



# St. Johns County Board of County Commissioners

Health and Human Services | Community Based Care Division

## Case Transfer Staffing

Effective Date: 6/3/24	Aligns with: CFOP 170-1 Ch. 7	Operating Guideline: OP-OG02
Supersedes: Policy titled "Case Transfer Staffing" dated 12/27/17	Applicable to: FIP and DCF	Pages: 1 of 4

### PURPOSE

The Case Transfer Staffing is dictated by CFOP 170-1 Chapter 7, and the respective workings agreements between Family Integrity Program (FIP) and the Department of Children and Families (DCF). It is the intent of FIP to participate fully with DCF, and others to help ensure a seamless child protection system, one where accurate and timely information is shared among all parties to adequately protect the child and provide services to families.

### Definitions

Florida Safe Families Network (FSFN) refers to the statewide automated child welfare information system.

### PROCEDURE

- a. In general, this procedure is meant to compliment the Memorandum of Understanding / Working Agreement that has been developed with FIP and DCF. Please refer to the working agreements for specific information related to Case Transfer Staffings.
- b. The purpose of the Case Transfer staffing is to create an environment where information can be shared between the Investigating Agency, FIP and community partners regarding a case: a) being investigated and b) requiring identified services available through FIP.
- c. All assessment, transportation, visitation, case management and referral services, as well as the creation of the Florida Safe Families Network (FSFN) case shell with all mutually agreed upon information being entered and a complete Family Functioning Assessment (FFA), prior to the Case Transfer staffing are the responsibility of the Investigating Agency. The Case Transfer staffing packet and FSFN case shell shall contain the information listed in the current Working Agreements between FIP and DCF.
- d. After Case Transfer, all case management responsibilities will transfer to FIP. It is understood that the investigator will continue to support FIP with shared information and case planning input while the investigator is active in the case, i.e., until disposition and/or investigation report closure.
- e. Immediately following the Case Transfer, FIP will begin working with the family, initiate contact with the family as required (2 working days), and service delivery, along with

updating current safety plans, the ongoing FFA and creating/amending the case plan to meet the needs of the child and family.

- f. FIP will assign the Case Manager as the primary worker in FSFN and the Child Protection Investigator as the secondary worker in FSFN no later than 1 business day after the staffing.

### **Staffing Process -**

- a. The staffing schedules are set by the Working Agreements for DCF and FIP.
- b. The Investigating Agency will provide FIP with a complete Case Transfer packet and the Case Transfer Staffing Schedule a minimum of two business days prior to the scheduled staffing. The Investigating Agency will also invite the parents to the staffing.
- c. Upon assignment of the case, the supervisor (or above) attends the Case Transfer staffing. It is essential in order to facilitate a meaningful case transfer discussion, that all parties in attendance have reviewed the packet and electronic record (FSFN) and come prepared to discuss the case, address questions, and discuss danger threats, parental protective capacities, safety actions put in place as a result of safety planning, the level of parental cooperation in complying with the safety actions to date, the risk level established by the investigator, conditions for return and all other critical information needed regarding the child and family.

### **Case Transfer**

- a. During the Case Transfer staffing the following will be discussed:
  1. Current allegations/findings of open investigation
  2. Any tribe involvement with the child/family (Indian Child Welfare Act (ICWA))
  3. Services that have worked or are working with the family
  4. Prior FSFN history
  5. Criminal history of parents and or persons involved with family
  6. Current diminished capacities and danger threats
  7. Safety actions put in place as a result of safety planning
  8. The level of parental cooperation in complying with the safety actions to date
  9. The risk level established by the investigator
  10. Conditions for return
  11. The CPI introduces CM and explains to the family that the case is being transferred and why.
  12. The CPI and CM review the impending danger threats, ongoing safety plan with the family, discuss ongoing monitoring of the safety plan and persons responsible, visitation plan (if applicable) and any next steps.
  13. The family is encouraged to discuss their strengths, needs and concerns.

14. The CM introduces the next phase of the case process. This meeting may be the initial meeting to begin the Introduction Stage of the Ongoing FFA.
  15. All other critical information needed regarding the child and family.
  16. Any follow up needed in order to assign the case to FIP (As outlined in the Working Agreement).
- b. The Case Management Supervisor will record all decisions in a FSFN case note, including danger threats, diminished capacities Children's Legal Services attorney assigned, initial contact date, specifics regarding visitation along with any follow up tasks required for the case transfer.
  - c. The assigned Case Manager will take the lead in the development of the initial case plan once parents have progressed in their stages of change/arraignment hearing. If the case is not staffed in an adequate time frame for the preparation of the case plan to meet statutory guidelines, the investigator is responsible for the initial listing of required case plan tasks to improve parental capacities and conditions for return.
  - d. A copy of a birth certificate or birth verification shall be obtained for each child under court ordered in-home supervision within 15 days after the case transfer conference.
    - a. A copy of a birth certificate or birth verification shall be obtained for each child entering out-of-home care within 15 days of initial placement.
    - b. For children born out-of-state or out-of-country, verification of the child's birth shall be requested within 15 days from initial placement and documented in the case file. Refer to subsection 65C-30.007(12), F.A.C., regarding the necessary actions when it is determined that a child was born in another country and has not established legal alien status."

#### **Case Transfer Dispute Resolution –**

At times there may be a difference of opinion regarding the status of a case being received into FIP. For example, FIP may believe, based on risk factors identified in the FFA, it is in the best interest of the child to establish court ordered Protective Supervision as opposed to Non-Judicial In-Home Services. Other differences in opinion may also arise during the course of case transfer.

In the event of a dispute about status of a case, FIP will proceed through organizational lines of authority to find resolution as outlined in the respective working agreements.

**Special Situations that require a Case Transfer Staffing:**

Conflict of Interest Cases

- a. When it is determined that a case needing assignment is a conflict, the Supervisor will contact the Program Manager.
- b. The Supervisor will submit their justification for the conflict in writing to the Program Manager who will review the conflict. If the conflict exists, the supervisor will have the case transferred to another case manager on a separate team.
- c. If the conflict requires transfer to another judicial circuit, the Program Manager will approach a partnering Community Based Care agency.
- d. Efforts will be made to ensure that the family receives continuity of care and that services begin as quickly as possible. The case will be assigned to the closest available service area.