

Big Bend Community Based Care Policy & Procedure

Series: 100: Intake

Policy Name: Case Transfer Staffing

Policy Number: 100

Origination Date: 11/4/2013

Revised: Board Meeting of 12/13/2018

Regulations: CFOP 170-11

Referenced Document:

100-100 x 1, Case Transfer Staffing Form

Policy

Big Bend Community Based Care, Inc. (BBCBC), will serve children deemed unsafe through Florida's Safety Decision Making Methodology. The purpose is to ensure that children and families deemed unsafe receive formalized case management. It is the policy of BBCBC to ensure ease of access for case management services through a centralized intake process.

Procedure

A. General Case Transfer Process.

1. For cases involving immediate removals and those involving unsafe children and transfer to the Case Management Organization (CMO), the Case Transfer Staffing (CTS) process will be utilized.
2. The Child Protective Investigator (CPI) will contact the BBCBC Intake Placement Specialist and request case transfer via email when they have determined that a child is unsafe and the Family Functioning Assessment (FFA) has been completed and reviewed by a Child Protective Investigations Supervisor (CPIS).
3. The Dependency Case Manager Supervisor (DCMS) and Dependency Case Manager (DCM) will review the Present Danger Assessment, Safety Plan, FFA and Risk Assessment prior to the CTS staffing. This review may involve support provided by a Super Safety Practice Expert (SSPE), Safety Practice Expert (SPE) or approved consultant.
4. The DCMS should immediately notify CPIS if clarification or additional information is needed. The CPIS and DCMS will work together to reach agreement on those changes the CPI needs to make to the FFA prior to or during the CTS. Support from SSPE, SPE or approved consultant may be requested by the supervisors if needed.
5. The CTS will take place within no more than three (3) will notify Child Legal Services (CLS) when CTS is scheduled.
6. If there are formal Safety Service Providers involved with the Safety Plan they will be notified by the CPI and invited to the CTS.
7. At the CTS, the Intake Placement Specialist will facilitate the case review and case discussion regarding the FFA decision-making so that the DCM is able to initiate the Ongoing Family Functioning Assessment (OFFA) with the family in a timely and seamless manner.
 - a. At a minimum the Intake Placement Specialist, DCMS, DCM, CPIS and CPI will be present at the CTS.

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- iv. The DCM introduces the next phase of the case process. This meeting may be the initial meeting to begin the Introduction Stage of the OFFA.
9. It is the responsibility of the CPI to continue to provide information pertaining to the findings in the investigation, assessments, evaluations, home study assessments, test results, and background information as they are received.
 - a. The CPI will be responsible for securing the necessary information within the timeframe that is agreed upon at the Staffing.
 - b. The CPI will be responsible for all referrals to the Child Protection Team (CPT).

B. Review Process.

1. The review process may be initiated by either the CPIS/CPI or the DCMS/DCM at any time during the process.
2. Special attention should be given to resolving all conflicts prior to CTS. If case consultation is needed, a SSPE, SPE or approved consultant may be contacted.
3. When conflict occurs regarding the recommended service level, the case will be reviewed by increasing levels of management until agreement is reached. The following outlines the levels:
 - a. CPI and DCM Supervisors.
 - b. DCF Operational Program Administrator and CMO Program Manager will staff the case. Whenever possible, the CPI Supervisor and DCM Supervisor will be present for the discussion.
 - c. DCF Regional Operations Manager, the BBCBC Operations Manager, and CMO designee. Consideration should be given to involving prior parties.
 - d. The BBCBC Chief Operations Officer (COO) will be engaged if resolution has not yet been reached before proceeding to the final level.
 - e. Final resolution, when necessary, will be reached between the DCF Regional Managing Director, and the BBCBC Chief Executive Officer.
 - f. At all levels, the benefit of having the Intake Placement Specialist and/or CLS present should be considered.

NOTE: When one (1) child is sheltered and another child remain in the home, a leadership review should be conducted prior to CTS. The leadership review will consist of the CMO Program Manager, DCF Operations Program Manager and BBCBC Operations Manager.

C. Special Situations that do not require a Case Transfer Staffing.

1. **Open Cases to BBCBC.** For all new Intake reports on open cases, the CPI will notify BBCBC regarding the new report and the assigned case manager may accompany the CPI during the investigation if possible and appropriate.
2. CLS will notify the Intake Placement Specialist when re-instating PS on closed cases.

D. Special Situations that require a Case Transfer Staffing.

1. **CMO Conflict of Interest Cases.**
 - a. When a CMO determines that a case needing assignment is a conflict for that agency, the Intake Placement Specialist for that area will assist in coordinating the CTS with an Intake Placement Specialist in another area.

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- b. The responsible CMO will submit their justification for the conflict in writing to the assigned Intake Placement Specialist who will staff the situation with the Intake Placement Utilization Management Director and the BBCBC Operations Manager.
- c. 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.

2. Receipt of Transfer of Jurisdiction Cases.

- a. When receiving a case from out of our service area, the appropriate Intake Placement Specialist will conduct a Case Transfer staffing in accordance with our procedure.
- b. The Intake Placement Specialist will verify that the sending Court has signed an order transferring jurisdiction and that the receiving Court has signed an order accepting jurisdiction.