 7: FCRB Review Process	Date Added: 2015
Subsection F: Foster Care Review Board Database Maintenance	Revision Date: July 2021

7.F Foster Care Review Board Report Addendums

This is best handled on a case by case basis as the action depends on the nature of the inaccuracy.

- 1) The AA and local coordinator will consult on how best to handle information received from an interested party following receipt of a board report.
- 2) Facilitator errors in conveying testimony must be corrected through an addendum that is refiled with the court and sent to interested parties.
- 3) Disagreement by an interested party with what someone else reported at a review does not necessarily constitute an addendum and is better handled by directing the interested party to discuss the matter with the DHS caseworker to ensure those involved have the same understanding of the statement(s) that is in question.

7.G. Foster Care Review Board Database (FCRBDB) Maintenance

Policy

Maintain child case records in the Foster Care Review Board Database on a consistent basis, as the data entered into the database is necessary for the required reports.

Procedure

- 1) AA shall process mail in the FCRBDB as it comes in.
- 2) If termination of parental rights occurs, the AA shall update FCRBDB Interested Parties.
- 3) AA shall complete a monthly administrative report on Google Drive by the 5th working day of the following month.
- 4) AA shall complete Quarterly 4E Reports.
- 5) AA shall complete a monthly interested party attendance report and send an excel version to the deputy administrator for FCRB after entering all monthly reports into the FCRBDB. The deputy administrator compiles monthly attendance reports and distributes a quarterly interested party attendance report to DHS service area managers (SAM) and social work administrators (SWA) in addition to making it available for ICAB staff.
- 6) AA shall complete additional reports upon request.

Section 7: FCRB Review Process	Date Added: 2015
Subsection G: FCRB Leadership	Revision Date:

7.H. Foster Care Review Board Leadership

Policy

Annually (generally during December) every FCRB will hold an election for the positions of chairperson and vice chairperson.

Procedure

- 1) The facilitator is to preside over the election process as outlined in the FCRB Facilitator Handbook.
- 2) At the end of a local board member's term, the member shall participate in a progress review of their service to the FCRB. See [Member Progress Review](#).
- 3) It is important for the facilitator to meet the needs of the local board members and to complete the requirements in the contract with ICAB. To assist with this process, evaluations shall be completed at least annually, and more often as desired by ICAB. The forms used to help compile information are the [Member Assessment of Facilitator Services](#) and the [Staff Assessment of Facilitator Services](#). The local coordinator reviews the results with the facilitator. This helps maximize performance and satisfaction with the services under contract.

Section 8: Records	Date Added: 2015
Subsection A: Case Records Management	Revision Date: July 2021

Section 8: Records

Purpose

To ensure accurate, up-to-date records are maintained for local board members and all children reviewed by a local foster care review board.

Affected Persons

Child Advocacy Board staff, contracted facilitators and local board members

8.A. Case Record Management

Policy

Local program staff shall maintain a case record for each child reviewed by a local foster care review board.

Procedure

- 1) The FCRB program utilizes the FCRBDB to maintain complete, accurate and current records for each case reviewed. Program staff enters case data and records into the FCRBDB systems as prescribed in Section 6 FCRB Review Procedures.
- 2) **Local board members may take handwritten notes about information contained in the electronic files provided for foster care reviews. Board members must maintain their own notes abiding by security awareness guidelines provided annually.**
- 3) A local coordinator and AAs are authorized to access electronic records for cases when required to carry out their official duties as described in the respective position description. If authorized by the position description, the staff member may access and download records for the Court's Electronic Data Management System (EDMS) for the purposes of storing the records electronically. They may print copies of the records only as necessary for carrying out their respective duties as described in their job descriptions. An ICAB staff member, contractual facilitator or local board member who is authorized to have handwritten notes of records in their possession shall store those records when not in use in a locked container within a locked storage area which is not accessible to others.
- 4) Upon receiving the final FCRB reports, the AA shall upload the report to EDMS, print copies of reports for interested parties who are required by statute to receive copies of the reports and mail the printed copies to those interested parties.
- 5) When a local board member discontinues a term on the board, the local coordinator shall arrange to retrieve any documents **in the board member's possession within two weeks of the board member's resignation. Every attempt must be made to retrieve the files, including sending a certified letter, if needed. Staff will document attempts to retrieve confidential information in the Notes section of the volunteer's digital record.**

Section 8: Records	Date Added: 2015
Subsection B: Confidentiality of FCRB Records & Data	Revision Date: October 2020

- 6) Contact the deputy program administrator if the volunteer does not return the confidential case file information within two weeks of resigning from the program.

8.B. Confidentiality of FCRB Records and Data

Policy

All program staff and local board members must respect the child's right to privacy by maintaining the confidentiality of each case record. All data, records and documents collected or created by ICAB or the FCRB are confidential and may be released only in compliance with federal and state laws, regulations and rules. In addition, confidentiality shall be maintained in accordance with the requirements of the Memorandum of Understanding (MOU) between ICAB (as an attached unit of the DIA) and the DHS.

Procedure

- 1) All local board members shall sign and take an Oath of Confidentiality to commit to maintaining confidentiality of FCRB data and records in accordance with all provisions of this manual.
- 2) Iowa Code Chapter 237 establishes the FCRB program and the requirements under which it operates.
 - a) Sub-Sections 2a and 4a establish specific requirements for distribution of FCRB reports, as follows
 2. a. Submit to the appropriate court within fifteen days after the review under subsection 1, the findings and recommendations of the review. The local board shall ensure that the most recent report is available for a court hearing. The report to the court shall include information regarding the case permanency plan and the progress in attaining the permanency goals. The report shall not include issues that do not pertain to the case permanency plan. The findings and recommendations shall include the proposed date of the next review by the local board. The local board shall notify the persons specified in subsection 4 of the findings and recommendations.
 4. a. Notify the following persons at least ten days before the review of a case of a child receiving foster care:
 - (1) The person, court, or agency responsible for the child.
 - (2) The parent or parents of the child unless termination of parental rights has occurred pursuant to section 232.117.
 - (3) The foster care provider of the child.
 - (4) The child receiving foster care if the child is fourteen years of age or older. The child shall be informed of the review's purpose and procedure, and of the right to have a guardian ad litem present.

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- (5) The guardian ad litem of the foster child. An attorney appointed as guardian ad litem shall be eligible for compensation under section 232.141, subsection 2.
- (6) The department.
- (7) The county attorney.
- (8) The person providing services to the child.
- (9) The child's attorney.

b) Iowa Code Section 237.21 sets forth specific confidentiality requirements for FCRB records:

237.21 CONFIDENTIALITY OF RECORDS -- PENALTY.

1. The information and records of or provided to a local board, state board, or court appointed special advocate regarding a child receiving foster care and the child's family when relating to the foster care placement are not public records pursuant to chapter 22. The state board and local boards, with respect to hearings involving specific children receiving foster care and the child's family, are not subject to chapter 21.

2. Information and records relating to a child receiving foster care and to the child's family shall be provided to a local board or the state board by the department or child-care agency receiving purchase-of-service funds from the department upon request by either board. A court having jurisdiction of a child receiving foster care shall release the information and records the court deems necessary to determine the needs of the child, if the information and records are not obtainable elsewhere, to a local board or the state board upon request by either board. If confidential information and records are distributed to individual Members in advance of a meeting of the state board or a local board, the information and records shall be clearly identified as confidential and the Members shall take appropriate steps to prevent unauthorized disclosure.

3. Members of the state board and local boards, court appointed special advocates, and the employees of the department and the department of inspections and appeals are subject to standards of confidentiality pursuant to sections 217.30, 228.6, subsection 1, sections 235A.15, 600.16, and 600.16A. Members of the state and local boards, court appointed special advocates, and employees of the department and the department of inspections and appeals who disclose information or records of the board or department, other than as provided in subsection 2, are guilty of a simple misdemeanor.

3) The MOU between DIA (ICAB) and DHS requires that DIA (ICAB) will assure the Confidentiality of the Child Advocacy Board and the FCRB, as follows

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Subsection B: Confidentiality of FCRB Records & Data	Revision Date:

- a) Child Advocacy Board and FCRB personnel and local board members who disclose information or records of the Child Advocacy Board, FCRB, or DHS other than as provided in Iowa Code subsection 237.20(2), may be guilty of a serious misdemeanor.

Protected information includes:

- The names and addresses of applicants and recipients and types of services and amounts of assistance provided (unless excepted under Iowa Code 217.30(4);
 - Information related to the social and economic conditions or circumstances of a particular individual including wage information (see Iowa Code Section 217.30) obtained from the agency administering the state unemployment compensation laws or from the Social Security Administration;
 - Agency evaluation of information about a particular individual;
 - Medical or psychiatric data, including diagnosis and past history of disease or disability, concerning a particular individual; and
 - Child abuse information as defined in Iowa Code Section 235.13.
- b) In the event of the issuance of a subpoena for DHS records or for a Child Advocacy Board or FCRB representative to testify regarding the client, the Child Advocacy Board or FCRB will call the Court's attention through the Attorney General to the federal and state law provisions against release of information.
- c) The same policies and procedures will be applied for requests from government bodies, the courts, or a law enforcement official as with any other outside source.
- d) Procedures for safeguarding information apply to computer system data as well as hard copy of foster care administrative review files.
- e) In accordance with Iowa Code Section 217.30, Child Advocacy Board and FCRB personnel have no independent authority to release confidential data other than as required by Iowa Code.
- 4) Subpoenas. A subpoena is a writ, generally issued by a court, to compel testimony or evidence. The case records and information made available to local board members, facilitators, and staff is privileged and confidential per Iowa code. In the event that a subpoena is issued with regard to the FCRB program:
- a) Immediately bring the subpoena to the attention of the ICAB administrator or deputy administrator, and provide a copy.
 - b) Do not respond to, contact or discuss the matter with the issuing/serving party without further guidance.
 - c) The ICAB program has legal counsel available to provide guidance to local board members, local coordinators and administration throughout the subpoena process.

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Subsection C: Local Board Member Records	Revision Date: July 2021

d) A motion to quash (make null and void) the subpoena will likely be filed on behalf of FCRB. Should other steps be required, specific guidance will be provided.

5) Violation of confidentiality rules and policies may result in disciplinary action, up to and including dismissal for the FCRB program.

8.C. Local Board Member Records

Policy

The FCRB program maintains a record for each local board member that may be reviewed by the member with the exception of confidential reference documentation and record checks.

Procedure

- 1) Local coordinators will maintain an electronic volunteer record for each local board member using the CAMS. Consult the [CAMS User Guide](#): FCRB Volunteer Management for procedures.
- 2) The FCRB member record in ICAB's data system contains, at minimum:
 - a) Application with emergency contact information and employment history
 - b) Confidential reference documentation (3 References)
 - c) Current background check results
 - d) Documentation of personal interview
 - e) Rationale Statement for State Board approval
 - f) Copy of the FCRB Confidentiality Oath
 - g) Confidentiality agreement from board observation
 - h) Training records to include pre-service and continuous education
 - i) Signed Member Policy & Procedures Acknowledgement
 - j) Progress Review completed for each term of service
 - k) Resignation or dismissal documentation
 - l) [Exit Survey](#)
- 3) Each local board member shall have name and contact information and other required information entered in ICAB's data system. Program staff updates this information as needed.
- 4) The local coordinator documents the interview with the prospective volunteer and uploads the document to the Interview section of the Application Dashboard.
- 5) ICAB staff completes reference check information by entering the verification date and any notes for each of the references. Reference responses are uploaded to the Reference Check section of the Application Dashboard.

Section 8: Records	Date Added: 2015
Subsection D: Use of Technology Subsection E: Statistical Data	Revision Date: July 2021

- 6) Closing a local board member record:
 - a) Program staff updates the CAMS Volunteer Status to “Exited Program” with the date of exit when a local board member leaves the program.
 - b) Program staff uploads the written documentation of a resignation or voluntary and/or involuntary dismissal of a member to the volunteer record in CAMS.
 - c) The local board member shall complete an exit survey that staff maintains in the member’s electronic record.

8.D. Use of Technology

Policy

Staff and local board members shall complete the annual Security Awareness Training curriculum. Staff and local board members take reasonable precautions to guard confidential issues concerning the use of technology such as email, electronic and social media sites, computers, and cell phones.

Procedure

- 1) Staff and local board members will install passwords on any device they use for FCRB business and on any files containing information related to FCRB business. Passwords shall not be provided to or shared with any other person.
- 2) Each local board member will complete the annual Security Awareness training provided by the FCRB program staff.
- 3) Local coordinators will document completion of the Security Awareness training in CAMS so it becomes part of the local board member’s training record.
- 4) Local Coordinators will ensure all local board members complete the annual Security Awareness training module.

8.E. Statistical Data

Policy

ICAB staff shall maintain complete case and volunteer data for program reporting requirements.

Section 8: Records	Date Added: 2015
Subsection F: Retention and Destruction	Revision Date: July 2021

8.F. Retention and Destruction

Policy

ICAB office staff adhere to the DIA-DHS MOU retention schedule for Foster Care Review Board records for children reviewed by local boards which states that “for children whom a review has been conducted, the Child Advocacy Board and LFCRB foster care review working files shall be destroyed five (5) years after the child reaches majority age.” **Working file is defined as the case record maintained in the foster care review board database.**

Electronic copies are to be handled as follows:

- Once a child is adopted, all digital copies of the case file shall be destroyed one year post-adoption.
- Once a child reaches majority age, all digital copies of the case file shall be destroyed one year after the child’s 18th birthday.

Procedure

- 1) **Track the cases that reach majority age and develop a system for purging the electronic case files one year post majority age date.**
- 2) **Track the cases that are adopted and develop a system for purging the electronic case files one year post adoption date.**
- 3) **FCRB database records, the working files, must be maintained until children reach 23 years of age.**

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection A: Friends Account	Revision Date: June 30, 2018

Section 9: Friends of Iowa CASA & FCRB/ DIA Special Revenue Account

9.A. Friends Account for Reimbursements

Policy

If a grantor or contributor has an official written policy or grant requirement that recipients of grant funds or contributions are permitted only to a 501(c)(3) organization, local ICAB offices or other work units shall set up a program fund through the Friends of Iowa CASA and ICFCRB for grants and donations. Deposit any other grants or contributions to an ICAB office or work unit in the Special Revenue Account described in Section 9 of this manual for that office or work unit. Friends account funds are used for, but not limited to, volunteer recognition events, volunteer support, extra training expenses, or snacks for training events. Program staff must secure supervisory approval before making purchases intended for reimbursement through Friends accounts.

Procedure

- 1) Prior to using funds from a Friends Account, employees must get supervisor approval **before** making any purchases. Employees will send a written (email is sufficient) request to their direct supervisor that contains the following:
 - a) Request to use Friends funds
 - b) The intended purchase
 - c) What it will be used for (i.e., snacks for volunteer training, snacks for FCRB meeting, etc.)
 - d) When the purchase is needed (i.e. date of training, meeting, etc.)
 - e) Cost of purchase if known (i.e. meeting space rental cost, a volunteer recognition gift, etc.)
 - f) If the request is to pay for a conference registration, a copy of the conference agenda and information about how the content will be utilized by the employee in their ICAB work must also be included in the request for approval.
 - g) The fund source(s) from which the purchase will be made.

- 2) If the purchase is for office equipment, ICAB staff will also follow these additional procedural steps *before* making the purchase:
 - a) Forward the supervisory approval email to the state office administrative assistant
 - b) State office administrative assistant will prepare a request for purchase (RFP) form and obtain the administrator's signature before submitting the RFP for approval.
 - c) Upon RFP approval, ICAB staff can proceed with the purchase.

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Subsection A: Friends Account	Revision Date: June 2020

- 3) For reimbursement requests, send the following items to the ICAB state office administrative assistant:
 - a) Completed Friends accounting (transmittal) form:
 - i. Name of fund source(s) from which payments are to be made;
 - ii. Category that shows the overview of the purchase to show compliance with the terms and conditions of fund source where applicable.
 - b) Written approval from the supervisor for the purchase being reimbursed that meets the following criteria:
 - i. Request to use Friends funds
 - ii. Intended purchase
 - iii. What it will be used for (i.e. snacks for volunteer training, etc.)
 - iv. When the purchase is needed
 - v. Approximate cost of the purchase
 - vi. If the request is to pay for a conference registration, then a copy of the agenda and how the content will be utilized must also be included.
 - vii. The fund source from which the purchase will be made.
 - c) Original receipt (kept for Friends' records);
 - i. Tape down all four sides of the original receipt to a sheet of paper cancelled checks cannot be used as a receipt
 - d) Completed Iowa Ethics and Campaign Disclosure form
 - i. Department or Office Receiving Gift: Local Office or work unit information
 - ii. Contact Person for Recipient Department or Office: ICAB administrator and state office contact information.
 - iii. Donor of Gift: Friends of Iowa CASA and ICFCRB with administrative assistant email address.

- 4) The state office administrative assistant will create an invoice and send it to the treasurer of the Friends board. The treasurer obtains co-signatures on checks and then mails them back to the state office.

- 5) Friends' account balances are sent to the ICAB state office administrative assistant who forwards the reports to the local coordinators.

- 6) The state office shall receive monthly transaction reports for all Friends accounts.

Resources:

- [Friends Accounting Form](#)
- [Ethics Form](#)

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection B: Fundraising, Donations and Grants Subsection C: Audit	Revision Date: June 2018

9.B. Fundraising, Donations and Grants

Policy

Fundraising can be done at the local level. With limited state funds, writing grants is a way to support local office and work unit needs not met by the state appropriation, federal funds or grants made to the statewide programs. Any donation or grant with specific restrictions on use must be held in a separate fund source sub-account within the overall office or work unit account. All unrestricted funds can be held together in a single unrestricted account for purchases not covered under the restricted fund sources.

Procedure

- 1) Coordinators and other work units can explore grant resources and obtain guidelines/application if available.
- 2) If grants are an option, contact the assigned supervisor about the office needs. Consult with ICAB's Grant Specialist and ensure that all grant applications and awards are provided to the Grant Specialist for agency tracking.
- 3) When submitting a donation or grant disbursement, send the following the state office administrative assistant:
 - a) Completed Friends accounting (transmittal) form that identifies:
 - i. Whether the donation is restricted or unrestricted
 - ii. The specific purpose for the funds if restricted
 - iii. If the donation is a new fund source or if it is to be added to an existing fund source. If it is a new fund source, provide the name to be used for the fund source.
 - b) Copy of the donor or grant award letter
 - c) Check(s) or cash to be deposited
- 4) After submitting the donation or grant to the Treasurer of Friends, mail the donor a thank you card and receipt for tax purposes, if appropriate. See [Donation Acknowledgement Letter](#)

9.C. Audit

Policy

Friends of Iowa CASA and FCRB have an annual audit conducted at the end of each calendar year. Friends may take 5% of each donation or grant as an administration assessment unless waived. This pays for the audit expenses and other accounting fees, bank fees, and National CASA dues.

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection D: Special Revenue Account (SRA)	Revision Date: June 2018

9.D. Special Revenue Account (SRA)

Policy

Any donated funds that are not required by donor policies to be awarded to a non-profit organization should be directed to the state ICAB office. Program staff secure supervisory approval before making purchases intended to be reimbursed through Special Revenue accounts.

Procedure

- 1) Donation and grant checks are made payable to Iowa Child Advocacy Board.
 - a) The donor or grantor is to send the check to the state office address with an explanation of the local office or work unit designated to receive the funds and any restriction on the use of the funds.
 - b) The state office will issue a receipt to the donor, including a tax deductibility notification, and will send a notice of receipt of funds to the local office or work unit on whose behalf the funds were received.
 - c) The local office or work unit needs to send a thank you letter to the donor.
 - d) Acknowledgement of receipt grant funds is handled in accordance with the grantor's fund disbursement policies.

- 2) Local offices and other work units have access to a Special Revenue Account (SRA) established by the DIA Fiscal Bureau. If a local office or work unit with no current Special Revenue Account receives a donation or grant that is required to be deposited in this type of account, establishment of a new account shall be initiated by the state office administrative assistant.

- 3) A coordinator or other management-approved representative of a local ICAB office or other work unit for which a Special Revenue Account has been established will receive a Procurement Card that corresponds to their SRA. The approved person using a Procurement Card can access funds in the SRA.
 - a) Each staff member must complete a P-Card Cardholder agreement, Application, 101 Training course and conflict of interest form.
 - b) ICAB is tax-exempt. Do not charge taxes to the P-Card. If sales tax is charged in error, the cardholder is responsible for contacting the vendor for credit back to the card. A cash refund is not acceptable for this refund transaction.
 - c) Meals cannot be charged to the P-Card
 - d) Food provided for training sessions is an allowable expense.
 - e) The Cardholder must have a paper receipt for each purchase.
 - f) The Cardholder can purchase up to \$300 per day in allowable purchases; a total of \$1,000 per month.
 - g) If a card is not used within a 90-day period, it will be suspended. Call 515-281-5992 to have the card reinstated.

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection D: Special Revenue Account (SRA)	Revision Date: June 2018

- h) The P-card can only be used for funds associated with the Special Revenue Account and cannot be used for purchases intended to access operating funds.
 - i) At the end of the month, each cardholder needs to log on to their US Bank account to ensure all charges are correct.
 - j) Mail all paper receipts to the state office by the last day of the current month.
 - k) More information on procurement card process is located on the DAS Website, <https://das.iowa.gov/procurement/agencies/state-iowa-purchasing-card-program/policy-and-procedures> , Procurement & Fleet, Purchasing Card Program.
 - l) Provide [Sales Tax Exempt Letter](#) to merchants to ensure sales tax is not charged to the purchases.
 - m) [PC-007 Access Online for Cardholders](#) is a resource about the use of the US Bank online access to check purchases.
- 4) **Prior to using funds from a State Special Revenue account**, employees must get supervisor approval **before** making any purchases. Employees will send a written (email is sufficient) request to their direct supervisor that contains the following:
- a) Request to use their p-card or state special revenue account
 - b) The intended purchase
 - c) What it will be used for (i.e., snacks for volunteer training, snacks for FCRB meeting, etc.)
 - d) When the purchase is needed (i.e., date of training, meeting, etc.)
 - e) Cost of purchase if known (i.e., meeting space rental cost, a volunteer recognition gift, etc.)
 - f) The fund source(s) from which the payment will be made.
- 5) If the purchase is for office equipment, ICAB staff will also follow these additional procedural steps *before* making the purchase:
- a) Forward the supervisory approval email to the state office administrative assistant.
 - b) State office administrative assistant will prepare an RFP form and obtain the administrator's signature before submitting the RFP for approval.
 - c) Upon RFP approval, ICAB staff can proceed with the purchase.
- 6) If a local coordinator does not have funds in a Friends account and needs to make a purchase that is not procurement card eligible, the coordinator may request approval from their supervisor to submit a monthly travel claim requesting reimbursement of the cost from the local office Special Revenue Account.