



Quick Reference Guide Iowa KidsNet



www.iowakidsnet.com
1.800.243.0756



Welcome to the Iowa KidsNet Resource Family Quick Reference Guide!

Dear Resource Family,

On behalf of Iowa KidsNet, I would like to extend my appreciation and gratitude to you for opening your heart and your home to Iowa's most vulnerable children. We understand that being a foster or pre-adoptive family brings great rewards to you and your family, but we also know that what you are asked to do is not easy. Sometimes, you have to maneuver through different services and people to get what you need and at other times you may be requested to do far more than you expected.

As our most valuable resource, we want you to always know that you are not alone! Iowa KidsNet and its partners are here to support you with your current and future challenges. This guide provides information that we hope you will find useful in understanding how Iowa KidsNet works with its partners to provide the help you need and deserve. It specifically describes how you can access ongoing or crisis support, get the training that you want and need, find respite services, and prepare for licensing renewal. It provides answers to the questions that resource families typically ask and it tells you who to call when you have a need or a concern.

We are committed to making your experience with Iowa KidsNet a positive one. We can do that only if you tell us what is going well, what is not going well, and how we can help to make your life as a Resource Family all the more satisfying and rewarding. From time to time we conduct formal satisfaction surveys, but any time that a concern or issue surfaces or a question arises that is not covered in this quick guide, please talk to your Iowa KidsNet support specialist or their supervisor, or the Service Area Leader in your region.

Again, THANK YOU for your dedication to Iowa's children. I very much hope that during this licensing year you continue to have fulfilling experiences that make a real difference in the life of a child.

Sincerely,

Theresa Lewis
Iowa KidsNet Project Director

Matching

How Does the Matching Process Work?

We understand that you became a licensed foster family because you want to foster a vulnerable child that very much needs your care and the safety and stability of your home. The match process is a critical step to ensure that you will be successful! Both Iowa KidsNet staff and the Department of Human Services (DHS) staff have a role to play in making the best placement match possible for each child. Here is the way it works:

1. When DHS or Juvenile Court Services determines that a child needs to be placed into family foster care, they make a referral to the Iowa KidsNet Matching Department. The Matching Department is located in Cedar Rapids, but the workers (Match Specialists) take referrals and work with families for every county in Iowa.
2. “Matching” refers to the process where Iowa KidsNet locates foster families who would be the best possible “match” for the child in need of foster care. At referral, Iowa KidsNet uses a referral form to ask DHS questions about the referred child and enters this data into a database. Iowa KidsNet uses this database, and also communicates with local Iowa KidsNet licensing and support specialists, to match each family’s strengths to a child’s needs with the goal of creating a stable placement arrangement for the child while he or she is away from his / her birth parents. At the time you are licensed, your Iowa KidsNet Licensing specialist inputs your family’s information into our database so that we can “match” you to a child in need of foster care. When making a match, workers will review the age range and gender of child you are willing to foster, the location of your home relative to the child’s birth home, as well as your ability to accommodate any of the child’s special needs or behaviors.
3. Generally, each Match Specialist only contacts families within a certain region of Iowa (Service Area). So you will certainly get to know the Match Specialist in your area. However, there are times when a different Match Specialist might call if a worker is out due to illness, vacation, etc.
4. If you are deemed a “match” for a child(ren), a Match Specialist will contact you by phone. The worker will give you all the information we received about the child(ren) so you can make a good decision regarding whether you would like to be a foster parent for the child(ren). You will have the opportunity to either accept or decline placement of the child. If you are not available at the time of the call, the Match Specialist will leave a message and ask for you to contact them back as soon as possible. You may contact the Match Department by calling **1-800-243-0756 – Press 1, then Press 1, and then enter an extension or Press 7.**
5. Once you agree to take placement of the child(ren), Iowa KidsNet will notify DHS that you are a potential match for the child(ren). However, it is important to understand that DHS makes all final placement decisions. After Iowa KidsNet notifies DHS of your agreement to accept the child, DHS will determine whether or not the child

will actually be placed into your home. DHS will follow up with you regarding the placement arrangements for the child(ren). Iowa KidsNet will follow up with you to *inform you if you are not selected* as the child's placement home.

6. If you choose not to accept placement of a specific child or sibling group that is okay! The Match Specialist will continue calling other families until we find an appropriate placement for the child. The Matching Department accepts an average of 18 referrals each day for children who need foster care! So even if you don't accept the first child, we will continue to call you regarding other children with needs that "match" the strengths and skills that your home offers.

Once DHS notifies Iowa KidsNet that a child is placed into your home, your Iowa KidsNet support specialist will check in with you within three days to see how things are going. Your Iowa KidsNet support specialist is available to you 24 hours a day, 7 days a week, so please feel free to call any time you need assistance with the child(ren) in your home. Please see the insert in your Welcome Package with your Iowa KidsNet support specialist's name, picture and short biography.

What can I expect from Iowa KidsNet Matching Staff?

Our approach is grounded in our core beliefs.

- First and foremost—we **EXPECT SUCCESS** for your child and your family! We are there to support you before you get your first match call and after the child joins your family.
- We **LISTEN** to your preferences and your needs. We believe that **YOU**, as the foster parent and/or guardian, are one of the keys to the success of a foster child placed in your home. We believe that your voices are critical in understanding what works for your family, what doesn't, and in generating ideas for overcoming barriers to successful matching.
- We **PROVIDE FULL AND HONEST INFORMATION** about a child's strengths and needs each and every time we call you. Your Match Specialist will make sure that you fully understand what it will take to successfully parent the child. If we don't have all the answers when we first call, we will provide you all the information that was provided to us by the DHS worker and we will call the worker if you have specific questions.
- We will **KEEP YOU INFORMED!** After we have recommended you as a potential match, we wait to hear from DHS whether or not your family was selected. In most instances, the DHS worker will work directly with you to arrange for the child to be placed. However, in some instances, DHS may decide that placement is no longer necessary or they find a relative caregiver. As soon as we know that you were not

selected, we will call and let you know what happened.

- We **WILL NEVER GIVE UP** until you have experienced a successful placement match. You may not get a call on the first day, or even for months after you get your license but we believe you are the perfect family for some child in need of foster care.
- You can expect our support specialists to **THINK OUTSIDE THE BOX**. Once a child is placed, your support specialist will develop a support plan and attempt to help you access formal and informal supports for your foster child and family. We will help you get your foster child's needs met in your neighborhood, community, and surrounding area.

What does Matching Staff expect of me?

- First and foremost, **YOUR VOICE!** You are the expert on your family's strengths and needs.
- **PROMPT ATTENTION** to calls from Matching staff. We know that you are busy, but we ask that when you receive a message from your Match Specialist, please return calls as soon as you can. Often, DHS needs to find a placement in a short period of time, and you may be the ideal family!
- **YOUR PATIENCE and ACTIVE INVOLVEMENT!** It may take awhile to match your family to a child in need of foster care. While you are waiting we hope that you will stay involved in Iowa KidsNet and IFAPA support groups and seek out appropriate training to build your skills and perhaps expand your preferences. You will have many opportunities to network with other families and participate in forums for learning and growth. Through your active participation, you are helping us improve our approach to recruiting and retaining resource families.
- **YOUR SATISFACTION!** We are determined that every resource family we serve will be satisfied with the services they receive and the manner in which they were treated. From time to time we ask our parents to complete a satisfaction survey. What you tell us will help us continually improve the way we work with families. If at any time, you are not satisfied, we ask that you bring your concerns out in the open by sharing them with your support specialist, their supervisor, or other Iowa KidsNet staff.

Frequently Asked Questions about Matching

What information about a child will I get when I'm called for a match?

The IowaKidsNet Match Specialist will give you as much information about the child as possible, including the child's name, age, gender and any special needs or behaviors. However, there are times when a child is removed from their living situation due to an emergency. In those situations, we may only have limited information about the child when we call. We will always provide you with as much information as possible when we contact you as a possible match for the child.

Can the child come for a visit before he/she is placed?

Yes! Sometimes a family thinks it would be best to have a pre-placement visit before accepting the child as a placement in their home. If you would like a pre-placement visit, you can request one when you are talking with your Match Specialist. Then the Match Specialist will notify DHS that you would like to have a pre-placement visit with the child, and DHS will work out the details of a visit.

Why am I receiving calls for children that are not within my stated “preferences”?

This can be for a variety of reasons. Perhaps it is critical for the child to remain in a particular school district and you are the only one available in that district, or it might be that you offer special skills and strengths to best meet the needs of the child. Matching staff are in continuous contact with our support staff regarding matching and perhaps your support specialist believes your family is the best available family to meet the child's needs, even though the child doesn't meet your exact preferences. It's also important to remember that many families also change their preferences over time or as they develop new strengths. Please talk to your Iowa KidsNet support specialist about this.

I am an “adopt only” family (not fostering). Why doesn't matching ever call me?

Iowa KidsNet does not currently offer adoption matching services because this process is handled directly by DHS. If you are interested in adoption, you will need to work directly with DHS. If you want to also be considered for children in need of foster care, talk to your support specialist about what it would take for you to also be licensed as a foster parent. Many of our families are licensed as both foster and adoptive parents.

How long will it take for me to get my first call from matching?

That depends on so many factors that it is very difficult to say for sure! If a child is referred in your area that meets your criteria, it could be within hours of you receiving your license. Of course, it could be much longer than that, too. A primary requirement in placing a child is to keep them as close to their birth home as possible so if you are in a rural area it may take longer than if you live in an urban area. When you went through the licensing process you specified your “preferences” for the children that you wanted to foster—everything from age and gender to your willingness and ability to care for children and youth who may have challenging needs. The broader your preferences the more likely it is that you will receive a call in a relatively short time frame.

For example, a family who is willing to accept both boys and girls in the age range of birth – 15 years old with a variety of special needs or behaviors is probably going to receive a call more

quickly than a family who is only willing to accept girls in the age range of birth – 2 years old with few special needs/behaviors.

If you feel like you need to review your family's preferences, please contact your Iowa KidsNet support specialist to discuss your strengths and skills so that we can ensure you get children in your home that will be a good fit for you.

Why would DHS choose not to place a child with me if Iowa KidsNet has recommended my home and I have agreed to accept the child?

There are several reasons why this might occur. First, many times DHS will make a referral to Iowa KidsNet for a child who might need foster care. A day or two later, DHS or the Court might decide that the child will remain with his/her birth parents or in his/her current placement. Other times, DHS locates a relative for the child, which means the child no longer needs foster care.

When this happens, you should not take it personally. Everyone involved, including you, wants to make the best possible decision for the child. If you aren't selected this time, you will be selected for a different child. If Iowa KidsNet learns that the child will not be coming to your home, we will notify you. However, ultimately DHS is responsible for notifying you of any changes to the child's placement plans if they make a decision not to place the child in your home after you have agreed to the match.

DHS just contacted me about taking a child into placement, but Iowa KidsNet didn't call me. What should I do?

You may accept the placement. Then you should immediately contact your Iowa KidsNet support specialist to let them know about the new placement in your home so that we may update our records and also to provide you any needed support right away!

After Placement

When a child is placed into my home, is there anything I need right away?

When a child is placed in your home, it is important that you obtain the DHS Placement Agreement from the child's DHS worker. This document serves as legal proof that the child has officially been placed into your home. This document can be presented to the child's school officials or healthcare providers so those individuals know the child is legally in your care. You should also receive the child's Title 19 card. If the worker does not have the Title 19 card available, you should at least be given the child's Title 19 number. Title 19 (a.k.a. Medicaid) is the program that will pay for the child's covered medical and healthcare costs. You will need to use this card when you take the child for any healthcare appointments. In addition to Medicaid, children in foster care could also be eligible for WIC and school lunch programs.

Finally, you should try to obtain as much information as possible about the child, including: likes / dislikes, allergies, medications, school information, appointments, trauma / triggers, etc. You should ask for the child's birth parent contact information, if you are allowed to contact them. You will want to ask for the child's Case Permanency Plan from the child's DHS worker, which should be available if the child has been in foster care previously. Finally, you will want to obtain the DHS After-Hours phone number and the DHS placing worker's contact information and keep those numbers handy in the event that you need to contact them for any reason.

When a child is placed in my home, am I allowed to sign papers for the child, schedule the child for appointments or sign the child up for activities?

A foster parent can enroll the child in school; however, only the parent or legal guardian can sign consent forms for the child. If you are asked to give written permission or consent for an activity, contact your child's DHS worker to request the signature from the parent or obtain permission from the court. Of course, you can also ask the child's parent(s) directly. (In some cases, DHS may limit your contact with the birth family or a child's parental rights may already be terminated.)

A foster parent may schedule routine medical appointments for the child so long as that treatment does not require a specific authorization to be signed. However, only the child's parent or legal guardian has the authority and right to consent for medical care. The legal custodian (DHS) may consent to emergency medical care, so if needed, please contact the child's DHS worker to obtain permission.

Page 48 of the [Foster Parent Handbook](#) provides more information about authorizations needed for medical, educational and extra-curricular needs of the child. You can also ask the child's parents.

How does it work if a child placed in my home needs child care?

Children in foster care can be placed in an approved child care setting if the foster parents work, the child is not in school and the need is documented in the DHS Case Permanency plan. Before accepting the child into your home, daycare arrangements for the child must be approved by the child's DHS placing worker. If approved, you will be responsible for paying for the child care directly and then be reimbursed by DHS. [For more information about child care reimbursement, please see the Foster Parent Handbook – click here.](#)

I heard a worker use the word “China.” What does that mean?

The acronym “CINA” (pronounced “China”) means Child in Need of Assistance. This means the juvenile court has determined there is a legal need to intervene in the life of the child and the child's family in order to ensure the child is safe. The court holds hearings in order to ensure appropriate services are provided to the child and family, to monitor progress towards reunification, and, if reunification is not possible, to monitor progress towards permanency. Not all children who have been abused or neglected are adjudicated CINA and under court supervision.

Who else will be involved in my child's case?

As a foster family, you have an Iowa KidsNet support specialist assigned specifically to your family. A child in your care may also have several child welfare professionals involved in his or her case. This could include the DHS worker, a therapist, a Family, Safety, Risk and Permanency (FSRP) worker, a behavioral health intervention services caseworker, a guardian ad litem or a CASA volunteer.

What can I do to prepare the child for the transition back home? After a child leaves, will I automatically begin to get calls about other children in need of placement?

Children can experience a variety of emotions when it is time to transition back to their birth home. Children may feel happy about moving back to their own home, yet sad about leaving your home; while others may feel relief, apprehension, anger or fear. By recognizing and acknowledging the child's mixed feelings, foster parents can help children handle the move. Keep in mind that some children tend to deal with separations by acting out. Please contact your support specialist for tips on how to handle this situation as well as possible. It can be helpful to coordinate a transition between the DHS worker, foster family and birth family when possible.

You will begin receiving calls about other children in need of placement when the child has been “discharged” from your home. This does take a short period of time so if you wish you can always contact your support specialist to indicate you are ready for another child to be placed into your home. Your support specialist will share this information with the Matching Department to ensure we have accurate information in our database about your preferences and available space in your home.



Additional Resources, Support Groups, Training and Respite

Additional Resources

Iowa Foster and Adoptive Parent Association (IFAPA) –

The Iowa Foster and Adoptive Parents Association is a non-profit organization serving as a resource to foster, adoptive and kinship families in Iowa. Membership with IFAPA is free for Iowa's foster, adoptive and kinship families. IFAPA provides training, peer support and resources to promote safety, permanency and well-being for Iowa's children. For more information, please visit the IFAPA website at www.ifapa.org.

Frequently Asked Questions about IFAPA

Do I have to pay for IFAPA trainings?

All IFAPA trainings are provided free of charge with the exception of CPR/First Aid and the IFAPA Spring Conference. Please visit the IFAPA website and [click on “Training” for more specific information](#).

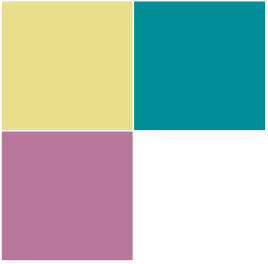
What is an IFAPA Peer Liaison?

IFAPA employs 11 Peer Liaisons across Iowa who mentor foster families and provide peer-to-peer support. IFAPA Peer Liaisons are established foster parents who have experience dealing with many of the same issues facing other foster families. For more information, [please visit the IFAPA website and click on “Support.”](#)

Support Groups

While you are waiting for your first foster child, an excellent way to start getting involved with fostering is to start attending a support group in your area. This will allow you to continue relationships that were formed in your PS-MAPP classes and also introduce you to other foster parents. Most foster parents say that building a support system is the most important part of fostering. Other foster parents can serve as an additional support to you by offering you tips, helping you to find respite when needed and sharing their experiences.

To learn about support groups in your area, contact your Iowa KidsNet support specialist or [visit the IFAPA website here](#).



Frequently Asked Questions about Support Groups

Do support groups have a fee to attend?

Most support groups do not have a fee to attend.

Do support groups offer childcare so I can attend?

Some support groups do have child care, while others do not. Please contact your Iowa KidsNet support specialist or your IFAPA peer liaison for specific information on a support group near you.

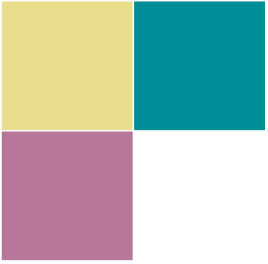
Training

As a foster parent in Iowa, it is important that you continually build on your strengths and learn new skills that will allow you to be successful with the children in your care. During your first year as a foster parent, you will need to complete the following three trainings:

- Medication Management – Required only during first year.
- CPR / First Aid – Training is required to be repeated every three years.
- Mandatory Reporter – Training is required to be repeated every five years.

To obtain class information, you can contact your Iowa KidsNet support specialist or you can also [visit the IFAPA website at www.ifapa.org](http://www.ifapa.org). Your first three trainings should be completed within 10 months of licensure.

After your first year, you will be required to complete six hours of training each year. Your Iowa KidsNet support specialist will collaborate with you to develop a plan to meet your training needs based on what you both believe would be beneficial and will help you to strengthen your skills as a foster parent. At least three hours of training must be completed in a group setting and all trainings must be DHS approved. Don't worry! We know this is a lot to remember so we will help you along the way. If you ever have questions about training, just ask your Iowa KidsNet support specialist and he or she will be happy to help you.



Frequently Asked Questions about Training

When I complete training, what documentation do I need to obtain? Who do I send it to?

Each individual foster parent must submit documentation of completed training on the Foster Parent Training report. You need to submit that report to your Iowa KidsNet support specialist within 30 days of completing the training. You also should keep any certificate of attendance or other proof of training for your records and provide it to your support specialist when it is time to renew your license.

I have a training I want to attend, but it isn't approved. What does that mean and can I get it approved?

There is a list of approved trainings that can be found on the IFAPA website or you may ask your Iowa KidsNet support specialist. If there is a training that you wish to attend, but it is not on this list, an approval request needs to be completed and submitted to DHS at least 30 days prior to the training.

Please let your Iowa KidsNet support specialist know if you have an unapproved training you would like to attend and he or she can assist you.

Respite

“Respite” or “respite care” refers to times when you will need a break from the constant demands of caring for a foster child. Foster parents are allowed 24 days of respite per placement, per calendar year. If you are in need of a break, or “respite,” you must use another licensed foster home to care for the foster children in your care.

If you agree to provide “respite” for another family, that means you are taking the foster children for a specific period of time so the family can have a break. If you accept a respite placement, it will count against your capacity numbers. This means that you are not allowed to go over your licensed capacity during times when you are providing respite to another family. In certain instances, a variance can be requested from DHS for you to be over capacity while providing respite. A “variance” is the form DHS uses to either approve or deny a family to have more foster children in their home than their licensed capacity. DHS must approve the variance prior to you providing the respite.



The DHS placement worker does need to approve the respite placement. Your Iowa KidsNet support specialist can assist you in locating a home that is willing to provide you with respite. Please remember that your need for respite is also another great reason to attend support groups or stay in contact with other families from your PS-MAPP group.

Frequently Asked Questions about Respite

Do I need to notify DHS if the child is with another family for respite?

YES! The child's DHS worker must approve the child being in another home for respite. The child's DHS worker is also the individual who will authorize the payment for the respite care provider.

What if I just need someone to watch the child placed in my home for an hour or two? Can I ask a relative or family friend?

Yes. However, it is important to ensure that the individual will be able to provide the level of care needed for the child, including the ability to work with any of the child's behaviors. This individual must also be able to ensure the child's safety while in their care.

Child Welfare System Workers and Their Roles

One of the first things you will quickly learn as a resource family is that there are a lot of different types of workers for children and families in Iowa. Each worker has a different role and set of responsibilities. We know that it can be frustrating to call one person and be told that you should be calling someone else. In general, call your Iowa KidsNet support specialist for any questions, problems or incidents involving the child in care or for changes in your family that might affect your license. In some cases, more than one worker may need to be notified in a situation. Your Iowa KidsNet support specialist can help you determine if you need to notify additional people or your DHS worker. Below is a partial list of “Who to Call” in certain situations. If you are not able to reach the worker, then call a supervisor.

Situation	Child's DHS Worker	Iowa KidsNet support specialist	Child's FSRP Worker*	Other Source
Absence of either foster parent due to death, divorce or separation	X	X		
Behavior Problems of foster child		X		IFAPA
Clothing Needs of Foster Child	X			
Critical incident, such as serious injury or illness, death, suicide attempt or arrest of foster child	X	X	X	Police / Hospital (as appropriate)
Emergency Medical Care needed	X			Doctor - Hospital
Extended absence of both Resource Parents from home	X	X		
Financial questions, such as Medicaid (Title 19), Respite payments, Foster Care Payments, etc.	X			
Need to find a Support Group		X		IFAPA
Relocation		X		
Questions about your Foster Care License		X		
Relative or other person moving in with you		X		
Remodeling or structural changes to your home		X		
Request to be on hold or have a break before accepting more children		X		
Runaway Child	X	X		Police
School Problems	X	X		School, IFAPA
Request to Change Your Child preferences – such as the age, gender and characteristics of children you are comfortable fostering		X		
Serious illness of foster parent or other family member		X		
Suspected child abuse	X	X		
Training Requirements for Foster Parents		X		IFAPA
Assistance finding Respite Care for Foster Child		X		Other Resource Families, IFAPA
Trouble with the child's Birth Parent	X	X	X	IFAPA
Vacations		X		
Visits between the foster child and his / her family	X		X	

* If the child has an FSRP worker assigned.

Adapted from the Alaska Resource Family Handbook, January 2012



Changes During Your License Year

Are you thinking about relocating, remodeling or having a new adult move into your home? If so, that sounds very exciting! But please don't forget to notify your Iowa KidsNet support specialist within 7 days of any of the following life changes:

- Relocation
- Remodeling – if it will change the floor plan of your home
- Anyone over the age of 14 that moves into the home (not including foster children)

When these changes occur, Iowa KidsNet will schedule a home visit with you in order to complete an updated home study.

There are other times that you might need to stop taking children into placement during your license year. This is called being “on hold.” Either you, DHS or Iowa KidsNet can place you “on hold” for a variety of reasons, such as: you just adopted a child and need time to adjust; you or another family member have health issues; a Child Protective Investigation is pending; etc.

During periods of being “on hold,” your license would continue to be active, but you would not receive any calls for Matching or Respite. If DHS or IKN places you “on hold,” you will be notified.

Frequently Asked Questions about Changes During Your License Year

What kinds of remodeling projects must I report to my support specialist?

You will need to report any remodeling that makes a structural change to the home.

What if my college-age child comes home just for the summer? Do I need to report that to my support specialist?

Yes! It is important that Iowa KidsNet knows of any adults who are residing in your home. If you are completing the licensure renewal process prior to your child coming home, please work with your Iowa KidsNet support specialist in advance so we can ensure this doesn't become a problem with your licensure.



License Renewal

Believe it or not, in just nine months your Iowa KidsNet support specialist will begin talking to you about renewing your foster care license. During the renewal process, we will review your experiences over the past year, talk about your strengths and needs and your choice to renew your license. Of course, there will also be paperwork – lots of paperwork!

It is important that we go through these steps to ensure that children in Iowa are safe and secure in foster homes. It is important to us, and we know it is important to you, too! You can help us to make the process go smoothly by filling out the required paperwork in a timely manner, completing your training prior to the renewal process and letting us know if you have any changes in your life, such as a relocation or a new adult living in your household.

Frequently Asked Questions About License Renewal

How often will I need to renew my license?

On July 1, 2012, a new law went into effect regarding new foster care licensing guidelines.

Foster parents with two years of experience, may be able to get a two-year license. DHS will continue to require foster parent training (“continuing education”) of 6 hours every year - or as the law states “annually.” The administrator, within the administrator’s discretion and based upon the performance of the licensee, may require annual renewal after two years of licensing experience.

Please talk with your support specialist if you have questions about the renewal process.

I am currently only an adoptive family and not a foster family. Am I allowed to change to a foster and adoptive family when I renew?

Yes. Whenever you feel you would like to change your license from foster to adopt, adopt to foster or to be licensed for both foster and adopt, please contact your Iowa KidsNet support specialist. We will be happy to walk you through the process.

In Closing ...

We hope that this quick reference guide helps you understand how Iowa KidsNet, in partnership with state and community-based agencies, works to support you and the foster children in your care. It is our hope that this guide helps you find answers to questions in a quick and timely manner. If we did not answer specific questions you may have now, or will have in the future, please call your Iowa KidsNet support specialist at any time!

Once again, thank you for being a resource for Iowa’s children. We couldn’t do this work without you and we recognize the enormous contributions and at times, the sacrifices, you make to be the person who is always there for the children we serve.