

Big Bend Community Based Care Policy & Procedure

Series:	100: Intake	
Policy Name:	Continuity of Case Supervision in Initial Response	
Policy Number:	102	
Origination Date:	03/09/2009	Revised: Board Meeting of 12/13/2018
Regulation:	65C-28, F.A.C. 65C-29, F.A.C. 65C-30, F.A.C.	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to ensure that children and their families receive needed services and supervision.

Procedure

A. Initial Case Supervision.

1. CPIs receive referrals through the abuse hotline. It is the CPI's responsibility to assess the risk and determine the level of intervention needed, if any. During the assessment process, and possibly after removal decision, case supervision responsibilities remain with the CPI until the case is referred and accepted by the BBCBC Case Management Organization (CMO) as a result of the Early Engagement and Case Transfer Process.
2. Following acceptance, the primary supervision of the child is transferred to the CMO Dependency Case Manager (DCM).
3. The CPI will complete the following activities at the time of shelter:
 - a. Notify the parent or guardian of the:
 - i. Reason(s) for removal of the child;
 - ii. Procedures involved in dependency cases;
 - iii. Right to be represented by counsel; and
 - iv. Date, time and location of the shelter hearing.
 - b. Prepare the shelter petition and attend the hearing.
 - c. Notify the CMO and/or centralized placement unit of the shelter outcome when applicable.
4. Prior to the referral and acceptance of the case through the Engagement Staffing, the CPI will complete the following activities:

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- a. Make referrals for all needed emergency services to protect the child and strengthen the family;
- b. Conduct preliminary diligent search activities for possible missing parent and explore possible relative placements. Refer to the appropriate Diligent Search Specialist;
- c. If an out-of-state placement appears possible, begin the ICPC process and explore the possibility of priority placement home study with Children's Legal Services (CLS);
- d. Keep the parent/custodian informed of the status of the case, including the investigative outcome and level of service;
- e. Determine the level of service intervention needed to ensure child safety;
- f. Arrange for family visitation as determined by the court;
- g. Visit the child once per week or assure that the receiving DCM will visit;
- h. Keep Intake Specialist responsible for eligibility determination updated as to the current placement.

B. Case Assignment.

1. When the CPI determines that a family will require ongoing traditional case management services, a DCM is requested and assigned as secondary to the case.
2. Details regarding the case are shared between the sending CPI and the receiving DCM. The BBCBC Intake/Placement Specialist will monitor the completion of the joint home visit and assure that the Engagement Staffing with the family is scheduled timely.
3. Once the Engagement Staffing is completed and the CPI has completed all required steps, the case is formally accepted by the CMO and a DCM will be assigned to the case as primary.
4. The DCM assigned to the case will coordinate all services for the child and family and will serve as the single and continuous point of contact for the child and family, from entry into services until exit. This will include:
 - a. Making referrals for all needed services;
 - b. Arranging for family visitation as determined by the court;
 - c. Visiting the child once per week while the child is in shelter status and every thirty (30) days thereafter;
 - d. Meeting with the parents to determine the need for service intervention and to develop case plan tasks together;

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- e. Assisting with exploring relative placements.
5. After case acceptance by the CMO, the CPI remains responsible for:
- a. Developing the Dependency Petition;
 - b. Initiating the Predisposition Study;
 - c. Attending and taking lead at the arraignment hearing;
 - d. Attending the initial permanency staffing;
 - e. Keeping the DCM updated on any new information or documents;
 - f. Notifying the DCM of investigation closure.
6. To ensure quality and consistency, BBCBC will work with CMOs to:
- a. Develop and implement case management training for DCM and supervisors that will build common knowledge base and skills;
 - b. Use the same client management system and decision support tools;
 - c. Strive to maintain a caseload of 1:17 (children).