

# Big Bend Community Based Care Policy & Procedure

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**Series:** 400: Child Welfare Services  
**Policy Name:** Case Transfers Between Counties & Jurisdictions  
**Policy Number:** 423  
**Origination Date:** 03/09/2009 **Revised:** Board Meeting of 12/13/2018

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## Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to comply with all established procedures for the transfer of cases within the counties and from one circuit/judicial circuit to another circuit/judicial circuit.

## Procedure

### A. Incoming Transfer Requests from Other Circuits.

1. The transfer of a case between circuits will be initiated at the Case Management Organization (CMO) Director level, the sending CMO director will contact the receiving CMO director by telephone or mail within twenty-four (24) hours of identification of the need for transfer.
2. The sending DCF/Judicial Circuit will contact the appropriate CMO Director to:
  - a. Provide the written request for transfer;
  - b. Describe the reason for the requested transfer;
  - c. Report the progress made in the case to date;
  - d. Convey the issues that make the transfer and continued services necessary; and
  - e. In Judicial Cases, a written agreement from the CMO verifying that the case will be accepted is required.
3. Prior to accepting the request for transfer, the CMO Director will ensure that all file documentation requirements are completed and updated in the FSFN, including demographics and addresses.
4. Upon receiving the request for transfer the CMO Director will ensure that the documentation of contact with the sending agency is updated in the FSFN, as well as the specific reason for the request for transfer and the decision regarding the agreement to accept transfer or refusal of transfer request.

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5. Prior to the case transferring to a BBCBC CMO it is necessary for the case to have achieved an adjudication of dependency.
6. Upon receipt of the case, the CMO Director will review the case for appropriateness and completeness.
7. Upon acceptance, the CMO Director will assign the case to a unit the next working day after receipt.
8. Once the receiving CMO accepts the case, the sending CMO will terminate the case.
9. If the case transfer involves an Interstate Compact for the Placement of Children (ICPC) case where another state court has jurisdiction.
10. In court-ordered cases where a transfer from one judicial circuit to any of the judicial circuits is desired, the sending CMO Director must secure the written agreement of the receiving court prior to CLS filing a motion for transfer of jurisdiction.

## **B. Outgoing Transfer Requests to Other Circuits.**

1. All outgoing requests will be initiated by the DCM, reviewed by the DCM Supervisor and coordinated through the CMO Director.
2. All initial outgoing requests will be reviewed by the CMO Director prior to transmission to ensure completeness and accuracy of information.
  - a. Prior to sending the request for transfer, the CMO Director will ensure that all file documentation requirements are completed and updated in the state-wide automated information system, including demographics and addresses as well as the request for transfer and the decision regarding the agreement to accept transfer or refusal of transfer request.
  - b. The CMO Director must secure the written agreement of the receiving CMO and Judicial Circuit prior to the transfer of jurisdiction.
  - c. The sending CMO Director will not transfer the case until the receiving CMO Director and the Judicial Circuit have accepted the case for transfer in writing.
3. Once the receiving CMO accepts the case, the sending CMO will terminate the case.
4. The CMO Director and the DCM will work collaboratively with the receiving agency to ensure a smooth transition, such as encouraging communication between the sending and receiving agencies so as to ensure continuous quality care for the children and families.

## **C. Transfers within Circuit.**

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1. All outgoing requests will be initiated by the CMO Director; the sending CMO director will contact the receiving CMO director by telephone or mail within twenty-four (24) hours of identification of the need for transfer.
2. Prior to sending the request for transfer, the CMO Director will ensure that all file documentation requirements are completed and updated in FSFN, including demographics and addresses as well as the request for transfer and the decision regarding the agreement to accept transfer or refusal of transfer request.
3. All initial outgoing cases will be reviewed by the CMO Director prior to transfer to ensure completeness and accuracy of information, including ensuring that all file documentation requirements are completed and updated in FSFN system, including demographics and addresses.
4. The sending Circuit/Judicial circuit will contact the appropriate CMO Director to:
  - a. Provide the written request for transfer;
  - b. Describe the reason for the requested transfer;
  - c. Report the progress made in the case to date;
  - d. Convey the issues that make the transfer and continued services necessary; and
  - e. In Judicial Cases, a written agreement from the CMO verifying that the case will be accepted is required.
5. Immediately upon receiving the request for transfer the CMO Director will ensure that the documentation of contact with the sending agency is updated in the statewide automated system, as well as the specific reason for the request for transfer and the decision regarding the agreement to accept transfer or refusal of transfer request.
6. The sending CMO Director will not transfer the case until the receiving CMO Director and the Judicial Circuit have accepted the case for transfer in writing.
7. Upon receipt of the case, the CMO Director will review the case for appropriateness and completeness.
8. Upon acceptance, the CMO Director will assign the case to a unit the next working day after receipt.
9. Once the receiving CMO accepts the case, the sending CMO will terminate the case.
10. The CMO Director and the DCM will work collaboratively with the receiving CMO and DCM to ensure a smooth transition, such as encouraging communication between the agencies so as to ensure continuous quality care for the children and families.

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11. Efforts to maintain consistency and continuity of services must be a priority.

## **D. Denial of Transfer Requests/Resolution Process.**

1. If the receiving CMO Director refuses to accept the request for transfer, the receiving CMO Director will immediately document the reasons for the refusal in the chronological section of FSFN.
2. Any disagreements regarding the acceptance of a transfer within or between circuits shall be referred directly to the BBCBC QA Director, or designee, for resolution within twenty-four (24) hours of the refusal of transfer request.
3. If resolution can not be reached, the BBCBC COO, or designee, should be consulted.
4. The resolution will be documented in the chronological section of the statewide automated information system.

## **E. Case Transfer from a Withdrawing Agency.**

1. Any provider considering withdrawing as a provider of case management or other direct service will formally notify BBCBC in writing of the intent to withdraw from the network, providing an agreed upon deadline in accordance with the terms of the contract.
2. Until that deadline, the withdrawing agency will continue to provide case management and/or services to their caseloads according to the terms of the contract.
3. The withdrawing provider will also dedicate staff to close case files and process documentation according to the policy and procedure of the project.
4. Upon notice from the withdrawing agency, BBCBC will initiate coordination with the withdrawing Provider to ensure an orderly transfer and continuity of services. Case conferences will be held to:
  - a. Review status of all cases in caseload;
  - b. Identify existing case management providers able to accept cases;
  - c. Identify and resolve any obstacles or barriers which may prove problematic in the transfer of cases from the withdrawing agency to the receiving agency;
  - d. Develop a plan for notifying all children and families of the impending change, coordinated through the current DCM;
  - e. When notifying the children and families, provide information about the receiving provider and how continuity of care will be ensured.

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5. BBCBC will immediately notify the receiving agencies that will be receiving cases and arrange mutually agreeable staffing dates and times for the transfer of information and documentation.
6. Prior to transferring files to the receiving agency, the withdrawing provider will review all case files for accuracy and completeness, which is then reviewed by BBCBC.
7. The withdrawing provider will complete a Case Transfer Staffing Packet, providing summary information about each case.
8. The withdrawing provider will be responsible for completing any outstanding work or documentation, including month end statistical data collection, prior to the deadline agreed upon with BBCBC.
9. The withdrawing provider will transfer the cases to the receiving agency to allow for them to be reassigned to the receiving agency staff.