

## Case Transition Policy

<b>Policy Number:</b>	IA 32.00 and CM 1.00
<b>Eliminated/Replaced Policies:</b>	IA 31.00 and IIHS 1.01
<b>Subject:</b>	Case Transition, safety, protective planning, initial assessment, intensive in-home service (IIHS), ongoing case management (OCM), temporary physical custody (TPC), family interactions, family case transition meeting
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*Any information referenced within this document is considered to be a part of this policy with the exception of the "related resources" section.*

### Summary:

The policy dictates the requirements and timelines for case transition from the Bureau of Milwaukee Child Welfare (BMCW) to a contracted case management (CM) agencies with BMCW to provide Intensive In-Home Services (IIHS) and/or Ongoing Case Management (OCM) along with requirements for the Placement Referral Unit and Maximus/Financial Assessment Services Team (FAST).

### Related Resources:

- [Wisconsin State Statutes Chapter 48 Children's Code](#)
- [Child Protective Services Safety Intervention Standards](#)
- [DSP Memo Series 2011-07 June 28, 2011; Modifications to the Child Protective Services Safety Intervention Standards](#)
- [Child Protective Services Access and Initial Assessment Standards](#)
- [Ongoing Services Standards](#)
- Initial Assessment document DCF-F-2052 or 54
- Temporary Physical Custody of a Child policy IA 12.00 and CM 21.00
- [Department of Children and Families \(DCF\) Indian Child Welfare](#)
- [Wisconsin Indian Child Welfare Act 2009; Act 94](#) effective 12/22/2009
- Protective Planning policy IA 07.01 and CM 03.00
- Placement Referral policy IA 51.00 and CM 52.00
- Noncustodial Parent policy IA 50.00 and OCM 51.00
- Locating Families policy IA 8.00

- [DSP Memo Series 2009-10 12/23/2009; 2009 WI Act 79: Federal Changes Act \(2009 Wisconsin Act 79; effective 01/01/2010\)](#)
- [Confirming Safe Environments DSP Numbered Memo Series 2013-03 03/14/2013](#)
- Medical Screening for a Child Entering Placement policy IA 25.00 and OCM 4.00  
Medical Evaluation and Forensic Interviews for Children policy IA 9.00 and OCM 4.00
- Referral of Young Children to the Birth-to-3 Program IA 33.00 and CM 44.00
- BMCW Memo Revising Procedure for Referral of Young Children to Birth-to-3 Entering Program by Arlene Happach, Director dated 07/12/2010
- BMCW Family Case Transition Team Meeting Agenda – Supplemental A
- Organizing and Closing Case Files IA 39.00 and CM 33.00
- IA Paper Case File Transfer/Closing Authorization form

### **Policy:**

This policy is to ensure a child's safety and a consistent approach with the law and DSP/ BMCW Standards of Practice during case transition between BMCW and a contracted case management (CM) agencies providing IIHS and/or OCM services. BMCW and the contracted CM agencies must comply with all DCF *Child Protective Services State Standards* (including but not limited to the *Ongoing Standards, The Case Transition Process*), memos, Wisconsin State Statutes and BMCW policies and memos.

The transition of a case from Initial Assessment (IA) to a contracted CM agency will:

- Thoroughly engage families in the process of working with BMCW and its partner agencies
- Engage families in identifying and incorporating appropriate formal and family supports in collaboration with BMCW and its partner agencies to manage child safety whenever possible.
- Ensure transition of clear and comprehensive information with regard to safety decisions and the families' involvement in these decisions and to prepare the case manager to conduct an effective Protective Capacity Family Assessment.
- There is a clear and comprehensive explanation of information with regard to safety decisions and the families' involvement in these decisions; and
- Child safety remains paramount throughout the process.

### **CASE ASSIGNMENT/DESIGNATION**

- When a child is taken into temporary physical custody (with the intent to go to court within 48 hours) and placed immediately with the non-custodial parent (adjudicated or non-adjudicated) and no other children are placed in out-of-home care, the case is assigned to IIHS.
- When a child taken into temporary physical custody (with the intent to go to court within 48 hours), placed immediately with the non-custodial parent and at least one other child (at the time of removal of the applicable children) is placed in out of home care, this case is assigned to OCM.

- When it is determined a case will be opened for services beyond Initial Assessment, the Initial Assessment Specialist (IAS) will contact the Placement Referral Unit (PRU) to obtain the name of the contracted CM staff. Please reference *Placement Referral Unit Policy IA-51.00*.
  - The PRU will notify the IAS at the time of referral the contracted CM agency's name that is receiving the case assignment.
  - The PRU will call the contracted CM designee to notify the agency of the case assignment and follow up with an email to the contracted CM agency and the IAS, supervisor and program manager within *30 minutes* of the initial referral.
  - The contracted CM designee will send an email to the IAS, supervisor and program manager informing the individuals of the contracted CM agency assignment, which will include the assigned IHS or ongoing case manager, supervisor and program manager (work and cell telephone numbers) within the following time of receiving the notification from the PRU:
    - IHS Assignment: within the hour
    - OCM Assignment: 24 hours prior to the Temporary Physical Custody (TPC) Court Hearing

#### **INITIAL ASSESSMENT (DCF-F-2052 or 54)**

- The *Initial Assessment (IA) document (DCF-F-2052 or 54)* must be approved in eWiSACWIS no later than one business day prior to the Family Case Transition Meeting (FCTM) for IHS and OCM cases.
- In the rare event the *IA (DCF-F-2052 or 54)* is not completed and approved (by the IA supervisor in eWiSACWIS); Supervisors from BMCW and contracted CM must discuss the reason for the delay and come to an agreed upon date of completion of the document. If there continues to be delays, the assigned BMCW program manager must be contacted.
- The IA supervisor and/or the contracted CM supervisor are responsible for ensuring their staff person has proper and timely case assignment (e.g. primary or secondary) in eWiSACWIS and there is no disruption for any pending work.

#### **COMMUNICATION**

Throughout the case transition process, BMCW and contracted CM staff must communicate with each to share information, address concerns, and/or when unable to reach agreements related to specific case and/or practice. Supervisory staff from each agency must communicate with each other to share information and resolve issues. Respective program managers may become involved when BMCW and the contacted CM staff are unable to come to an agreement.

**NOTE:** At any point a child is taken into temporarily physical custody by BMCW or contracted CM and further authorized by Milwaukee County Children's Court Center (within 48 hours of TPC) during the case transition process, the *Case Transition from IA to OCM* section of this policy must be followed.

## Procedures:

### CASE ASSIGNMENT TO INTENSIVE IN-HOME SERVICES

1. The IA supervisor must review and approve all referrals to IIHS.
2. Upon IA supervisor approval:
  - a. The IAS will contact the PRU for immediate contracted IIHS CM assignment.
  - b. The IAS will provide the PRU the date, time and location of the Initial Family Meeting (IFM) between the IIHS case manager, IAS and the family to occur no later than 48 hours of contacting the PRU.
3. The PRU notifies BMCW and the contracted CM agency of assignments.
  - a. Same Day Response: The assigned BMCW/IIHS program manager(s) and supervisor(s) will be immediately notified of IIHS same day response.
4. The IIHS supervisor will assign the IIHS case manager secondary assignment to the case.
5. Upon receiving the referral, the IIHS case manager and supervisor must review all available case documentation (e.g. eWiSACWIS).
6. The assigned IAS or IA supervisor will schedule an internal case staffing (by telephone or in-person) between the BMCW IAS and supervisor and IIHS case manager and supervisor to occur no later than 24 hours of contacting PRU. The internal case staffing must occur prior to the IFM.
  - a. There will be an open discussion between BMCW and IIHS staff related to the family case specifically discussing the family's strengths, needs, Safety Plan and Analysis (SAP) (i.e. safety threat(s) and strategies to control safety), available resources, barriers, etc. in order to prepare for the IFM.
  - b. Same day response for IIHS, in which case, the SAP will be discussed, created, and implemented collaboratively among IAS, IIHS case manager, the family and informal supports during the IFM. The IAS will enter the SAP in eWiSACWIS within 24 hours after the IFM.
  - c. Not same day response for IIHS:
    - i. The IAS and IIHS case manager will collaborate with the development and implementation of the SAP.
    - ii. There may be times when collaboration with IIHS case manager for the *initial* SAP may not be feasible. IAS may be required to implement a SAP with the family prior to IIHS assignment. A subsequent SAP may be created following the IIHS case assignment. The SAP will be discussed and possibly revised when IIHS is assigned to the case.
7. IAS continues primary responsibility for the management of safety. If there is a protective plan or other in-home plan in place, the IAS is responsible for the complete oversight of that plan. However, in partnership with the IAS, the IIHS case manager must respond to immediate safety management issues.

8. The IAS and IIHS case manager will be present for the IFM with the family.
  - a. In the event the assigned BMCW and/or IIHS staff is unable to attend the IFM, an alternative, designee will attend and is expected to have knowledge and understanding of the family.
    - i. Prior to the meeting, the alternative designee will participate in the internal case staffing that occurs within 24 hours of the IIHS referral with the assigned BMCW and IIHS staff. The BMCW and/or IIHS supervisor(s) will ensure that the alternative designee has an understanding of all of the presenting conditions (e.g. safety threats, plan, etc.) in the home and is able to participate in the IFM.
    - ii. Within one business day after the IFM, a face-to-face staffing will occur between the alternative designee and the assigned staff person from their agency to share information related to the IFM; a face-to-face staffing is preferred, however, a phone staffing is acceptable.
  - b. The IAS will lead the IFM to discuss the following (including but not limited too):
    - i. An explanation of why BMCW is involved with the family, including a summary of the case to date and confirmation of the family's willingness to participate in IIHS
    - ii. A clear discussion of the present and/or impending danger threats and how they play out within the family. As well as the roles of formal and informal supports in assisting with ensuring child safety.
    - iii. A review of the SAP (focus on the role of formal and informal service) including any protective planning
    - iv. The status of any applicable legal actions (e.g. informal disposition, non-emergency petition, etc.) involving the family.
    - v. The IIHS case manager will discuss the purpose and expectations of participating in the IIHS program.
    - vi. The FCTM will be scheduled with the family's convenience being the first consideration (no later than seven days from the IFM).
9. The IAS and IIHS case manager will each document the information covered at the IFM. IAS will enter an *Assessment Contact* case note and the IIHS case manager will enter *Narrative* case note in eWiSACWIS.
10. After the IFM, the IIHS case manager is responsible for inviting any formal and/or family support(s) who are, or will be, part of the *In-Home Safety Plan* who was identified by the caregiver to attend the FCTM. In addition, the IIHS case manager will invite formal service providers identified in the SAP to attend the FCTM.
11. The IIHS case manager will continue to formalize the subsequent *In-Home Safety Plan* and will document information in eWiSACWIS, which will include an updated SAP. Formalization of the *In-Home Safety Plan* includes specifically identifying informal and formal supports/providers, and their responsibilities (including how it controls for safety).

12. At this point, the IAS will continue to retain primary assignment and IIHS case manager will retain secondary assignment. The BMCW and IIHS staff will work collaboratively together with primary responsibility for safety management assigned to IAS.

## **FAMILY CASE TRANSITION MEETING (FCTM)**

1. The FCTM will occur no later than seven business days from the IFM.
2. The *Initial Assessment (DCF-F-2052 or 54)* form in eWiSACWIS must be completed by the IAS and approved by the IA supervisor at least one business day prior to the FCTM.
3. The FCTM will consist of the IAS and the IIHS case manager, the caregiver any formal or informal supports that the caregiver and IIHS case manager identified as part of the *In-Home Safety Plan*.
4. During the FCTM, the IAS, in collaboration with the IIHS case manager as appropriate, is responsible for the following the *BMCW FCTM Agenda Supplement - C*, as well as information required in the *Ongoing Service Standards (Case Transition Staffing Process)*.
5. The IAS and IIHS case manager will each document the information covered at the FCTM. IAS and the IIHS case manager will enter *Narrative* case note as *Case Transition Meeting* in eWiSACWIS

## **AFTER FCTM**

1. IIHS case manager is responsible for the management of the *In-Home Safety Plan*.
2. The IA supervisor will review the paper case file for completeness and forward it to the designated BMCW Office Associate for tracking and shipping to the assigned contracted IIHS agency. The IAS is not allowed to bring the case file to the FCTM for transfer. Please see the *Organizing and Closing Case Files policy*.
3. The IIHS supervisor or the IA supervisor will end the IAS' primary assignment and it will be transferred to IIHS case manager. IAS assignment will end on the FCTM date.
  - a. IAS will assume secondary assignment if tasks are pending for the IAS. Any pending tasks must be discussed between BMCW and IIHS supervisors and notify the assigned program manager for each agency.
  - b. In the event there is a pending legal action filed by the BMCW (e.g. Informal Disposition Agreement or Non-Emergency Child In Need of Protection and/or Services petition), the IAS may retain secondary assignment if deemed appropriate by the IA supervisor or BMCW program manager.

*Continue on the next page for Case Assignment to Ongoing Management*

## Case Assignment to Ongoing Case Management

1. The IAS or IA supervisor will contact the Placement Referral Unit (PRU) the same day a child is taken into temporary physical custody (TPC). Please reference *Placement Unit Referral policy*.
2. The contracted Ongoing Case Management (OCM) agency will email the assigned IAS and supervisor the assigned contracted ongoing case manager and supervisor name and contact information (cell number).
3. OCM supervisor will assign the ongoing case manager secondary. The IAS will have primary assignment until after the TPC Court Hearing.
4. After the TPC Court Hearing (when granted or case open in OCM), IA or OCM supervisor will give primary assignment to the ongoing case manager and IAS as secondary assignment in eWiSACWIS.
5. IAS and ongoing case manager will reference the *TPC policy/checklist* for additional requirements.
  - a. The ongoing case manager will review the BMCW TPC paperwork and any related documents in eWiSACWIS to become familiar with the present/impending dangers that led to the child(ren) being taken into TPC.
  - b. Prior to the TPC Court hearing, the IAS will inform the family of the upcoming Initial Family Meeting (IFM) following the hearing. The IAS will explain the purpose of the IFM and the expectation that the family attend the IFM.
  - c. The IAS will call the ongoing case manager (or his/her supervisor if the ongoing case manager is unreachable) when the IAS is called into the TPC Court Hearing. The ongoing case manager will arrive at court immediately following the TPC Court Hearing to meet with the family and the IAS.
  - d. The assigned ongoing case manager and IAS or their respective designee must participate in all aspects of the IFM after the TPC Court Hearing. The IA and/or OCM supervisor must notify the BMCW and/or contracted CM agency program manager when the agency representative is not present for the entire family meeting.
  - e. An IFM will be conducted in a private conference room at Children's Court Center following the TPC Court Hearing with the IAS, the ongoing case manager and/or supervisor, the family and any family supports.
  - f. At the IFM:
    - i. IAS will:
      1. Ensure that the ongoing case manager and/or the supervisor are apprised of any and all court orders made during the TPC Court Hearing (i.e. assessments or evaluations authorized or ordered, to include but not limited to No Contact Orders, Genetic Testing Orders, Mental Health Evaluations, etc.)

2. Be prepared to discuss efforts to locate or involve any non-custodial parents
3. Be prepared to discuss efforts that were made to locate suitable family members.
4. Be prepared to describe efforts to determine if a child is an eligible member or a member of a tribe.
5. Be prepared to discuss reasoning and recommendations for family interactions.
6. Provide information related to Confirming Safe Environments (CSE) and which activities have occurred to confirm safety of the out-of-home placement. IAS will complete the initial CSE home visit in accordance to State Standards and policies.
7. Obtain verbal and written consent needed to refer any child under the age of three for Birth to Three Assessments. Refer to *Referral to Birth-to-Three Program policy*.

ii. Ongoing Case Manager will:

1. Discuss with the parents the most convenient time within a five-day period to have a family interaction with the children along with future family interactions. The five-day family interaction must *occur within five days of the date the child was taken into physical custody (initial out-of-home placement date), not the TPC Court Hearing date*.
  2. Explain the Family Teaming model. Reference the *Family Teaming policy*.
  3. Discuss and encourage the family to invite foster parents, family members as well as formal and informal supports (Please see #6 in the following this section for further guidance with discussing OHC provider's attendance at the FCTM).
  4. Obtain all necessary signed consents to talk with the family/informal/formal supports. The parents have the right to decline and/or limit release of information.
  5. Schedule the date, time, and location that the parent/primary caregiver is available to have the FCTM. This must be within seven business days of the TPC Court Hearing (and IFM).
  6. Provide the family with business cards/contact information for the assigned ongoing case manager and supervisor.
6. The ongoing case manager will speak with family further to request that the OHC provider be allowed to participate in portions of the FCTM.
- a. Consideration and planning must be done related to possible restrictions of contact and/or issues (e.g. domestic violence, no contact order, undisclosed OHC provider, etc) related to individuals attending the FCTM



- b. The ongoing case manager will obtain consent from the family regarding the OHC provider attending the FCTM.
  - i. The ongoing case manager will discuss with the OHC provider's role within the FCTM based on the parent(s) consent for attendees.
    1. Discuss the importance of creating a co-parenting relationship with the OHC provider.
    2. Explain the different ways the OHC provider may participate in the FCTM (e.g. attend specific parts of the meeting, the entire meeting or schedule a separate meeting for the OHC provider and parents to meet and discuss the child (ren)).
    3. Ongoing case manager may need to have ongoing conversations with the parent(s) regarding the OHC provider's participation at the FCTM.
7. The ongoing case manager will follow up with the OHC provider to discuss their participation in the FCTM based on the parent's consent.
8. The ongoing case manager will continue to discuss with the parents and OHC provider the importance of co-parenting and building a relationship between the individuals.
9. The IAS will ensure that the ongoing case manager and the Maximus/FAST Contact Person receive a copy of the TPC order.
  - a. IAS will email the Maximus/FAST Contact Person the TPC document.
  - b. The Maximus/FAST Contact Person will upload the document in eWiSACWIS under the "Image" tab and select "Legal" as the type.
10. Documentation
  - a. IAS will create an *Initial Assessment Contact* case note (Select "*Type Detail*" as TPC Order and Select "*Face-to-Face Location*" as Court). Information to included and not limited to:
    - TPC Status – granted or not granted
    - Attendees at court
    - Legal parties' contact information
    - Indian Child Welfare Act applicability
    - Any special orders
    - Scheduled FCTM and Initial Appearance (i.e. date, time, branch)
    - Family Interactions ordered; include date of five day and visitation schedule (all dates, times, and locations)
    - Other pertinent information related to the TPC Court Hearing and IFM
    - Family Interaction information:

- Level of supervision and any identified individuals who are approved or who need to be assessed to supervise family interactions
  - Individuals allowed or not allowed to participate in the family interactions
  - Recommendations regarding the location of the family interactions
  - Parents' caregiving diminished protective capacities (i.e. impending danger threats) that impact child's safety warranting supervised family interactions
  - Recommendations related to sibling interactions (if applicable)
  - Any information communicated to or by the parents regarding family interactions
  - Other pertinent information related to family interactions
- b. The ongoing case manager will enter *Narrative* case note as *Court Hearing* in eWiSACWIS and document the same information, as the ongoing case manager understands it as outlined for IAS' documentation (Case Assignment to Ongoing Case Management Services # 10 Documentation, a. Page 9-10)
11. The IA or Ongoing supervisor will give the ongoing case manager and supervisor primary assignment to the case no later than 24 hours of the TPC Court Hearing. IAS will assume secondary assignment until the IA work is completed.
12. In the interim period between the TPC Court Hearing and the FCTM, the assigned IAS and ongoing case manager will collaborate to ensure safety for any children remaining in the home in accordance with the State Standards.
- a. The IAS' task during this transition period includes, and not limited to, the following:
- Completion of the foster care health screen and/or forensic interviews/exams. The IAS may collaborate with the ongoing case manager and the OHC provider in arranging transportation.
  - Completion of all paperwork and tasks necessary and required per State Standards and BMCW policies for the transfer and transition of the case.
- b. During the transition period, the ongoing case manager is responsible for direct service provision to the family and placement related services, including but not limited to, the following:
- Any change of placement and notification to all parties.
  - Responsible for completing and documenting the subsequent (within 5-days from the date the child initially placed in out-of-home care) CSE visit.
  - Implementation of service provision immediately required for the family.

- Facilitation of the Initial Health Screen (formerly known as the 30-day Comprehensive Health Exam).
- Development and facilitation of the family interaction plan.
- Coordination of any transportation required for the afore mentioned appointments
- As applicable to the contracted CM policy, the ongoing case manager will notify and invite the following individuals to the FCTM:
  - Nurses
  - Permanency Consultant
  - Family Engagement/Support/Interaction Staff (s)
- Prior to the FCTM, the ongoing case manager must review the entire electronic case file including and not limited to any prior Access Reports, IAs, family assessments, case plans, etc.).

13. IAS will ensure that signed copies of the Placement Packet Checklist and the completed Foster Parent Part A are scanned into the case file in eWiSACWIS and are in the case file prior to the physical transport of the file.

14. The IAS will follow IA 39.00 Organizing and Closing Case File Policy to ensure that the ongoing agency receives the file

### **FAMILY CASE TRANSITION MEETING (FCTM)**

1. The FCTM meeting will occur no later than seven business days from the TPC Court Hearing (and IFM).
2. The FCTM will occur to facilitate the case transfer. Please reference the *BMCW FCTM Agenda Supplement - A*
3. The FCTM meeting should consist of the IAS and the ongoing case manager, the parent(s)/legal guardian, informal and formal supports identified and approved by the parent/legal guardian, this may include the OHC provider for all or portions of the FCTM.
4. The FCTM must be documented in eWiSACWIS; the IAS and Ongoing staff will document under the *Narrative* section (Category: *Ongoing Service*, Type: *Collateral* and Type Detail: *Case Transition Staffing*) Each staff will document their understanding of what occurred during the FCTM.

### **Responsibilities:**

Initial Assessment Specialists, IA supervisors and their program managers, PRU, IIHS case managers, supervisors and their program managers, and Ongoing case managers, supervisors and their program managers, Maximus/FAST Contract Person.