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| Polk County Decategorization- FY23 Progress Report  **Participating County: Polk**  **Submitted by Teresa K.D. Burke**  **Polk County Decategorization Coordinator (**[**tburke@DHHS.state.ia.us**](mailto:tburke@dhs.state.ia.us)**, 515.725.2725)**  **September 2023** |
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| **Key Activities and Progress**   1. Teresa Burke, Polk County Decat Coordinator, completed the following trainings and served on the following Committees:    1. Polk County Health Services and Polk County HIPAA Trainings    2. DHHS Security Awareness Training    3. Contract trainings: CONT 103, No Competition Procurement    4. Conferences: CPPC Spring 2023 Statewide Convening, Youth & Family Engagement Summit    5. Committee and project work:       1. Central Iowa ACEs Steering Committee       2. CJJP Juvenile Reentry Taskforce       3. Trauma Informed Supervision Project 2. Cassie Kilgore continued as the Project and CPPC Coordinator until November 18, 2022. She completed the following trainings:    1. DHHS Preventing Sexual Harassment Training    2. Committee and project work:       1. Managed monthly CARES (formerly Providers’ Advisory) and quarterly Shared Decision Making Steering Committee meetings.       2. Refugee Alliance of Central Iowa (RACI) and sub-groups       3. DHHS Polk Equity Team       4. Early Childhood Alliance       5. Parent Café Trainings for the community       6. Managed Community Event Request small grants 3. Veronica Russell continued as the Administrative & Resource Specialist until November 10, 2022. Veronica completed the following trainings:    1. Polk County Health Services and Polk County HIPAA Trainings    2. DHHS Security Training    3. Polk County Bloodborne Pathogens    4. Contract trainings:       1. CONT 120, Contract Creator (C2)       2. CONT 101, Contracting Basics       3. CONT 110, Service Procurement & Template Overview       4. CONT 130, Scope of Work Basics: Deliverables, Performance Measures, Monitoring/Review       5. CONT 210, RFP Development    5. Committee and project work:       1. Collaboration for Self Sufficiency       2. AACCT 4. Lisa Cort started as the new Administrative & Resource Specialist on December 19, 2022. Lisa completed the following trainings:    1. Child Abuse Mandatory Reporter    2. Dependent Adult Abuse Mandatory Reporter    3. HIPAA (County)    4. Contract Trainings (initial required courses all completed):       1. CONT 110 – Service Procurement & Template Overview       2. CONT 130 – Scope of Work Basics       3. CONT 210 – RFP Development       4. CONT 260 – Contract Management       5. CONT 120 – Contract Creator/C2       6. CONT 140 – Contract Terms & Conditions 5. Diamond Denney continued as the Restorative Justice & Cultural Equity Coordinator until September 28, 2022. Diamond completed the following trainings and conferences:    1. Polk County Health Services and Polk County HIPAA Trainings    2. DHHS Security Training    3. Committee and project work:       1. IDI Assessment administration       2. African American Case Consultation Teams for DHHS and JCS       3. Polk DHHS Equity Team       4. DHHS Statewide Cultural Equity Alliance       5. Criminal and Juvenile Justice Planning DMC Committee 6. Jay Hansen continued as the Pre-Arrest Diversion Case Manager and Coordinator. Jay completed the following trainings and conferences:    1. Youth, Family & Engagement Summit as a presenter on the Pre-Arrest Diversion Program with DMPD.    2. Polk County trainings on Blood Born pathogens and HIPAA security. 7. Polk Decat operated with the following structure:    1. The Decat Executive Committee served as the Governance Board, making all decisions on contract funding.    2. The Decat Shared Decision Making Steering Committee provided transparency to the Governance Board decisions, provided guidance on funding, assisted with RFP scoring, provided feedback on administration, and community representation on the Decat Executive Committee (see meeting information in the next section.)    3. The Decat & CPPC Connection And Resource Exchange (CARE) meeting continued into FY23 until December when it was cancelled due to no Project/CPPC Coordinator on staff. CAREs meetings are an opportunity for community providers and members to network, learn about and discuss local resources, initiatives, barriers, needs, etc. Typically, this meeting is held at River Place the third Wednesday of each month. Although they had been held virtually due to Covid, in-person CAREs meetings resumed this fiscal year. 8. Monthly GAX continued to be reviewed and monitored by the Decat Coordinator and Project/CPPC Coordinator as contractors still needed reminding of back-up materials required to document expenditures reported. Every submission was reviewed for accuracy and applicability to the contract/grant requirements and budgets. Although back working at the office (not remotely), we continued to receive more GAX submissions electronically. Most contractors preferred to send GAX electronically rather than through the mail. 9. The RJCE Coordinator, Diamond Denney, continued to provide oversight of the African American Case Consultation Team processes for DHHS until her departure in September 2022. She also managed all equity projects under the Decat purview.   **Key Activities, Outcomes and Expenditures**  **Restorative Justice & Cultural Equity Coordination, including Minority Youth & Family Initiatives**   1. The African American Case Consultation Team (AACCT), which originated based on feedback from DHHS Courageous Conversations, continued into FY23 and was supported by MYFI funds. Several of the DHHS AACCT members have volunteered their services since inception, approximately 6 ½ years ago. Diamond Denney has done an excellent job ensuring that AACCT voices are heard within DHHS and JCS regarding approaches to working with African American clients. 2. The Student Mentoring program was put on hiatus in FY23 due to DMACC and Grandview lacking capacity to assist. 3. Details on activities supported are listed below. |

**Restorative Justice & Cultural Equity Coordination Special Projects, including Minority Youth & Family Initiatives under DCAT5-22-144**

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| **Agency** | **Program Name** | **Program Descriptions and Outcomes** |
| **Polk County Decategorization** | **Minority Youth and Family Initiative (MYFI)** | The Minority Youth and Family Initiative (MYFI) program is geared toward addressing disproportionality of African Americans in the Child Welfare System. The strategic plan of MYFI is to engage minority youth and family through education and outreach efforts. According to this strategic plan, the focus is centered on community education and outreach.  **Education Rationale:** Educating service providers on the specific needs of African American children and families will foster greater understanding and engagement of African Americans ultimately leading to better outcomes.  **Outreach Rationale:**  Connecting MYFI programs and priorities to those groups most at-risk for system involvement requires a variety of public engagement strategies. Educating service providers on the specific needs of African American children and families will foster greater understanding and engagement of American Americans ultimately leading to better outcomes.  The current focus goals of MYFI are:  **Goal 1.** Community Education: To increase knowledge of and access to programs and priorities that address disproportionality through targeted outreach efforts.  **Goal 2**. Create and maintain partnerships and practices as an inclusive community to better identify and address the strengths and needs of African American Youth and Families.  There have been community events, collaborations with agencies in Polk County, trainings, presentations, and program implementation that have all contributed to the goals and outcomes of MYFI. See Appendix A.1 for the list of the aforementioned.  **Appendix A.1**   * HHS African American Case Consultation Team (AACCT) * Cultural Equity Alliance Statewide Committee (CEASC) * Polk Equity Team (formally known as Polk BSC) * Pre-Arrest Diversion * Polk DMC Sub-committee |
| **Iowa Department of Human Services/Juvenile Court Services** | **African American Case Consultation Team (AACCT) for HHS and JCS** | The HHS African American Case Consultation Team (AACCT), is a team comprised of African American professionals with expertise in various areas related to children and family services, such as mental health, substance abuse, education, child protection, etc., who consult with social workers on the effectiveness of the strategies in place and provide recommendations as needed to aide in safety, permanency and stability of system involved children in a culturally responsive and respectful manner. Social workers and their supervisors bring specific cases (that only consist of African American families) to a team for additional guidance and support for a case.  **Outcomes:**   * HHS AACCT: 18 cases were consulted in FY23. The HHS AACCT meets twice per month most months, depending on if there are cases to review. * JCS AACCT: 0 cases were consulted in FY23. The JCS AACCT may re-institute the process depending on capacity and outcomes from internal conversation.   **$1,060.72** for HHS AACCT meetings |
| **Iowa Department of Health & Human Services** | Cultural Equity Alliance (CEA) Steering Committee (CEASC) | The Cultural Equity Alliance (CEA) mission is to: create an antiracist and culturally responsive child welfare system through growth of an equity focused workforce, cross sector collaboration, and policy and practice reform to eliminate disproportionality and disparity in Iowa’s child welfare system. The CEA is divided into three different workgroups: Workforce, Practice & Centering Equity. Each workgroup uses the 15 guiding principles to inform their work.  **Outcomes:**   * This committee created 15 guiding principles adopted by HHS. * This committee split into 3 different sub-groups to address the 15 guiding principles. * The RJCE Coordinator is on Team A (Workforce) and the focus is on workforce support enhancements and training and learning. * The annual, virtual Learning Session was a success and many of the participants learned about the changes happening around the State. * Merging of HHS and the Iowa Department of Public Health creating the Department of Health and Human Services |
| **Iowa Department of Human Services** | **Polk Equity Team** | The mission of the Polk Equity team is: “All Polk County African American/Black children and youth who experience out-of-home placement maintain or establish a sense of belonging to family and community and achieve permanency through reunification, guardianship, and adoption by relatives.  The strategy the Polk Equity Team plans on focusing this next fiscal year is to develop and support strengths-based, culturally responsive and healing centered culture and workforce. The Polk Equity Team decided to work on changing the culture and climate of professionals working in the child welfare system. The team decided on creating a list of “shared values” professionals can agree to across disciplines.  **Outcomes:**   * A small core group, from the Polk County Equity Team, met to create a rough draft of “shared values.” |
| **Polk County Decat and Des Moines Police Department** | **Pre-Arrest Diversion as Restorative Justice** | Pre-Arrest Diversion (PAD) is a collaboration between the Des Moines Police Department (DMPS), Juvenile Court Services (JCS) and Polk Decat. The goal of this initiative is to reduce the number youth, especially youth of color, from entering the Juvenile Justice System. DMPD took ownership of the Second Chance Program and mandated this practice throughout the whole police department. Every child eligible for the Second Chance Program will be diverted; no more police discretion.  *Refer to DCAT5-22-145.* |
| **Central Iowa ACEs 360** | **Lemonade for Life** | Lemonade for Life is an engaging training experience for anyone who wants to help families who have experienced adverse childhood experiences (ACEs) build hope and resilience and change the trajectory of their lives. In the fall of 2022, management of Lemonade for Life was transferred to Iowa ACEs 360. Lemonade for Life, originally developed by Iowa leaders in trauma-informed work, Iowa Department of Public Health, and University of Kansas, had been managed by University of Kansas for a number of years. To adapt and grow the curriculum and its promising evidence base, Iowa ACEs 360 partnered with KU to transfer the management under our expertise.  Iowa ACEs 360 held a master training and trained four new trainers, all located in central Iowa, to support the relaunch of curriculum. Utilizing the funding from Polk County Decategorization, updates to the curriculum and accompanying resources were made to prepare for the training to be relaunched. These updates were critical to ensure the most updated data and evidence base on childhood adversity and trauma were included.  Since these updates were completed and the curriculum was relaunched, more than **70,000** visits have been made to the Lemonade for Life website. In the first six months of 2023, **ten Lemonade for Life trainings were held reaching 165 participants**.  *See also DCAT5-22-143, Lemonade for Life*  **$6,250.00** – 2 Lemonade for Life training workshops for community partners |
| **Iowa ACE’s 360** | **Operationalize TIS Training** | As Iowa ACEs 360 moved Trauma Informed Supervision from pilot stage with HHS and JCS to replication, we needed time and space to assess and process strengths, challenges and what we learned from the project into a complete and comprehensive implementation package for replication. We now have a (nearly completed) implementation package--from pre-training organizational assessment to final assessment.  Attendance: 3 people worked on this project together.  **$2000.00** |
| **Iowa ACE’s 360** | **TIS Trainings for Local Agencies** | Introduction to Trauma Informed Supervision: This 2-hour workshop focuses on recognizing and responding to secondary traumatic stress and building individual, interpersonal, and organizational strategies to support ongoing staff healing and wellbeing. The workshop is based off a curriculum co-developed with Chris Foreman with the National Child Traumatic Stress Network.  Participants shared symptoms of secondary traumatic stress and named sources of moral distress.  Participants connected with one another through group and partner exercises.  Participants recognized that they currently do not have systems in place to recognize or address STS organizationally but would like to.  The organizations that participated in the workshops indicated interest in additional training in this area.  Attendance: 25  **$4000.00** |
| **Starts Right Here** | **Graduation Day Celebration** | The grant provided Security for kids Graduation Ceremony and for kids’ protection in class during school so that everyone was safe and felt safe. Starts Right Here had 16 graduate from High School that day.    Attendance: 150  **$4500.00** |
| **FOCUSS** | **FOCUSS Program** | This grant funding was used toward rent for our new FOCUSS facility to be used for meeting rooms, administrative offices, tutoring/mentoring, and other FOCUSS programming space.  FOCUSS is grateful for the funding toward rent for our facility as at-risk youth have been receiving individualized services from FOCUSS volunteers to assist in better grades and self-esteem. One such example is a high schooler named Ryan (name changed for privacy).  Ryan was doing well in sports, but Ryan was on the verge of losing all he worked toward on the field due to his grades. Ryan's mother explains, "We have had multiple tutors but only Ryan's FOCUSS tutor was willing to teach exactly the best way for our son to learn. Ryan bonded with his tutor because learning was made fun for him and that combatted the self-doubt that he had been carrying for most of his school years. Ryan has also gotten involved in activities that he never would have done without FOCUSS, and it has exposed Ryan to appreciating things that he takes for granted. When Ryan handed out shoes to homeless youth it really opened his eyes to kids that don’t have it as good as he does. Ryan is also looking forward to mentoring other kids in the future."  "FOCUSS has opened Ryan's eyes to caring more about others and also how to act more appropriately. It is helping grow Ryan into the adult man we are hoping for, and we hope he continues these acts of service that he has learned well into his future."  Attendance: 150-300  **$4000.00** |
| **Stacie Nessa and Friends** | **Youth Mental Health First Aid** | Youth Mental Health First Aid is designed to teach parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers, and other caring citizens how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or is in crisis.  The course filled up in a matter of days and had very high interest and attendance. Ongoing outreach from the community asking for more classes. 100% positive feedback on all surveys post class. 26 additional adults trained as Mental Health First Aiders!  Attendance: 26  **$4370.00** |
| **Des Moines Public Schools** | **Des Moines District Wide Programs** | DCAT funding was provided to DMPS District Wide Programs to support activities and other important parts of programming that traditionally has not had resources. These programs are Focus, MAC and APA. These programs serve our most at risk students who have behavioral and/or mental health challenges. The intent is to develop parent and student engagement activities and resources to develop tools for students to utilize that to help with self-regulation during the school day.  A curriculum, Little Spot of Emotions and Family, has been purchased to be used with students during the day and will be shared with families at a planned family event this fall. This has been implemented for students to identify emotions at school and at home and to develop a shared language with peers and staff. This is being implemented in a way that will include parents and is our opportunity to educate parents to have the same language with their child and the school. This will be an important factor as the team works to include parents at a greater level than ever before.  Students often come to school dysregulated or become so during the day and need a chance to get energy out. Our building does not have a playground outside so the sensory room, created last year, provides a space for students who need help calming their bodies. The Shinobi Ninja Training Log and other physical activity tools that were added, will allow students to work on their core, while trying to stay balanced on the log. This is an example of how we are working to take a whole child approach in the mental health and well-being of students. Once students are regulated, they reenter the classroom and can engage with the learning. The sensory room has proven results for the 2022-2023 school year, decreasing referrals and time out of classroom for students. We will continue to expand on this area.  Students have been exploring coping strategies in summer programming and identifying items they can use to help calm down. Each student is creating their own calm down kit to be stored in their homerooms. Each classroom will have a calm kit to start the year with various items students can use to help calm down. Example: Clixo's are magnetic objects that can be twisted to form various objects and shapes. Items can be used at a desk or on a magnetic surface (think lockers in the hallways). Items purchased will be used for students to create their own calm kit at the start of the year, sensory tiles for the walls and floors to help with regulation, items need for students to create their own seek and find bags.  Programs hosted graduation, back to school events and will be incorporating multiple family nights first semester. We purchased several family games that can be used on an ongoing basis. We will continue with this and other engagement opportunities, that create positive experiences and interactions with school and work to increase parent engagement and skill building of family members as students work through these alternative programs.  Students are getting an authentic educational experience that meets them where they are and builds lasting skills. It is noted that students have been willing to engage in conversations about emotions like never before. In a very short time, we have seen improvements in students identifying triggers and positive ways to cope. With this intentional programming during the school day and inclusion of parents in dialogue, shared language, and skill development, we are confident this will increase success of students and prevent out of home placements.  Attendance: 100 students and parents  Whole community Feeder Pattern Family Engagement Nights  -East Feeder: East Side Night, families, and students enjoy vendors, partners, inflatables, food trucks  -Hoover Feeder: Health Wellness Fair, including families, staff, students and community partners  -North Feeder: Hispanic Heritage Celebration, food trucks, outdoor movie, partners  -Lincoln Feeder: Trunk or Treat, invite partners, families to set up tables and hand out candy  -Roosevelt Feeder: Movie Night including free admission for families, Skate South night for families More family engagement nights where families feel welcomed to the building, they are sending their students too.  CSCs will do intentional recruiting as well at these events for their School Advisory Councils.  Attendance: 2000+ individuals  **$4000.00** |
| **Des Moines Public Schools** | **Bilingual Orientation for incoming 6th and 9th Grade Families** | These events were held at three middle schools and three high schools. During the orientations non-English speaking parents were provided with tools that will support their student's successful academic journey. Some of the topics offered were the school system at each level, clarified attendance, discipline and grade policies, best practices of communication with their student's school, encouraged parents to be active participants on their children's education; Empowerment and active communication with their children as they transition to their new school.  Languages targeted: Spanish, Swahili, Karen, Karenni, Kunama, Pashto, Nepali, Vietnamese, and Somali.    Providing these types of informational meetings for our non-English speaking families, gives them a sense of belonging and inclusion in their schools. Many of our families are not familiar with the American school system and this allows them to better support their students at home and have a connection with the schools.  Attendance: 450 families  **$3000.00** |
| **Breanne Ward**  **ForWard Consulting** | **Faith Based Learning Session** | This session provided an introduction of terms related to adverse childhood experiences (ACEs), trauma, mental health, and secondary traumatic stress. Participants also learned how to bridge terminology to healing through a faith-based lens and discuss how to apply knowledge to scenarios that may occur in the faith setting.  Participants were faith leaders who connect across several sectors, including corrections, education, substance use and healthcare.  Attendance: 6  **$1000.00** |
| **L.U.N.A.** | **Bilingual books for L.U.N.A.’s Lending Library** | With this funding of $539.92, we were able to purchase bilingual books for different age levels. Clients and their children have access to them while in the waiting room or in shelter. They can also borrow them through our lending library system that we created to allow more survivors and their families to benefit from these books.  Our clients have very limited access to books in their native language, so this grant provides a unique opportunity to provide greater access to literature in Spanish for clients while they sit in the waiting room, are in shelter, or just want to borrow them. We anticipate that all of our clients will be able to access these bilingual books each year.  Attendance: We serve approximately 1,200 survivors and their families each year.  **$539.92** |
| **Grubb YMCA** | **YMCA Summer Learning Loss Prevention Program at King Elementary** | YMCA Summer Learning Loss Prevention Program at King Elementary: The Y’s Summer Learning Loss Prevention program promotes academic achievement and close gaps to ensure all children succeed academically and have equal access to activities encouraging them to learn, grow, and play. The Summer Learning Loss Prevention program engaged 90 youth at King Elementary in summer 2023.  The Summer Learning Loss Prevention program engages youth K-5 for six weeks to mitigate the “Summer Slide," describing the tendency for students, especially those from low-income families, to lose academic gains they made in the school year during the summer months. Students in this program rebuild and strengthen their reading and math skills through a nationally accredited curriculum from BellxCel taught by certified Des Moines Public Schools teachers. Additionally, the Y provides students with breakfast, lunch, and a snack.  The Y’s Summer Learning Loss Prevention program uses an enrichment curriculum to support students’ social, physical, and cultural needs. Students go on field trips, create art, practice social-emotional skills, explore STEM, Safety Around Water/swim lessons, Girls on the Run, and gym facilities for supervised open play and team-building games. Summer 2023 was a fun and exciting time for both staff and students. Along with daily learning (math and literacy curriculum provided by BellXcel), we were able to attend weekly field trips and swim lessons. Some of the highlight field trips include a visit to the Iowa Cubs game, skating, The Science Center of Iowa, and The Blank Park Zoo. The students were visited by Polk County Conservation, The Des Moines Library, an Author of some children’s books, After School Arts Program, and The Des Moines Symphony.  Additionally, below is a testimony from a mother of a student in the Y’s Summer Learning Program:  “My name is Tyneka. I have a son, Xyion, that attends the afterschool and summer learning program. Xyion has attended the after school and summer learning program now for the last 3 years which has helped him a lot. Xyion struggles with STSD (Secondary Traumatic Stress Disorder) and learning. With him being able to go to the after school and summer learning program he has done better in school. Ms. Melissa and her staff has given him the extra help he needs academically and are a great positive influence in his academic, social, and personal life. He enjoys all the activities they have planned for the children. Honestly, if it was not for this program, I as a single parent would not know where to go for support. This program has helped me out a lot for the last few years. The after-school program helps out single parents and provides reassurance that our kids are in a safe environment until we get off from work. This program helps out a lot of children and families.”  Attendance: 90 Students  **$4000.00** |
| **Des Moines Public Schools** | **SUCCESS Case Manager Summer Programs and Events.** | DCAT funds were used to provide activities for DMPS students served by SUCCESS Case Managers during the summer to keep them engaged with school and to provide access to opportunities they would otherwise not be able to experience. Providing summer activities allowed case managers to build stronger relationships with students and families outside of school that will then carry over into the school year.  Most of the students served by Success do not have the ability to experience new activities in the community due to economic disadvantages their families deal with daily. Students experienced new opportunities such as horseback riding, canoeing, nature walks, attending a cooking class geared toward their ages and skills, indoor rock climbing, and attending cultural events in the community. Throughout these different experiences, students tried new things, working cooperatively with other students, being brave when faced with something they had not done before, and growing their skills in ways that will help them during the school year.  Attendance: 122  **$5000.00** |
| **Courageous Fire, LLC through Iowa ACEs 360** | **Center of Must Training** | **Centers of Must (COM) Training**: Training for mainstream organizations to understand how their business-as-usual approach to service delivery could be potentially creating unsafe spaces for Black women in crisis. How to de-escalate situations the organization may have previously misunderstood as sources of potential aggression from the clients and return the space to safety for the client. How to spot potential DV as well and connect to culturally responsive services.  Attendance: 55  **Centers of Trust (COT) Training**: Training for Black owned organizations to understand how to meet the unique needs of the Black women who already trust them in service delivery to receive helpful support and assistance during/after dealing with domestic violence (DV); how to spot potential DV in seemingly "regular" conversations with these Black women, how to screen for DV, and how to properly support while connecting to culturally-relevant services to get these women to safety. Showcase: recruited Black women to attend our programming for them - Empowerment through the Arts - the following 2 cycles of cohorts!  COT training: 1 of the Black-owned businesses has been able to correct identify 2 clients who are actively seeking to flee DV and has gotten them connected to culturally relevant resources. Both clients are now in safety planning mode because of her proper application of the training tools!  Attendance: 3 representing 1 Black church and 1 Black business  **$6000.00** |
| **Intercultural Development Inventory (IDI)** | **Train the trainer** | The IDI assesses intercultural competence, the capability to shift cultural perspective and appropriately adapt behavior to cultural difference and commonalities. IDI results are reviewed by a QA with individuals or groups and results can inform next steps for intercultural development. Two HHS personnel were trained as Qualified Administrators (QAs) to administer and facilitate follow-up conversations on IDI assessments.  IDIs will be administered to local HHS Child Welfare staff.  **$4,100.00** |
| **Unity Point** | **Iowa Drug Endangered Children Conference** | The Iowa Alliance for Drug Endangered Children (DEC) is an advocacy community. DEC is driven by the need to stand up for Iowa children endangered by their parents or caregivers illicit drug use. Iowa DEC defines drug endangered children as children who are at risk of suffering physical harm or neglect as a result of illegal drug use, possession, manufacturing, cultivation, or distribution.  25 Social Workers and Supervisors attended the 2023 DEC conference sponsored by Unity Point.  **$2,020.00** |
| **Iowa Attorney General Crime Victim Assistance Division** | **Iowa Sexual Assault Response Conference** | The 4 day conference had a variety of speakers and trainings for everyone who works with sexual assault victims – advocates, SANEs, Law enforcement, prosecution and others.  8 Social Workers and Supervisors attended the 2023 Iowa Sexual Assault Response Conference in Ames, Iowa.  **$2,800.00** |
| **Amazon** | Books | Books purchased for HHS Leadership and for clients:  Radical Candor  Beautifully Unique: A Natural Hair Coloring and Activity Book for Black and Brown girls with positive affirmations, inspirational quotes and activity pages.  The Beauty in Color, Black Woman Adult Coloring Book  I Don’t Feel How I Look  **$441.84** |
| **Community Youth Concepts** | **Stowe Heights Challenge Course** | Students participated in a 3-hour program focusing on communication, problem solving and social emotional learning around decision making and choice points. The challenge course is operated under the principal of "Challenge By Choice" emphasizing full participation in choosing the level of challenge for individuals, practicing setting healthy boundaries while supporting team members for overall success. Using games and problem-solving activities to "play with purpose" participants are asked to reflect on what motivated them, where they were most engaged, frustrated, etc. raising awareness around emotions, decision making and choices providing an experience of themselves and the abilities/skills they have and can tap into.  This is first demonstrated on the ground emphasizing responsibility, focus and motivation or why. Then they choose if they will climb to height and work together communicating and supporting each other along the way as real perceived risks increase.  Reflection is used to connect the experience back to their personal lives.  Students have the opportunity to be challenged in a supportive environment to do hard things.  In the doing, staff focus on connecting (even if it is learning a name and who likes sleeping until noon) assist in scaffolding struggle and giving space to struggle, observing, reflecting back and allowing time to problem solve without being "rescued". This is an important - to not be given the answers or have the bar lowered in order to avoid the uncomfortable.  Amid programming, one youth was able to articulate that they get mad, are afraid to try or quit when they care. When they care about doing well it is much easier to do one of those things than to risk failing. She applied this recognition to her effort in math class.  Attendance: 10  **$700.00** |

**FY23 Special Projects and Activities supported under DCAT5-22-143, Decat & CPPC Coordination**

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| **Agency** | **Program Name** | **Program Descriptions and Outcomes** |
| **Central Iowa ACEs 360** | **Lemonade for Life** | Lemonade for Life is an engaging training experience for anyone who wants to help families who have experienced adverse childhood experiences (ACEs) build hope and resilience and change the trajectory of their lives. In the fall of 2022, management of Lemonade for Life was transferred to Iowa ACEs 360. Lemonade for Life, originally developed by Iowa leaders in trauma-informed work, Iowa Department of Public Health, and University of Kansas, had been managed by University of Kansas for a number of years. To adapt and grow the curriculum and its promising evidence base, Iowa ACEs 360 partnered with KU to transfer the management under our expertise.  Iowa ACEs 360 held a master training and trained four new trainers, all located in central Iowa, to support the relaunch of curriculum. Utilizing the funding from Polk County Decategorization, updates to the curriculum and accompanying resources were made to prepare for the training to be relaunched. These updates were critical to ensure the most updated data and evidence base on childhood adversity and trauma were included.  Since these updates were completed and the curriculum was relaunched, more than **70,000** visits have been made to the Lemonade for Life website. In the first six months of 2023, **ten Lemonade for Life trainings were held reaching 165 participants**.  **$2,000.00** – Curriculum updating and master training |
| **Iowa ACEs 360** | **Free Online Training Modules** | Iowa ACEs 360 hosts a free, online learning module hub through the Thinkific platform. Five modules are currently offered on the hub. The most recent module, focused on faith leaders supporting children and families experiencing trauma, was developed with Decat funding. Funding was also utilized to update all the modules and begin the development of education sector focused module.  As of June 2023, 358 individuals utilized this free module system.  **$3,000.00** |
| **Wilkie House** | **Middle School Cascade Falls Field Trip and Meal** | Willkie House middle school students had a special lunch and did a field trip to Cascade Falls.  This event helped Willkie House youth build relationships with Willkie House staff and their peers. It also supported them in feeling a sense of belonging at the Willkie House and in strengthening their identity as a group. All the youth who participated in this event continued to attend the Willkie House (thus benefitting from the academic and social-emotional support provided by our summer program), and the vast majority consistently attend to this day - no small feat for a middle school summer program.  Attendance: 20  **$500.00** |
| **Hoover High School** | **Husky Movie Night** | Students grades 9-12 were able to come and enjoy a free movie on the football field while enjoying popcorn and food. This was the first of this event held at Hoover. The movie was Black Panther which was super popular at the time.  Students of all grades were seen huddled together. Students were also able to use the other half of the field to burn some energy. We were able to hear from students how fun the event was, and how they liked that it was held at Hoover High School.  Attendance: 180-200 individuals  **$500.00** |
| **Hoyt Middle School** | **Hoyt Holiday Hoopla** | Hoyt Holiday Hoopla is a school, family, student event that invited all together for an evening of fun, food, games, and activities. It was a great community builder for our school and community with vendors, volunteers, and programs that students and families can participate in.  We had over 10 community partners attend the event providing games and activities. We provided food for everyone in attendance and many prizes were handed out. Created a great connecting event for all involved.  Attendance: 325  **$500.00** |
| **LSI Immigrant and Refugee Community Services** | **Meet Me at the Market** | Meet Me at the Market was part of LSI's 2022 Welcoming Week. Activities the week of September 12-18 were designed to encourage the community to learn more about new Iowans. This specific event encouraged people to attend the LSI Farmers Market where our refugee farmers sell their vegetables as they build their confidence in selling to U.S. customers. The market is also a celebration of the diversity that makes the Des Moines area and Iowa so special.  With funding we received, we were able to advertise the market and offer free coffee and both African and Nepalese breakfast treats to those attending the market on September 17th.  Attendance: 200  **$500.00** |
| **Hola Center** | **Iowa Latina Gala** | The gala on October 27, 2022, was a cultural awareness and fundraiser event for stakeholders in Polk County and community members.  We sold out two weeks before the event.  Attendance: 250 participants.  **$500.00** |
| **Foster SQUAD** | **Operation Santa Claus** | Santa Claus came to the DSM library to visit with children in foster care along with their foster and/or bio parents. Kids could get their picture taken with Santa and families had the opportunity to get a picture together they could take home with them. There were also crafts, stuffed animals to take home and cookies to frost.  This was an amazing collaboration between the Foster SQUAD, the Youth Law Center and the DSM Library. We had staff on hand from HHS, CFI, and Four Oaks as well. It was great to see all the agencies working together. In addition, it was a safe place for families to spend some time together. Several families told us it meant a lot that they could take home a family picture with them.  Attendance: We had 55 children visit plus their families.  We will likely need a different venue this year because we maxed out that space!  **$500.00** |
| **Minesterio Nuevo Amanecer (New Dawn Ministries)** | **Transcending Together Project** | Organized a Spanish Speaking Family Support group to help our families to better understand and work better withing everyday system i.e., School expectations, law enforcement, mental health, and community resource provisions. Through advanced family conversations that resulted from Parent Cafes, participants learned from each other in group settings. This project emphasizes and provides training in both effective speaking and listening. The sessions have homework; in that way parents can benefit from real conversations practices with their own youth and other family members. Once trained, much can be shared with and gained from those seated at welcoming dinner table. The result of the program is to reunite families where both can understand each other to have healthy families within the community.  Attendance: 15 to 20 families.  **$4500.00** |
| **Iowa Center for Children’s Justice** | **Mediation and Parenting Coordination** | In Polk County, any couple filing for divorce where children are involved, is required to attempt mediation before being given a court date in front of a judge. The intention is to have the parents try and work collaboratively through issues with a trained mediator to reach a conclusion on how best to co-parent children moving through the divorce.  Parenting Coordination is a child centered option for resolving common or day to day conflicts between divorced parents. Parenting coordination is particularly useful to define for both parents, in a clear and concise manner, how children will be care for through the family transition. Reaching a resolution in a mediation, so the case does not have to go to court. Court hearings can be time consuming and emotionally exhausting. Parenting coordination case recently worked with a family to define a plan. The family was able to use this to help guide their conversations and decision-making process.  Attendance :21  **$4000.00** |
| **Hindu Cultural and Education Center** | **HCEC Cultural Program** | Teej is an annual women's cultural program. This is performed mainly by the women of the community. However, this program intends to engage participants of all ages and genders. The main objective of this program is to empower women in the community and strengthen relationships between diverse community people. Such program helps filling the generation gap by teaching cultural values and its importance. It helps to relieve isolated, depressed, traumatized people of all ages by socializing and recreational activities. On top of this, it engages youths in the social and recreational activities by reducing their time otherwise, used in unwanted activities such as drugs, bullying, gangs etc. Exposure and opportunity to show case the hidden potentiality.  - Engage people of all ages by means of singing and dancing.  - Encourage people towards musical career through social activities.  - Fill generation gap by teaching cultural values and its importance.  - Provide opportunity to explore their talent and enhance them to musical field.  - Relieve isolated, depressed, traumatized people of all ages by socializing and recreational activities.  - Engaging youths in the social and recreational activities by reducing their time otherwise, used in unwanted activities such as drugs, bullying, gangs etc.  Attendance: 300 +  **$500.00** |
| **Korean American Society**  **(KASI)** | **Parent “Healing” Support Group** | The first Polk County Sports Festival hosted by KASI and Team K Soccer Group was held April 1, 2023. Polk County Decat/CPPC generously provided the funding to support mental health “healing” project for the Korean community.  The event was held at the Sports Iowa indoor sports complex. More than 50 Koreans and community members gathered. Families enjoyed group and team games to win prizes and enjoyed Korean snacks at the end of the event.    President of Team K, Matt Kim, shared his thoughts on preparing this festival for the Korean community.  Before the pandemic, there were various events like this at least once a year. However, since then, there was not one event for Koreans to socialize, which prompted KASI to plan this event. KASI also received prizes and snacks for participants.  Jian Yoo, an ISU student, reflected on her experience. ISU, “I had so much fun at the sports festival. The various games prepared by the hosting organization were perfect for any age, and it was fun to cheer on teammates. I especially enjoyed the relay at the end of the festival. Team K hosts well-planned small team games, making the experience more enjoyable. I will remember this experience for a long time–being together and enjoying team games, and passionately cheering on each other.”  Attendance: 50+  **$500.00** |
| **Project Iowa** | **Infinite Recovery** | PI offered a Self Care for the Holidays event where there was yoga for parents and a kid’s yoga. The families also did crafts together and shared a meal.  PI brought together 15 families and provide tools and activities to help them feel more supported over the holidays and spend quality time. This event was something that brought a lot of joy the parents in recovery because activities like yoga, crafts, etc. can be hard for them to afford and get access to.  Attendance: 35  **$500.00** |
| **Courageous Access, LLC** | **Empowerment through the Arts Showcase for DV Awareness Month 2022** | The showcase had 4 Black women DV survivors share an art form, which were showcased empowering themselves and others. The evening was an intimate gathering and artists videotaped beforehand and then introducing their segment to others attending. Different types of DV were highlighted. Black women are magical, innovative, musical, creative, and expressive. The showcase unlocked a vast pathway for freedom, healing, and empowerment to flow through. Witnessed powerful live examples from DV survivors, as they showcase this truth using their favorite art form, in a lovely welcoming setting.  Attendance: 40  **$500.00** |
| **Christ Apostolic Community Outreach Services** | **Diaper Giveaway** | C.A.T.C.O.S. provided bags of 25 diapers plus wipes for size newborn through size 7 for families in Polk County. Families who participated in the giveaway also received a gift bag of household supplies from other donations that had been received.  Several of the clients expressed appreciation for providing their families with the diapers and supplies. CAT was able to assist several families that had more than one and had several families ask when our next giveaway would be held as well.  Attendance: 100+ families.  **$500.00** |
| **Nutrition 4 Young Children** | **Healthy Baby Showers** | Nutrition 4 Young Children (N4YC) HBSs with ISU Extension & Outreach-Polk County educate and support pregnant women, young moms and their partners in making healthy food choices for themselves and their families. These free showers focus on nutrition for healthy childhood brain development since lifelong health is largely determined during the first 1000 days (in utero through age 2).  From surveys of participants after attending an HBS:  100% planned to change their diet to include fruits and vegetables during pregnancy.  100% learned about a new community resource during the presentation.  90% planned to utilize one of the community resources from the presentation.  90% already participated in WIC or requested to be connected to WIC.  50% requested to be connected to ISU Extension & Outreach – Polk County’s Buy-Eat-Live Healthy (program explained below)  100% would recommend this presentation to others.  60% wanted to continue to receive information for new parents.  Attendance: In 2022 we reached 66 moms with HBSs. To date in 2023 with showers done viz Zoom, HBSs have been attended by 28 English speakers and 49 Spanish speakers, with four showers remaining.  **$500.00** |
| **Iowa Therapy Solutions** | **Working with DHHS Presentation** | The $500 funding requested was for 50% of the potential $1,000 charge for creating a 5–10-minute video as part of an HHS/CINA 101 training which would introduce and humanize judges, HHS workers, attorneys, Parent Partners, etc.  Unfortunately, the two others funding sources for the project fell through, so I am still short of funds needed for the video. Furthermore, the grantee spoke with Polk County HHS and central leadership and there was interest, but not a lot of support from central. The grantee will be presenting to parents with an HHS supervisor and will follow up on this and request an additional $500. The current $500 has not been spent.  **$500.00** |
| **Mosaic Family Counseling Center Inc.** | **CIDP/A-TIP Training** | The CIDP (CID/ATIP) training teaches how to help desensitize emotional reactivity as a result of crisis or traumatic events. It is a protocol that can be administered by non-clinicians and is helpful to those working with clients in crisis situations. The protocol can help reduce the intensity of trauma responses and emotional reactivity associated with life events, large and small. The training was presented virtually and offered to the community at large, with many attendees from our HHS and JCS partner agencies.  Attendance: 50 registrants  **$3,000.00** |
| **Polk Decat in partnership with Prevent Child Abuse Iowa and Corinthian Baptist Church** | **Parent Café Host (Facilitator) Training** | Decat sponsored one Parent Café Host training for a total of **18 participants**. This collaborative effort precipitated from conversations with Corinthian Baptist outreach staff and volunteers who believed the Parent Café model would be beneficial to engage parents at their church and their local partner inner-city churches they support. Facilitators left with all materials they needed to get started, including the café in a box and a dollar tree gift card to purchase decorations. The trainings garnered new connections and collaborations between organizations as well as interest for more trainings.  **$2,973.90** |
| **Parent Café Supports** | **Lutheran Services in Iowa**  **Orchard Place**  **Urban Dreams**  **Corinthian Baptist**  **Tierra Mayberry**  **Studebaker Elementary School** | For agencies and individuals who attended this years and FY22 Parent Café host trainings, Polk Decat/CPPC provided supports for on-going cafes provided in Polk County through small stipends per café.  26 Cafes were supported in FY23  **$1,860.00** |
| **Lincoln High School** | **1st Generation College Night** | Lincoln’s First Generation College Night is to provide wrap around supports for our first generation families. These families need so much more guidance than families who understand the college going culture. The idea is to give them this education throughout the four years of high school but tiered by grade levels.  The second part of this is that many of these families feel shame around not being understanding college and not being able to help guide their children. The idea is also to celebrate them and to show them that having a first-generation student is something to not feel shame over.  Including younger grade levels also helps them with setting their goals and intentions for after high school early and to encourage them to keep their GPA up and to take rigorous courses. "  "We provided a large college fair to students and families to learn more specific institutions.  Students and families were able to feel and see that this is a celebration, and they are not alone in this journey.  A few of our first-generation students were able to speak in front of their families and friends to tell their stories and how their paths lead them to becoming a first-generation college student."  Attendance: 150  **$500.00** |
| **Polk Decat** | **Trauma Information Supervision Efforts supported by Polk Decat, Chris Foreman, Technical**  **Guide, and Iowa ACEs 360** | Decat and CPPC supported Trauma Informed  Supervision trainings for both HHS and JCS social work supervisors and members of leaderships.    Refer to section below on **Polk ACEs, Trauma and Resiliency Building Community Activities.**  **$25,887.50 in total invoices** |

**FY23 Pre-Arrest Diversion Projects and Activities supported under DCAT5-22-145, Pre-Arrest Diversion Case Management & Coordination**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Program Name** | **Program Descriptions and Outcomes** |
| **Polk County Juvenile Court Services** | **Pre-Arrest Diversion** | Pre-Arrest Diversion (PAD) is a collaboration between the Des Moines Police Department (DMPS), Juvenile Court Services (JCS) and Polk Decat. The goal of this initiative is to reduce the number youth, especially youth of color, from entering the Juvenile Justice System. Using the new tools from the evidence-based Toolkit for Pre-Arrest Diversion.  Changes Implemented:   * Youth are entered into the program at one of three different levels depending on their charge. * Youth are in the program 30, 60, or 90 days depending on what tier they are on, changing from the 6 months for any involvement in the program prior. * Program becoming individual based adapting and changing based on the client’s needs, interests, charge, and goals.   Community Partners:   * Wildwood Hills Ranch * Community Youth Concepts * Meals from the Heartland * Des Moines Parks and Recreation * New Point Church food drive * Young Men of Color conference * Children and Families of Iowa - Connected Careers * Orchard Place, PACE * Online court solutions * Street Collective   **Outcomes**:  DMPD’s Second Chance Program continued with the revamped program guidelines, using an evidence-based tool from the Iowa Toolkit for Pre-Arrest Diversion. Jay Hansen continued to provide case management and coordination services under the **Pre-Arrest Diversion Contract, DCAT5-22-145.** |

**Polk ACEs, Trauma and Resiliency Building Community Activities**

The efforts and collaborations were continued related to ACEs, trauma and resiliency building activities. We believe that public/private partnerships are the lynchpin to building and maintaining systems and community change. Below are the activities related to these efforts.

**Central Iowa ACEs**: The Polk Decat Coordinator continued to serve on the Central Iowa ACEs (Adverse Childhood Experiences) Steering Committee. The Director of Central Iowa ACEs continued to serve in an advisory capacity on the Trauma Informed Supervision (see below) and Trauma Services in Polk Detention projects.

**Trauma Informed Services in Polk County Detention**: Polk Decategorization continued to support these services under contract DCAT5-18-003 (see details in the Contracts section below). JCS and HHS provided funds to Polk Decat to support Technical Assistance by Chris Foreman, Duke University, and the National Child Traumatic Stress Network (NCTSN). Although the TA for the project has diminished, Chris continues to assist the Contractor, Lutheran Services in Iowa (LSI) with enhancing and documenting their one-on-one and group procedures and services as well as Detention Staff trainings. Chris has been instrumental with development of the metrics and surveys that document outcomes.

**Juvenile Court Services Trend Scores across the Trauma Informed Supervision Project**

*This section is an update on results of TIS efforts within JCS over the past 3 years, as reported in FY23.*

Prepared by Dr. Armeda Wojciak

Below you will find two tables. The first one represents the responses for JCO Supervisors and the second is for the JCO workers. Given some challenges to our data collection methods, presented below are the mean scores reported across the 13 month time period. Data was first collected in June 2021 prior to any trainings, then in December 2021-halfway through the training, then in July 2022 after the training was completed.

The tables are organized by the different measures.

The *Vicarious Trauma-Organization Readiness Guide for Victim Services* has 5 subscales. The range of possible responses is next to the subscale name. Attached is a copy of the measure for you to review. The Staff Health and Wellness subscale was consistently not answered for the JCO. This may be an area to explore. Why would they not want to answer those questions or skip the questions? This is also a measure that helps to provide insight into the climate and culture around supporting trauma informed practices.

The *Job Satisfaction* section consisted of 3 questions: I feel fairly satisfied with my present job; each day at work seems like it will never end (this question is reverse scored); most days I am enthusiastic about my work.

The *Professional Quality of Life Scale (ProQOL)* assesses 3 areas, worker compassion satisfaction, burnout, and secondary traumatic stress. I provided the measure cutoff information in the description for each one. Given the measure cutoff’s it does not look like there is any major concerns. In some of my more detailed analyses, for JCO’s the range of scores was approaching 40 for burnout. Indicating that some JCO’s may be close to burnout in their job, but it was rare. A copy of this measure is also attached for your reference.

The final section of each table is the *STS (secondary traumatic stress) Competencies in Trauma-Informed Supervision* measure. This was comprised of the competencies that Chris and her team wanted to equip the JCO Supervisors with (results in the first table) and the questions were reworded for the JCO to see if they noticed these competencies in their supervisors. Below you will see how the scores changed over time.

Lastly, after each table, you will see some open ended responses that were shared by those that completed the survey. The prompt is provided as well as unedited responses.

Taken together, this data provides a snapshot of areas that respondents have grown through the training (highlighted in blue font) and areas where there was some fluctuation or stability.

The Leadership and Mission subscale increased across time for each responding group. This is an important step, particularly as organizations become more trauma informed. The open ended responses also support this positive trend. Similarly, the awareness of supervisors also demonstrated positive trends across time for both respondent groups and is supported by open ended responses.

Together these results indicate that some of the first work toward becoming a trauma informed organization is occurring within the Juvenile Justice climate and culture. These results also indicate areas of next steps to continue this work.

**JCO Supervisor Mean Scores**

|  |  |  |  |
| --- | --- | --- | --- |
| **Concept Measured** | **June 2021** (2 responses) | **December 2021** (4 responses) | **July 2022** (7 responses) |
| **Vicarious Trauma-Organizational Readiness Guide for Victim Services** | | | |
| Leadership and Mission (range 10-50) | 38.50 | 42.25 | 43.85 |
| Management and Supervision (range 18- 90) | 53 | 66.75 | 68.57 |
| Employee Empowerment and Work Environment (range 15-75) | 63 | 70.50 | 58.33 |
| Training and Professional Development (range 8- 40) | 27 | 33.75 | 33.33 |
| Staff Health and Wellness | 35 | 48 | 44.60 |
| **Job Satisfaction** | | | |
| Job satisfaction | 13 | 14 | 14.85 |
| **Professional Quality of Life Scale** | | | |
| Compassion Satisfaction (scores below 23 may mean that they may find problems with their job) | 39 | 35 | 40.57 |
| Burnout (below 23 is positive and feel effective at job, 41 and above they do not feel effective at their job and need to reflect on that) | 19 | 22 | 21.85 |
| Secondary Traumatic Stress (higher that 43 need to think about what is driving this score and may need support) | 22 | 21 | 24 |
| **STS Competencies in Trauma-Informed Supervision** | | | |
| Aware🡪Knowledge of Signs and Agency Support | 23 | 21 | 26.85 |
| Aware🡪Knowledge to self-assess and address STS | 22.5 | 19 | 24 |
| Proactive🡪 Share emotional experiences | 19 | 17 | 19.71 |
| Proactive🡪Model and teach to be TIC | 13 | 12 | 15.4 |
| Responsive🡪Support Resilience of supervisees | 10.5 | 9 | 11 |
| Responsive 🡪Assist supervisees in regulating | 10 | 9 | 11.5 |
| Responsive 🡪Knowledge in evidenced informed supports | 10.5 | 9 | 12.14 |
| Responsive🡪Distinguish between changes | 11.5 | 10 | 11.57 |
| Responsive🡪Ability to use self-disclosure | 7 | 6 | 7.14 |

**JCS Supervisors Open Ended Questions**

*Over the past 12 months, you have been engaging in Trauma-Informed Supervision trainings with Chris Foreman. What changes have you noticed in your supervision as a result of this training?*

* Just being more aware of how trauma affects people . Being more aware to identify those exposed to trauma and ways to address it.
* I am more cautious about assuming behaviors or thoughts behind behaviors. I will first try to dig under the iceberg to see if there is something else driving the behaviors.
* More intentional. Not rescuing more empowering.
* My awareness and consciousness of STS and being able to apply the principles of being Trauma-Informed has definitely increased.
* Listening better, slowing down, paying attention to subtle changes. Reaching out to employees who are experiencing difficult cases and or circumstances, Being a container.

*What have you learned in the trainings that has been the most helpful to you as a supervisor?*

* Being more tolerant or aware of how trauma affects others and they ways it might manifest itself. Being aware of how trauma victims handle things based on the trauma they suffered years earlier.
* How to respond to an acute incident. We are naturally people who want to fix a situation and we have learned to avoid that in those spaces.
* All of the different tools to use with staff.
* That we are all experiencing some form of trauma through the work that we and others do and we need to remember that at all times especially as leaders.
* Acute response and being a container

*Do you have any feedback on ways to improve the delivery of the Trauma-Informed Supervision? What would make it more useful and more engaging?*

* I would like more direction regarding ways to treat trauma rather than simply identifying it. Certainly being aware of it changes the way you approach a client, but I feel it is difficult to actually apply treatment/therapy to address these issues. There certainly isn't a quick fix.
* Would of liked more staff involved sooner.
* Provide handouts or information on what the subtleties of STS look like and how to identify when we or staff might be experiencing the effects of STS.
* When people are not understanding- guiding the information or giving the answer. The work is hard and sometimes we are just tired working through the concepts.

*In reflecting over the last 12 months, what changes in your organizations’ culture have you unnoticed that can be attributed to the trauma-informed supervision training?*

* I think management has been much more educated in recognizing those affected by trauma and suggestions on how to address it. Unit outings, one on one meetings/walks, making a better effort of asking how people are doing, etc.
* More trauma based in response to secondary trauma. More aware and more intentional.
* Leaders abilities to be able to identify it in really obvious situations whereas we wouldn't have identified it as trauma in the past and then responding accordingly.
* WAY more trauma informed. Aware and kinder. People first and their well being.

**JCO Mean Responses**

* **Similar to last time, the Health and Wellness questions had a lot of people not respond to it. Only 14 of 36 responded. May be something to continue to look into.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Concept Measured** | **June 2021** (13 responses) | **December 2021** (13 responses) | **July 2022** (36 responses) |
| **Vicarious Trauma-Organizational Readiness Guide for Victim Services** | | | |
| Leadership and Mission (range 10-50) | 32.84 | 39.23 | 37.83 |
| Management and Supervision (range 18- 90) | 49.08 | 64.5 | 60.03 |
| Employee Empowerment and Work Environment (range 15-75) | 44 | 52.66 | 48.85 |
| Training and Professional Development (range 8- 40) | 24 | 29.63 | 30.68 |
| Staff Health and Wellness (range: 12- 60🡪only 5 responses at time 1, 1 response at time 2, and 14 responses at time 3) | 27 | 30 | 35.64 |
| **Job Satisfaction** | | | |
| Job satisfaction | 11.64 | 13.25 | 12.36 |
| **Professional Quality of Life Scale** | | | |
| Compassion Satisfaction (scores below 23 may mean that they may find problems with their job) | 36.71 | 35.75 | 35.19 |
| Burnout (below 23 is positive and feel effective at job, 41 and above they do not feel effective at their job and need to reflect on that) | 25.14 | 21.58 | 23.61 |
| Secondary Traumatic Stress (higher that 43 need to think about what is driving this score and may need support) | 23.57 | 20 | 21.86 |
| **STS Competencies in Trauma-Informed Supervision** | | | |
| Aware🡪Knowledge of Signs and Agency Support | 15.78 | 19.54 | 20.61 |
| Aware🡪Knowledge to self-assess and address STS | 17.15 | 19.36 | 19.43 |
| Proactive🡪 Share emotional experiences | 13.85 | 17.27 | 16.73 |
| Proactive🡪Model and teach to be TIC | 8.85 | 13.09 | 12.65 |
| Responsive🡪Support Resilience of supervisees | 7.85 | 10 | 9.48 |
| Responsive 🡪Assist supervisees in regulating | 6.78 | 9.72 | 9 |
| Responsive 🡪Knowledge in evidenced informed supports | 9.58 | 10.18 | 9.91 |
| Responsive🡪Distinguish between changes | 8.07 | 9.72 | 9.4 |
| Responsive🡪Ability to use self-disclosure | 4.92 | 6.18 | 6.28 |

**JCO Responses to the following questions**

*What changes in the way your supervisor interacts with you and provides supervision have you noticed over the past 12 months?*

* My supervisor has ALWAYS been very insightful and done a great job understanding, being mindful over different personalities, provides encouragement, does check in after traumatic events within someone's caseload, allows time to work from home due to individual circumstances prior to this trauma-informed supervision training provided. It is difficult to gauge someone after this training as my supervisor has always done that for our team!
* My supervisor has listened to my concerns about stressful situations and helped me self reflect some solutions within my control.
* She has been more interactive.
* They have asked if there is anything they can do to make things better or easier. Ask how things are going and if there's any I need.
* Having said no I have always believed my supervisor has been trauma informed. Though I think this training has likely helped them become more aware.
* Active listening. Compassion and willingness to share personal traumatic experiences.
* Less abrasive
* Secondary trauma is discussed openly, and input on how to address secondary trauma is sought out.
* She always asks how I am or how I am feeling. Takes time to talk about work and personal life with me.
* Attentive. Asking more questions about how I'm doing with my cases and how I'm feeling about them.
* More understanding and open to discussions.
* Checking in on others when things happen and encouraging us to take care of ourselves and each other.

*Over the past 12 months, what changes in our organizations’ culture have you noticed?*

* Maybe more flexibility given the pandemic we are in.
* I felt very supported by leadership during the pandemic but I feel that slipping away since returning to the office.
* Morale appears lower than ever; leadership responses are tiresome and never seem to lead to any actual change
* Starting to get a little better. A lot of new people in the office now, though.
* Supervisors are more supportive and aware of when employees are in distress and might need a break,
* Recognized vicarious trauma and took steps to give staff a environment to separate from work and other stressful situations. Provided quite room and scheduled visit with Trauma Specialist.
* More team outings
* More openly identifying the effects of secondary trauma
* Not a lot. I still think the office is heavily focused on do your work, do it good, and do it in a timely manner. If something needs done, do it right away or soon as possible. They do not allow flexibility and are totally blind or against it seems to working from home. In ways I can see how some might feel micro managed. We are always told we are heard and that is great but follow through and action on the staff concerns are always just heard.
* Giving us options of more trainings/understanding
* None, there have been increasing expectations and policies which increase stress levels.
* 6 people responded with none

**Trauma Informed Supervision - FY2023 Year in Review**

Trauma-Informed Supervision is a framework to recognize and compassionately respond to secondary traumatic stress. The **goal** of Trauma Informed Supervision Project is to prioritize healing and wellbeing by integrating a trauma informed lens into everyday supervision practices-- with the ultimate goal of improved outcomes for children and families.

The 18-month project includes on-site supervisor training and monthly consultation calls.

The training is built around [nine trauma informed supervision competencies](https://www.nctsn.org/sites/default/files/resources/fact-sheet/using_the_secondary_traumatic_stress_core_competencies_in_trauma-informed_supervision.pdf) and includes the following components :

* Noticing where we encounter stress, trauma, and adversity.
* Supporting each other’s resilience in ways that positively impact our health and well being
* Connecting and being with each other differently--more compassionately.
* Spending time together in ways that keep each other healthy and well.
* Building individual, interpersonal, and organizational wellness.

In FY23 ACEs 360 provided training, support, and consultation to the 5th Judicial District JCS and the child welfare workforce in the Des Moines Service Area HHS.

JCS:

* Provided over 60 hours of drop-in consultation giving staff space to discuss workplace stress, communication, coping, relationships, and trauma-informed practice.
* Facilitated 7 leadership meetings building supervision skills and competencies with supervisors and Chief.
* Facilitated 2 staff workshops on coping with stress.
* Presented 3 sessions of Introduction to Trauma Informed Supervision at the JCO conference.
* Presented at 2 district-wide meetings.
* Provided over 30 hours of individual consultation with Chief, supervisors, and staff.

HHS:

* Facilitated 10 CPW and SWCM workshops on various topics including secondary traumatic stress, trauma informed case planning, and coping with trauma and stress.
* Facilitated 5 team meetings on the above topics.
* Facilitated 3 leadership meetings on topics including STS and communication.
* Provided over 15 hours of individual and group consultation with leadership and supervisors.

**FY23 Polk Decat Quarterly Shared Decision Making Steering Committee Meetings, Discussion & Determinations**

|  |  |
| --- | --- |
| 7/8/2022 | Review of SDM roles and responsibilities, discussion of SDM view of the most pressing needs in our community, Partner updates |
| 10/14/2022 | Discuss CPPC budget and use of funds for grants, trainings, and other community projects, Partner updates |
| 1/13/2023 | Review of extra available funds and targeted use, collaboration with Iowa ACEs 360 on Lemonade for Life and Trauma Informed Supervision trainings for the community, extra supports for DMPS, other supports for Polk County outside of the Des Moines area. |
| 4/14/2023 | Review of how extra funds were being spent in response to SDM suggestions from January meeting, results of Decat RFPs, CPPC plan for FY24 based on SDM discussions. |

**Contracts**

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| **Contract Number** | **Contractor Name** | | **Service provided** | **Funds expended** | |
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| **DCAT5-18-001** | **Orchard Place** | | **Early Services Program** | **$111,651.63** | |
| The Contractor provides Early Services Programming (ESP) to young offenders ages 12 and under that deliver wraparound services addressing issues that led to early system involvement and prevent recidivism. The Contractor provides culturally and linguistically appropriate early intervention and prevention (ESP) case management to early offenders referred by Juvenile Court Services. It was determined that children under the age of 12 have the highest risk to re-offend in the future; however, their age and needs did not commensurate with the criteria for formal adjudication by the Juvenile Justice system or the Iowa DHHS. This informal status makes them ineligible for some services that could prevent them from re-offending. The ESP Project was initiated to provide individualized casework services and family services for the more intense cases, incorporating a parent-child group component and creating a connection with area schools to help meet the child’s overall needs. The case management includes the involvement of a school liaison since much of the acting out behavior manifests itself at school.  The contract was supported by FY21 JCS State Carry-over funds from the 5/12/21 Chief Designation for Early Services Program, as well as with FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for Early Services Program. FY23 was the final year for this contract and the services were re-procured to be provided under a new contract, DCAT5-24-148, starting July 1, 2023. | | | | | |
| **Outcomes** | 40 new youth and a total of 67 youth were served in FY23.  Engagement of youth and families continued to be a struggle this fiscal year. Even with that, 25 out of 27 of youth who were discharged successfully completed their Informal Adjustment Agreements.  92% (61/66) of youth did not commit a delinquent act during service delivery.  100% of bi-weekly staffing meetings with JCS and other stakeholders were attended by at least one case manager.  72% (80% is the goal) of ESP youth experiencing poor grates improved academic performance.  98% of monthly case notes were provided within the timeframe specified (goal is 95%)  75% (goal is 80%) of ESP youth experiencing poor school attendance improved attendance.  78% (goal is 80%) of ESP youth experiencing in-and/or out-of-school suspensions reduced suspensions during their IAAs.  100% (goal is 95%) of discharge summaries were provided to appropriate JCS staff within specified timeframe.  Contractor reported that they experienced more challenging youth behaviors this year, with youth requiring IAA extensions, transfers to PMICs, violent behaviors, and one suicide. The Orchard Place Chief Medical Officer provided staff training on identification of homicidal and suicidal ideations. | | | | |
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| **DCAT5-18-003** | **Lutheran Services in Iowa** | | **Trauma Informed Services in Polk County Detention** | **$99,999.92** | |
| This service is to provide short-term Trauma-Informed assessments and programming to youth in Polk County Detention which could result in shorter stays in Detention placement with release back into the community or other suitable placement, that address youth trauma faster and that are appropriate to the trauma experiences of the youth. Youth behavior that results in detention, and their behavior while in and because of detention placement, is frequently related to traumatic experiences. The services are tailored for short duration and confined settings, including one-on-one interactions, group interactions and other creative interactive interventions that assist youth in becoming calmer, more focused and strengthen coping abilities related to their trauma experiences that impact their interactions and delinquency. The group component of the program introduces basic brain science and psychoeducation principles in a way easy for youth to understand.  The contract was supported by FY21 JCS State Carry-over funds from the 5/12/21 Chief Designation for Trauma Informed Care and Treatment, as well as with FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for Trauma Informed Care and Treatment. FY23 was the final year for this contract and the services were re-procured to be provided under a new contract, DCAT5-24-150, starting July 1, 2023. | | | | | |
| **Outcomes** | 124 youth were served in FY23. There were 1087 contacts with clients with the average number of contacts being 4.8. The lowest number of contacts was 1 with the highest number of contacts was 28.  When the contract started, the average number of days that a youth stayed in Polk County Detention was just under 2 weeks or 13 days. Now the average length of stay is approximately one month, and this is due to a couple of factors: with group care facilities closing it is getting harder to place youth and there is an increase in higher risk youth awaiting waivers to or back from adult court or are direct filed to adult court.  100% of cases did not stay in detention longer than necessary to receive the Trauma Services.  Over 90% (goal = 90%) of youth met with the same therapist while receiving trauma services in Detention.  For 100% of youth reporting suicidal ideations, Detention staff were notified within 2 hours by Contractor staff.  For 100% of youth reporting human trafficking, Detention staff were notified within the timeframe specified by Contractor staff.  81% (goal = 70%) of JCOs responding to surveys indicated youth displayed improved self-regulation at court proceedings.  100% of discharged youth (156) received at least one referral resource identified and recommendations provided to JCOs in a discharge summary.  Over the course of this contract, of all youth assessed with the Complex Trauma Exposure Screen that measures “what happened to me”, the most common type of reported trauma has been “Community and Interpersonal Violence”, the second most common has been “Attachment Disruption”, and the third most common has been “Displacement”. This is in line with how other delinquent youth report trauma nationally and confirms that these 3 traumas related to early childhood safety, security, and stability are not being met with these youth.  58% of youth assess with a PTSD diagnosis and 8% of youth scored as “Very Severe” trauma severity.  A very positive outcome of these services is the desire for youth discharged into the community to continue with therapy services. The Contractor has capacity for the Trauma Specialists to continue to see youth for therapy services post discharge or referred to school-based mental health services or a Student Assistance Program. In addition, youth reported in exit surveys that they were using simple techniques they learned through the services to self-regulate, such as deep breathing, counting, stress balls, yoga, and other skills. | | | | |
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| **DCAT5-18-008** | **Orchard Place** | | **Sanctions Learning Services** | **$121,945.18** | |
| The Community Service Program (CSP) was developed to implement programming seven days a week to provide youth with opportunity to understand accountability for illegal behavior and/or non-compliance with probation. Youth learn how their decisions impact themselves and the larger community and develop the reasoning skills to avoid problems in the future. The program provides Juvenile Court Services accountability options at different intervention levels. The CSP also provides additional supervision for youth during high-risk hours of the day. There are four different components of the program:   1. Independent Community Service 2. Intermediate Sanctions (Monday-Thursday, Saturday) 3. Probation Violators (Friday-Sunday)   Sanctions (Sunday)   1. Delinquency Impact Group (Wednesday)   The contract was supported by FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for Community Sanctions Program and FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for Community Sanctions Program. FY23 was the final year for this contract and the services were re-procured to be provided under a new contract, DCAT5-24-149, starting July 1, 2023. | | | | | |
| **Outcomes** | Of all the Polk Decat contracts, the Sanctions Learning was arguably the one most impacted by Covid as early on there were no services that could be available. Over the course of the past 3 years after the initial isolation, the provision of services and numbers of youth able to be served have slowly increased each year.  In FY23, 112 youth were served with 85 of them being new.  93% (75/81) of the youth completed their Sanctions programming.  1838 total community service hours and service learning hours were completed.  All but 2 youth served were in the regular Intermediate Sanctions program. One youth was in the Delinquency Impact program, and one was in the independent community service learning program.  100% of the time, the Contractor provided updated monthly lists of available community service sites and contact information.  In 100% of the cases, discharge summaries were provided to the referring JCO in writing within 5 working days of completion of the program.  100% of the time, the contractor notified the assigned JCO of attendance or behavioral problems within 2 business days of the event.  The Contractor provided a wider variety of options for completing community service hours, from the usual yard maintenance to assisting with the JDRF Foundation Walk. | | | | |
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| **DCAT5-19-001\*** | **Central Iowa Juvenile Detention Center** | | **Fiscal Agent Services** | **$254,497.97 (disbursements + fiscal agent fee)** | |
| The Fiscal Agent contract serves as a vehicle to provide various wraparound services to DHHS involved families and children as well as clients of Juvenile Court Services. The most common types of assistance include monthly bus passes, bus tokens, Walmart cards (food, clothing, baby supplies, beds, bedding, etc.) and cards for gasoline. Also covered by these funds are non-court-ordered Psychological Evaluations and counseling sessions, rental assistance, utility assistance and various other forms of transportation.  The contract was supported by the following funds: FY21 DHHS State Carry-over funds 12/14/21 SAM designation, FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for Supportive Wrap-Around Services for Youth, FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for Supportive Wrap-around Services for Youth, FY23 PSSF funds for Family Preservation, and FY23 MYFI funds. | | | | | |
| **Outcomes** | No quarterly reporting is required for Fiscal Agent contracts although expenditures are monitored in various ways daily. Decat reports the Flex Fund aggregated expenditures approximately monthly to the DHHS SAM and SWAs as well as the JCS Supervisors and Chief. Decat Coordination staff manage the allocation and tracking of supports from this contract. Social Workers and JCOs must submit Forms that detail the requested support, approved by their supervisors, to Polk Decat staff, who review the forms for completeness and that all the required information is provided. Requests for checks must be accompanied with a bill, invoice, or receipt. All assistance is recorded in a detailed spreadsheet and the forms are retained to serve as back-up for any inquiries or audits. Assistance is audited monthly to ensure that store cards are used in sequence and so that all cards, bus passes or tokens are accounted for. Requested assistance that is not picked up by the client, SW or JCO for one month or longer is returned to inventory and, in the case of monthly bus passes, returned to DART for credit.  Decat continued to reduce some dependence on Store Cards by more specific ordering and delivery of concrete supports, such as beds, bedding, diapers, formula, car seats, strollers, etc.  Decat staff received anywhere from 5 to 30 requests on any given day so being organized and up to date on tracking is imperative. Decat staff are responsible for daily communication with the contractor on checks and charges associated with purchases.  Although the contractor is not required to submit a performance report for fiscal agent services, they were very timely in the provision of checks and charge requests, with responses usually within the same or next business day.  The most common purchases included:   * Transportation/Gas * Food * Clothing * Beds/Dresser * Rent * Other: childcare, school supplies, therapy, birth certificates, etc. | | | | |
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| **DCAT5-19-002** | **Innovative Learning Professionals, LLC** | | **Psychological Evaluations** | **$100,000.00** | |
| The purpose of this contract is to provide to the Juvenile Court and Polk County Youth Services useful and timely psychological evaluations of children and adolescents referred by the Court or Juvenile Court Services. On a limited basis, the service is available to the Department of Human Services in consultation with Juvenile Court Services, particularly for children in shelter placement. In addition, as approved by Polk County JCS, the services are available to other children and adolescents served by JCS in the other counties of the 5th Judicial District. Priority is given to youth in detention and those in shelter. Based on the content of the referral information and the referrer's evaluation questions to be answered, the Psychologist uses various record review, interview, and testing methods to produce the Evaluation Report. The report is to contain identifying information, assessment method, including instruments used, a Mental Status Examination with interview results, a multi-axial diagnosis, and recommendations. The diagnosis and recommendations by a licensed Psychologist are helpful in providing the correct services and treatment for youth. The priority given to youth in detention and in shelters can reduce costs by getting the youth the proper treatment timelier and out of a costly, more restrictive environment. The Psychologists are also available to testify in court hearings.  Dr. Beeman and other approved licensed psychologists provided the service, with Dr. Beeman providing the on-site consultation to JCOs.  The contract was supported with FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for psychological evaluation services, FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for psychological evaluation services, and $30,000.00 from Polk County for youth in Detention receiving psychological evaluations. | | | | | |
| **Outcomes** | 47 psychological assessments were requested during the FY23 fiscal year.  4 were carried over from the previous year.  41 were interviewed and/or the completed report was sent to JCS.  4 were referred during the year but cancelled.  39 were completed by the end of the fiscal year and 6 referred but not completed by the end of the fiscal yar.  Of all youth referred, 20 were in Polk County Detention, 0 were in Detentions outside of Polk, 12 were in the community, 7 were in Shelter, and 3 were “other” settings.  The most common referral was for mental health plus IQ assessment (17).  The top treatment recommendation was for Intensive Outpatient Services (24). The second most recommended treatment was for residential treatment (8) for Mental Health and/or behavior.  The top diagnosis was for Behavior Disorders (ODD, CD, DMDD) at 36 cases. Other common diagnoses in descending order include Trauma History (27), Depression (23), ADD/ADHD (20), Anger/Irritability (20), Substance Abuse (17), Sex Offender (9), Anxiety Disorders (8), and Learning/Other cognitive disorder (8).  In addition, consultations are provided to JCOs and JCS administration as requested. Some consultations involve discussions of cases that may eventually become referrals, and some are done on other cases that were previously evaluated to discuss possible next actions. Other consultations may involve more general concepts of mental health, competency, or placement options. These have been very valuable to JCOs to determine the best course of action for their clients. | | | | |
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| **DCAT5-19-003** | **Iowa Legal Aid** | | **Preventive Law & Guidance** | **$48,521.20** | |
| This contract provides Preventive Law and Guidance Services in Polk County to empower youth aging out of foster care (Transition-aged Youth) and Agency clients (Parents) who are referred by Agency staff with the knowledge, tools, and the confidence to successfully address current civil issues while also helping them to avoid, or prevent, legal entanglements in the future. The contract was supported by FY20 DHHS State Carry-over funds carried over from FY21 DHHS State Carry-over funds 12/14/21 SAM designation, and FY23 MYFI funds. | | | | | |
| **Outcomes** | The contractor made contract with 1339 people in FY23, with most of them being part of community outreach and trainings.  Trainings included Family Law, Domestic Violence, Expungement, resources, rental disputes, and other general legal information, mostly at events and clinics in Des Moines Public Schools and at St. Vincent de Paul.  14 cases were received for assistance with domestic abuse, divorce, or custody and 14 cases were received for assistance with guardianships. These two services are the most used by DHHS and can result in more speedy and safe case closure when they are completed. | | | | |
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| **DCAT5-20-004** | **Polk County Attorney’s Office** | | **Criminal Records Checks** | **$12,000.00** | |
| This Intergovernmental Agreement Contract provides criminal records checks for child welfare cases, especially when children are removed and placed with relative placements. These records checks are requested by Juvenile Court Judges to be included in case plans and the Polk County Attorney's Juvenile Division conducts the criminal records checks. Due to the high volume and need for this information in Polk County, the Department of Human Services utilizes portion of a legal assistant's time to conduct the criminal records check. This contract was supported with FY21 DHHS State Carry-over funds 12/14/21 SAM designation. | | | | | |
| **Outcomes** | 326 Criminal Records checks were completed by the PCAO in FY23.  The PCAO assigned this task to employees dedicated to ensuring the task was completed and reported back the DHHS workers within 72 hours of the request. In most of the cases, responses were provided within 24 hours. | | | | |
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| **DCAT5-20-005** | **Polk County Attorney’s Office** | | **Diversion & Mediation Services** | **$12,242.50** | |
| This Intergovernmental Agreement Contract provides Diversion and Mediation Services for children and families in Polk County who are involved with the Juvenile Court or anticipated to become involved with the Juvenile Court to solicit more compliance from the family members and avoid court involvement. The mediation program allows DHHS to make referrals to the PCAO without a CINA action being filed. A prosecutor from the PCAO participates in the mediation session as well as a trained mediator. A plan is developed to provide services which will benefit the children and their families and change behaviors so that the children are no longer at risk.  In a more informal setting, without a mediator, the PCAO also aids DHHS by meeting with families in need and encouraging cooperation between DHHS and the prospective family. This allows some families to be able to benefit from DHHS services without CINA actions being filed with the court. This contract was supported with FY21 DHHS State Carry-over funds 12/14/21 SAM designation. | | | | | |
| **Outcomes** | 52 families were served with Diversion and/or Mediation Services from the PCAO in FY23.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Q1** | **Q2** | **Q3** | **Q4** | **Totals** | | Referred for Mediation Services | 2 | 2 | 8 | 3 | 15 | | Received Diversion Services | 8 | 7 | 13 | 6 | 34 | | Received Mediation Services | 1 | 2 | 4 | 3 | 10 | | Meeting days at DHHS | 24 | 24 | 23 | 24 | 95 | | Families for which a diversion or mediation plan was developed and agreed to by the parties | 2 | 2 | 7 | 2 | 13 | | | | | |
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| **DCAT5-21-045\*** | **Visiting Nurse Services of Iowa dba EveryStep** | | **Refugee Immigrant Guide Services** | **$43,584.16** | |
| This contract was created to develop and deliver specialized training for Community Guides to assist Refugee and Immigrant families and youth who are system involved or at risk of becoming system involved to connect with appropriate community resources and to successfully navigate and self-advocate in Child Welfare and Juvenile Court processes. A Refugee Immigrant Guide, or RIG, is a person who is versed in the language and culture of a local refugee or immigrant group, who is trusted within that community, who have a knowledge of community resources, who have a knowledge of Department of Human Services and Juvenile Court Services systems, who can assist at-risk youth and families within their language/culture to access resources to keep them from becoming systems-involved, and who can, along with a RIG Advocate, assist youth and families who are system involved to understand steps to successful case closure. The RIG and Advocate involvement with at-risk or systems involved youth and families will be sporadic in nature and most likely a small portion of his/her work within the community or with his/her employer. The contract covers the training of the RIGs as well as that of their Advocates, when necessary; to assist the RIG with interpreting more complicated concepts to the system-involved families that they are serving. Refugee cases required more time and effort that most other cases due to the language, culture and often the literacy barriers.  This contract was supported with FY21 DHHS State Carry-over funds 12/14/21 SAM designation, as well as FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for Refugee Immigrant Guide Services and FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for Refugee Immigrant Guide Services. | | | | | |
| **Outcomes** | 44 Youth/Families were served by this contract in FY23.  During FY23, there were 22 trained RIGs providing services. Besides passing background checks, RIGs must demonstrate their language proficiency in English as well as any other languages for which they will be interpreting/translating. In addition, all RIGs are trained facilitators and must complete RIG 101, Ethics, Confidentiality, Conflict of Interest, Pre-briefing and de-briefing protocols, DHHS 101, JCS 101/102, as well as other appropriate quarterly trainings.  100% of referred cases had a RIG assigned within 48 hours of the date of the referral.  The contractor also provides training to Social Workers and JCOs on the pre-briefing and de-briefing protocols, so they understand the differences between when the RIG is required to strictly serve as the interpreter and when it is appropriate to pre-brief about the family circumstances and de-brief about the family interaction for culture bridging to occur. The contractor provides a “Desk Aid” to RIGs, Social Workers and JCOs to remind them of the process.  Due to the funds not being depleted through the fiscal year, the contractor was able to send some of the RIG staff to conferences, including the 2023 Drug Endangered Children conference, the 13th annual Psychological Trauma and Juvenile Justice Conference, and Traumatic Stress Among Refugee Children and Youth training.  The RIG Case Manager from EveryStep has regular monthly office hours at JCS.  The Contractor invites Social Workers and JCOs the opportunity to staff cases monthly. These are helpful with culture bridging and ensuring that youth and families are connected to appropriate resources. | | | | |
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| **DCAT5-22-001** | **Woodward Community Based Services** | | **Juvenile Community Based Sex Offender Treatment** | **$214,612.46** | |
| The outpatient sexual offender treatment program began in March 2007. Participants receiving services under this contract have either sexually offended or have displayed significant risk factors warranting outpatient treatment. The program provides treatment for individuals that have shown offending behaviors but have not gone through an inpatient treatment setting and supports individuals that have been discharged from a sexual offending program and require assistance being reintegrated into the community. This programming provides a significant cost savings as opposed to placing sex offender youth in group care.  In FY23, the contract was supported by FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for the Sex Offender Evaluation and Treatment program as well as FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for the Sex Offender Evaluation and Treatment program. | | | | | |
| **Outcomes** | A total of 43 youth were served by this contract in FY23 for either psychosexual needs assessments and/or treatment services.  Two case managers provide the bulk of the services, both of whom are licensed master’s level therapists and a certified SOTP providers. A third case manager is in SOTP trainings and has a master’s degree in forensic psychology and on track for LMHC.  100% of referred youth, family and referring JCO received contact from the contractor within 3 days of the initial referral.  21% (3 out of 14) (goal = 90%) of psycho-social assessments were completed and the written report provided to the JCO within 30 days of the request. The contractor indicated that there was a large influx of assessment requests in FY23 for which the contractor was not staffed adequately although the number of psychosexual referrals in FY23 was much lower than in FY22.  100% of referred youth had Safety Plans in place within 2 weeks of treatment service initiation.  100% of referred youth had individualized treatment plans developed within 30 days of the initial intake session.  100% of clients participating in group treatment or other collective activities were grouped and treated according to their risk levels. (13/13)  99% (goal = 75%) of youth did not escalate from outpatient treatment to a residential level of care.  100% of youth receiving services were not re-arrested for a sexual offense during treatment services.  100% (goal = 100%) of youth had a case staffing scheduled a minimum of every two months.  100% of group and individual treatment sessions and psycho-sexual assessments were provided in a location that was separate from services provided to other clients not part of the SO program.  100% of requests by JCO for the SO Master’s Level Therapist to participate in TOP assessments were completed. (6/6)  100% of discharged youth had a discharge summary provided to the JCO upon exit from the program (20/20) and they were able to identify at least one positive, regularly involved informal adult resource, beyond their immediate family, to help support and hold them accountable to positive behavior on-going. | | | | |
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| **DCAT5-22-112** | **Father Flanagan’s Boys’ Home dba Boys Town Iowa** | | **JCS Reentry and Aftercare Services** | **$288,529.00** | |
| This contract provides evidence-based Reentry Aftercare Services for the 5th Judicial District designed to meet the devised goals of reducing recidivism and helping youth adults maintain stable self-sufficiency and engaging families/caregivers in response to Family First requirements.  Youth referred to Juvenile Court Services may end up in placement outside of their home if their risk to reoffend or risk to the community is high. To reduce the instances of recidivism, it is the goal of the Reentry Aftercare services to build skills related to maintaining self-reliance (financial, documentation, housing, medical, employment, education, mental health, etc.), understanding and accessing local resources and planning for the future as well as facilitating more positive and informed family interactions between Reentry youth and their families/caregivers. Another key to a successful Reentry into the community is the identification of positive adults who are mentors or otherwise committed to providing assistance and support when needed by the youth.  Reentry Aftercare services will start while the youth is still in placement so the youth and his/her family have an opportunity to build a relationship with the provider of services that should continue after discharge from placement.  This contract was supported with FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for the Boys Town Re-entry Aftercare Services Program as well as FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for the Boys Town Re-entry Aftercare Services Program. | | | | | |
| **Outcomes** | A total of 85 youth were served by this contract in FY23, with 52 being new.  The contractor reported that 37% of clients and their families were contacted by contractor staff within 10 days of the JCS referral. Goal = 95%. Initially, the contractor misunderstood the goal being from the date of referral, not the date of placement. All families were contacted within the 10-day goal, but restrictions at the youth placements made contact challenging.  100% (goal = 90%) of youth identified a positive adult committed to providing support and guidance ongoing. BT consultants complete a Social Network Map at opening visit and make connections with school officials to locate positive adults committed to supporting the youth.  43% (goal = 95%) of contacts with youth and families/caregivers were made within contractual timeframes. The contractor ran into issues with group care facilities not allowing contact within first 30 days. If there were Covid outbreaks, no contacts could be made at all. In quarterly contractor meetings, we discussed options for contact.  100% of barriers related to transportation or meeting the youth and/or families/caregivers were addressed.  100% (goal = 100%) of Reentry Aftercare plans were developed within 14 days prior to discharge.  43% (goal – 100%) of eligible youth received TIPS books and other resource materials. 6/14  100% (goal = 100%) of families/caregivers were provided resource materials related to needs and barriers they are experiencing.  100% (goal = 95%) of youth turning age 18 obtained certified copies of birth certificates and their SS cards. 4/4  100% (goal = 95%) of youth received individualized assistance in obtaining or maintaining medical insurance, arranging education, vocational training, or regular employment, and with maintaining safe and secure housing.  64% (goal = 90%) of face-to-face visits with youth and families/caregivers occurred in the timeframes specified in the contract. (708 out of 1105 contacts.)  100% (goal = 100%) of youth experiencing issues with school were provided resources for assistance addressing their specific issues. 47/47  77% (goal = 95%) of verbal and written updates to JCOs were provided in timeframes specified in the contract. (1346 out of 1746 contacts)  Costs of services again exceeded the value of the contract, and the contractor could not be reimbursed for all their June expenditures. High mileage costs contributed to the overage. Funds were added to the FY23 contract term to ensure May charges were covered, although the overall “not to exceed maximum” could not be increased.  This is a high contact volume service, mostly done face-to-face, which contributes to the higher than anticipated costs. The contractor is very up front about the challenges of the contacts within the placement settings and parent engagement post-discharge. | | | | |
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| **DCAT5-22-116** | **Children and Families of Iowa** | | **JCS Youth Transition Planning Services** | **$88,432.69** | |
| This contract provides Youth Transition Planning Meeting Facilitation Services for the 5th Judicial District designed to meet the goals of transition planning state requirements. This transition planning is met using Youth Centered Planning Meetings, or YCPMs, which is a youth-centered practice model that follows standards defined by the Agency as well as additional domains determined by JCS and is offered to youth 16 years of age and older.  This model has two key components:  Engagement/Stabilization and the Dream Path process to promote self-sufficiency and empowering youth to take control of their lives and dreams.  Supportive adults and peers create a team to help the youth make connections to resources, education, employment, health care, housing, and supportive personal and community relationships.  This contract was supported with FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for CFI Transition Youth Services as well as FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation for CFI Transition Youth Services. | | | | | |
| **Outcomes** | 76 youth were served by this contract in FY23.  100% of all referrals for YCPMs were accepted by the contractor. (76/76) If referrals are not complete or the youth is refusing a YCPM, the contractor reached out to the appropriate JCOs.  69% (goal = 95%) of the initial YCPMs will be conducted within 45 days of the date of the referral. (45/65) Although the contractor can get granted an exception for delays that are outside of their control, the 30 day turnaround seems to be just too short. A modification was made to the turnaround time with the FY23 renewal to 45 days from the date of referral.  100% of YCPM facilitators were trained and coached in accordance with DHHS and JCS standards.  95% (goal = 100%) of YCPM Plan Notes and Dream Paths (when applicable) were written and submitted to the referring JCO within 7 calendar days from the date of the YCPM meeting. (56/59)  83% (goal = 90%) of YCPMs included family members, friends or other non-system participants identified by the youth. (49/59) Youth sometimes do not want non-system participants, cannot think of who they would invite, or have restrictions based on placement.  75% of participants of YCPMs were provided satisfaction surveys. (44/59 YCPMs)  The contractor met with JCS staff 2 out of the 4 quarters to review Transition Planning services and requirements. The contractor scheduled meetings with JCS staff, however, 3 of the meetings had to be cancelled.  100% of monthly YCPM reports were provided to the Polk Decat Coordinator by the end of the month following the month of service. 12/12  JCOs have challenges remembering to make referrals to YCPMs. There has been a lot of turnover in staff over the past year. JCS has made efforts to remind JCOs to make referrals for all youth who turn 16 ½. | | | | |
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| **DCAT5-22-121 and 121A** | **Public Policy Associates** | | **JCS Internal Climate Surveys & Individual Interviews** | **$25,627.00** | |
| This contract was designed to provide services related to creation of a follow-up Organizational Climate Survey and one-on-one interviews, including administration of the survey, data collection, and follow-up consultation on methods to incorporate results of the survey to provide a more equitable work environment and approach to working with youth.  The contract was supported with FY21 JCS State Carry-over funds from the 5/12/21 Chief designation unused from the Decat Coordination services and redesignated for use in this contract as well as FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation unused from the Decat Coordination services and redesignated for use in this contract. | | | | | |
| **Outcomes** | 100% of the Climate Survey development, administration, analysis, consultation, and communication deliverables were attained for this fiscal year.  The contractor developed a plan with JCS the first quarter of FY23 for conducting the survey and staff interviews.  In Quarter 2, the contractor distributed the climate survey to 65 individuals and received 55 responses, for a total of 85%. PPA also began preparing the interview invitation materials and developing the process for identifying the interviewees.  In Quarter 3, the contractor developed a web-based sign-up form to identify individuals who were interested and willing to participate in individual interviews. Once identified, PPA conducted 20 the interviews between February 9th and March 3rd. Analysis of response data to the survey and interviews also began.  In Quarter 4, analysis was completed and provided to JCS leadership. A facilitated survey presentation and discussion to all JCS personnel in the 5th Judicial District took place on May 22, 2023. The Contractor also developed an online questionnaire to allow all JCS staff to input for recommendations and planning for the upcoming fiscal year.  The Contractor used up all their FY23 funds by the end of the 3rd quarter. They made the trip to Des Moines from Michigan and delivered the presentation from their own funds. | | | | |
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| **DCAT5-22-143\*** | **Polk County, Iowa** | | **Polk Decat & CPPC Coordination Services** | **$289,217.25** | |
| Provide coordination and fiscal management services for Polk County Decategorization and CPPC staff, which includes the Decat Coordinator, the Decat Assistant, and the Project/CPPC Coordinator. The contract was supported by funds from the FY21 Decat Allocation, the FY23 CPPC allocation, FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for Decat Coordination, and FY21 DHHS State Carry-over funds from the 12/14/21 SAM designation. | | | | | |
| **Outcomes** | No Quarterly report is required from this program although all deliverables and measures were met. The Decat Coordinator and the Executive Director and Accountant of PCHS worked closely to keep the budget and monthly expenditures in line with program and budgetary guidelines. The Polk County Auditor’s office provides monthly statements to the Coordinator. Cassie Kilgore continued to serve as the Project/CPPC Coordinator until November 2023, assisting in managing the variety and volume of special projects that Polk Decat is involved in as well as the Community Partnerships for Preventing Child Abuse. That position was not replaced right away but was re-evaluated for a pay grade change during the fiscal year. A new Project/CPPC Coordinator was hired in June 2023, but was unable to start until July. Veronica Russell continued as the Administrative and Resource Assistance until the beginning of November 2022, working on managing the Wraparound Assistance and Resources. She was replaced by Lisa Cort in December 2022. The Decat Coordinator also provides supervision of the Polk Restorative Justice & Cultural Equity Coordination services and the new Pre-Arrest Diversion Case Management and Coordination Services. For a listing of projects & initiatives supported under this contract, please refer to the FY23 Special Projects and Activities under DCAT5-22-143 above. | | | | |
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| **DCAT5-22-144\*** | **Polk County Iowa** | | **Restorative Justice & Cultural Equity Coordination Services** | **$103,171.94** | |
| This Contract provides coordination and program management for Restorative Justice Services for Juvenile Court Services clients in Polk County, including but not limited to: community engagement, victim outreach, training/skill-building, mediation, and other reparative justice acts, *as well as* Cultural Equity Coordination Services for DHHS and JCS, including but not limited to building alliances with community and systems leaders to address disparate outcomes for people of color, provide oversight of related training development and implementation for JCS, DHHS and the community, and coordination across systems to align trainings, data and communications.  This contract was supported by FY23 DHHS MYFI funds, FY21 JCS State Carry-over funds from the 5/12/21 Chief designation specific to Restorative Justice and/or Initiatives related to disproportionality of minority contact in Polk County, and FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation specific to Restorative Justice and/or Initiatives related to disproportionality of minority contact in Polk County. | | | | | |
| **Outcomes** | Diamond Denney served as the RJCE Coordinator until September 2023. She continued to organize the DHHS AACCT meetings and Equity meetings until her departure. The Polk Decat Board elected not to replace her position. That left funds in the contract that needed to be used or they would revert. The Polk Decat Shared Decision Making Steering Committee and DHHS leadership were able to utilize the funds for Social Worker and community supports. For a listing of projects & initiatives supported under this contract, please refer to the FY23 Special Projects and Activities under DCAT5-22-144 above. | | | | |
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| **DCAT5-22-145** | **Polk County, Iowa** | | **Pre-Arrest Diversion Case Management & Coordination Services** | **$96,248.14** | |
| This Intergovernmental Agreement Contract provides case management of the Juvenile Pre-Arrest Diversion Program which will coordinate, oversee and provide direct services for youth and families participating in the Des Moines Police Department (DMPD) Second Chance Program and promoting to other local law enforcement diversionary and Second Chance programs in Polk County. Case Management will include providing oversight and connecting with first and/or second time no/low-risk youth who commit delinquent acts, ages 10-17, utilizing a research based approach and providing these youth who commit simple and/or some serious misdemeanor level offenses with the opportunity to participate in evidence and prevention based programming.  Youth admitting/alleged to have committed a qualified delinquent offense requiring Des Moines Police intervention will be assigned to the Second Chance Program, if they meet program criteria as outlined in a defined 3-Tier approach. The DMPD will divert qualifying youth prior to being taken into custody, an arrest or a referral made to Polk County Juvenile Court Services. The DMPD has taken an evidence based approach to divert young people away from the justice system altogether at the earliest possible point. This is consistent with research that clearly demonstrate first time, low risk offenders committing misdemeanor level offenses are unlikely to re-offend, even if there is no intervention from the justice system. Research has demonstrated that reductions in the use of incarceration and involvement in the formal juvenile justice system, when coupled with investments in community based services and supports, achieve better public safety outcomes at a lower cost to taxpayers – all while improving outcomes for young people and families in contact with the juvenile justice system.  For the purpose of this contract, these risk reduction activities are expected to have at least an equal focus, along with accountability and community safety, as is in line with balanced and restorative justice. Additionally, increasing awareness and information about the fact and impact of disproportionate minority representation in the criminal justice. In addition, the Second Chance Program Pre Arrest Diversion matrix will be shared and promoted to other local law enforcement agencies as a method to reduce the number of referrals to JCS of low risk, first time offender youth.  The contract was supported with FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for Juvenile Court Services Pre-Arrest Diversion Program for Youth in Polk County as well as FY22 JCS State Carry-over funds from the 5/31/22 Chief Designation specific to the Pre-Arrest Diversion Program for Youth in Polk County. | | | | | |
| **Outcomes** | The Pre-Arrest Diversion outcomes were encouraging. There were 100 youth referred in FY23 and 88 were discharged.   |  |  |  | | --- | --- | --- | | **Demographics** | **Tiers and Charges** | **Outcomes** | | Male: 53 = 53%  Female: 46 = 46%  Other: 1 = 1% | Tier 1:33  Tier 2:49  Tier 3:18 | Successful: 71 = 81%  Fail: 17 = 19% | | African American: 45 = 45%  Hispanic: 12 = 12%  Asian: 2 = 3%  White: 31 = 31%  Other: 10 = 10% | Top 3 charges  Assault:23  Marijuana:18  Trespass:14 | Of the unsuccessful or “Fail” youth, 10 youth never met with the PAD Case Manager, 6 due to parent refusal and 4 due to having new charges prior to being able to meet. If those youth were removed from the total, the success rate of youth who participated in the program and were successful (completed programming) was 91%. |   For a listing of projects & initiatives supported under this contract, please refer to the FY23 Special Projects and Activities under DCAT5-22-086/DCAT5-22-145 above | | | | |
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| **DCAT5-23-141\*** | **Des Moines Independent Community School District** | | **Supportive Services for At-Risk Students** | **$29,000.00** | |
| The purpose of this Contract is to enable the Agency and Juvenile Court Services in Polk County and the Polk Decategorization Governance Board to collaborate with Des Moines Public Schools on the provision of supportive services to youth of color and immigrant/refugee students that encourage youth in academics and academic advancement, community service learning, improving behavior choices, building confidence, and including outreach to parents, in an effort to prevent or mitigate system-involvement. The contract mainly supports the Brother 2 Brother and Sisters 4 Success programs in DMPS schools.  This contract was supported by FY23 MYFI funds, FY21 JCS State Carry-over funds from the 5/12/21 Chief designation for Student Support Services, as well as FY22 JCS State Carry-over funds from the 5/12/2021 Chief designation for Student Support Services. | | | | | |
| **Outcomes** | Noteworthy outcomes include:   * 386 middle and high school students have enrolled in the district’s B2B and S4S programs, which is 139 students more than in FY22. Advisors for these programs are in every middle and high school building for both groups. Advisors have met for a series of informational sessions regarding the program alignment, structure, curriculum, activities, data collection, and support. * Advisors have engaged in monthly professional development (information, systems, supports) * 62 of the Brother 2 Brother and Sisters 4 Success chapters saw their failure rates improve during Term 2 * 13 youth (from Hoover and Roosevelt) completed FASFA paperwork. * 48 youth attended college/university, trade program or other training. S4S chapters attended the Many Shades of Colour Women’s Conference, 5 B2B and S4S students participated in Investing in My Future’s HBCU tour of Miles college, Alabama State, Tuskegee University and Bishop Tech State College. * 264 youth attended I’ll Make Me a World on Iowa Education Day, that included work readiness as a topic. * 44 B2B and S4S 8th graders successfully completed career assessments. * Although parents of all B2B and S4S students were sent surveys on how their children have responded to participation in those programs, only 5 surveys were returned. DMPS will meet with their IT department to determine which survey platform would be best for parents to log-on to complete the surveys. * 78 youth responded to participation surveys. All students who responded expressed intention to continue participating and would highly recommend other students to join. An overwhelming majority of students expressed a strong affinity for personal development through a variety of venues.   DMPS experienced a major systems security breach and advisors were unable to get attendance and grade information on each student, even up to the end of the school year. | | | | |
| **V2019-01-05** | **Central Iowa Juvenile Detention Center** | | **Volunteer Coordination Services** | **$30,600.00** | |
| Although this is not a Decat contract, Decat funds were included in this DHHS Volunteer Coordination Services contract to cover those costs associated with supporting relative or other caregiver placements, finding resources and goods for those placements. This position also supported the holiday Adopt-A-Family community outreach for presents for child welfare-involved families.  This contract was supported with FY21 DHHS State Carry-over funds from the 12/14/21 SAM designation. | | | | | |
| **Outcomes** | Not required to be report to the Polk Decat Board. | | | | |
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\*Denotes shared contract between DHHS and JCS

**Lessons Learned/Planning Adjustments**

1. FY23 was another demanding year for Polk, with turnover and absence in staff. It was important to focus on those tasks that were critical to the functioning of the Decat services, support activities that did not require much or any of our time and postpone anything that could wait until later. Re-evaluating the Decat Coordinator, Project/CPPC Coordinator, and Pre-Arrest Diversion Case Manager jobs for reclassification was time-consuming but important to ensure they were graded at the appropriate levels and pay, and to attract the best candidates, especially for the Project/CPPC position left vacant. We learned that it made sense that we classified all the Polk Decat positions the best that we could in FY22, having a need for expediency in the process to move the contracts to Polk County, Iowa. Taking the time to re-evaluate each position’s job responsibilities was beneficial for Polk County to better understand the jobs and have the responsibilities documented.
2. FY23 was a year full of collaborations with the Des Moines Police Department. Jay Hansen continued to be housed in the Pioneer Columbus Center where the DMPD Second Chance program is administered. The DMPD switched tracking systems for charges and, after a slowdown in referrals, it was apparent that PAD eligible youth were not being directed to the diversion program. We learned immediate intervention was necessary and extra collaboration between JCS and DMPD on workaround steps needed to be implemented to ensure PAD eligible youth were funneled to the program and stop-gaps in place at other decision points to capture youth who may not have been diverted initially but who qualified for that pathway.
3. DHHS Leadership in DMSA continued to strongly promote within Polk Child Welfare the importance of using local resources for beds and other supports to help reduce Fiscal Agent costs and as a practice to help clients understand and use local resources so they would not become dependent on DHHS for supports once their cases were closed. Although Decat has always been on top of local resources and has provided information to Social Workers and JCOs, we are unable to force the use of local resources. It was helpful to have leadership on board who was willing to make this a priority and the impact of that was truly evident very quickly.
4. Polk Decat focused on creative ways to make and maintain community connections and networking for collaborations. We used our Shared Decision Making Steering Committee as our CPPC Shared Decision Making team (SDMT) and continued to involve them in the community event funding processes to provide a more equitable way to review small funding requests. We learned to use the new HHS Outlook options for our Shared Decision Making Steering community grant surveys (Forms tool) which saved us funds so we could drop our Survey Monkey subscription and keep our surveys more secure.
5. Decat continued to assist both JCS and DHHS in defining what “trauma informed” services and approaches look like. Monthly trainings took place separately between DHHS and JCS. We learned that with the turnover in DHHS staff and not wanting the TIS services to feel like more work, the TIS services were more tailored to individual Supervisor and Leadership needs in the moment. In addition, we learned that sometimes monthly services are not enough and to have one-on-one consultation available in general.
6. Covid just keeps teaching us lessons, and with the move to Polk County and all work being now conducted back on site, the transition to full time in the office was no longer desirable for some staff. We learned to deal with workforce attitude shifts and turnover and to think more strategically on the skill sets and mind sets needed for our open positions.
7. FY23 was our first full fiscal year with Polk County, Iowa, as our employer/contractor. We spent the year learning about benefits, workplace rules, and protocols for communication with our new contractor.
8. FY23 was an unprecedented year for contractors going the extra mile. Four of our contractors, Lutheran Services in Iowa, Public Policy Associates, Boys Town Iowa, and Innovative Learning Professionals, continued to provide services after their funds ran out for the FY23 contract term. We learned that the passion for the work that our contractor partners have was overwhelming and how dedicated they were to find ways to keep services in place.
9. FY23 was another challenging year for Polk Decat, as it was for everyone. We learned so much from having to modify almost every process we have and back again, adapt to workforce attitude shifts, and continue to acclimate to an ever shifting paradigm of work.