

# DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 04: Ongoing Case Management/Practice

## Item 005: Case Transfers, Purging and Termination of Services

Suggested changes send to: [DSS PSOA](#) Mailbox

Issued: July 10, 2020

References:

Revisions in Red

Replaces Issue: May 23, 2014

### Preamble

Child Welfare Policy and Procedure Guides (PPG) are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

### Policy

The policy of the Department of Social Services, Child Welfare Division, is to ensure:

- Collaboration between divisions when transferring cases to ensure all pertinent information is being communicated in order to avoid unnecessary delays in services to families.
- The transfer of cases from the Emergency Response division to either Voluntary Family Maintenance or Family Reunification shall be done within five business days of the date of the Detention Hearing.
- The transfer of cases from one ongoing Child Welfare division to another shall be done within ten business days of the date the court ordered the transfer.
- All transfer of cases from one task area to another shall be completed electronically.
- The proper purging and scanning of documents into the Child Welfare Services/Case Management System (CWS/CMS) system or FileNet, as appropriate, dependent upon the type of case.
- Upon the closure of child welfare cases all documents will be purged and scanned according to the Purging and Scanning Guide located on the Department of Social Services (DSS) portal. The Purging and Scanning Guide is a living document and is continually updated to reflect the most accurate directives.
- The termination of services as appropriate and the notification to [CWS Referrals](#) when services are terminated.

### Purpose

This PPG establishes processes to ensure continuity of care in client services while cases are being transferred between divisions, there is proper purging and scanning of working case folders throughout the duration of the case, as well as to ensure revenue management through termination of services no longer needed.

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**Procedure****Case Transfers**

The assigned Social Worker (SW) will ensure that the case has been purged and scanned according to the Purging and Scanning Guide, which can be located on the DSS portal, upon transfer of a case from one task area to another. The SW will complete the Case Transfer Document (CWS 0097), Case Flag (CWS 0096), the Profile Sheet, and the Child Welfare Resource Referral (6169), the latter two documents should be generated from CWS/CMS, at the time a case is transferred and e-mail the forms as Word documents to their Social Work Supervisor (SWS) for review. The assigned SWS will review the case for completeness according to the Case Transfer Document. The sending SWS will then place the case into the receiving SWSs in-box in CWS/CMS and e-mail the Case Transfer Document, Case Flag, Profile Sheet, and the 6169 to the appropriate case assignments mailbox. In addition, the sending SWS will contact the receiving SWS by email, telephone, or in person to communicate any special circumstances or time sensitive information regarding a case.

The transfer documents will be sent accordingly to the receiving task area:

- Voluntary Family Maintenance (VFM) – CWS VFM Case Assignments
- Family Reunification (FR) - CWS FR Case Assignments
- Assessment/Adoptions – CWS Assessment Adoptions Case Assignments
- Planned Permanent Living Arrangement (PPLA) - CWS PPLA Case Assignments

In each task area the SWSs, Supervising Office Assistant (SOA) and designated support staff will have access to the case assignments mailbox for their task area. In order to allow time for all staff to perform their assigned tasks, such as sending notices for court, the receiving SWS shall leave the case assignment email in the inbox for ten calendar days before deleting it. Any questions or concerns about the case transfer should be resolved between the receiving and sending SWS.

**Case Transfer Document**

The Case Transfer Document is a checklist to help staff with preparing their case for transfer. All cases being prepared for transfer, regardless of origin or destination, must contain the information elements listed below, **as applicable to individual cases and/or task areas**. A SW should consult their SWS if they are unclear on which items are applicable to their case or task area.

- Case narratives must be up to date
- Any open referrals must be completed and closed on CWS/CMS
- Any court-ordered referrals for services are to be completed
- All services must be reviewed and terminated as appropriate
- Face-to-face contact with the child must be completed within 30 days prior to transfer. This contact must be narrated in CWS/CMS.

- The case plan is to be updated and should reflect the new case plan goal
- If applicable, **Resource Family Approval (RFA)** packet must be up to date
  - If an exemption is needed, the **case managing** SW statement shall be submitted to **RFA** prior to transferring the case and imported into CWS/CMS **in the oldest child's case if part of a sibling group.**
- Case Flag – if applicable, must include **Indian Child Welfare Act (ICWA)** case, medical issues, visits, behavior issues, mental health issues, placement issues.
- Special Needs Assessments and paperwork must be completed.
- A recent **TDM and/or CFT summary**, if applicable.
- A current JV-220, Medication Orders, if applicable.
- The Health and Educational Passport must be up to date.
- Current Placement (e.g. Guardianship, relative, etc.) must be documented in CWS/CMS.
- If applicable, a current Transitional Living Plan for minors who are 14 years and older.
- A current profile sheet **generated and completed in CWS/CMS**
- Input all court order **results** in the court section of CWS/CMS.
- All court reports must be **complete and in CWS/CMS** before transfer **however, it is not necessary to import a signed copy of the report into CWS/CMS.**
- SWS must approve in CWS/CMS **when** all items are completed.

### **Use of Services Transfer/Closure Document**

Referrals to community services may no longer be valid when a case is closed or transferred to another task area. Use of this form communicates to CWS Referrals staff, which services for which clients will remain and which are to be discontinued.

The CWS Referrals staff will communicate with the parenting unit and mental health providers in-house as to any changes. In addition, they will contact outside providers and discontinue services.

If the court order states that there is a provision such as, “Mrs. Jones may finish her Anger Management classes as long as she regularly attends”, then please notify [CWS Referrals](#) of this special condition via the [Services Hold/Transfer/Closure Document](#).

Receiving and sending SWS will review both the [Case Transfer Document](#) and [the Services Hold/Transfer/Closure Document](#) for accuracy and compliance.

Upon review and completion, a copy of the [Services Hold/Transfer/Closure Document](#) will be emailed to [CWS Referrals](#).

Upon receipt of a transferred case the receiving SWS will review both [Case Transfer Document](#) and the [Services Hold/Transfer/Closure Document](#) before assigning case to the new SW. They will communicate directly with the sending Supervisor to discuss any omissions or corrections.

### **Case Maintenance/Working Folder**

Import all pertinent documents into CWS/CMS. Do not print or store documents in case folders when the same information is stored in CWS/CMS or other information systems such as Odyssey. SWs may maintain a working folder however, upon case transfer or case closure the case will need to be appropriately purged and scanned according to the Purging and Scanning Guide.

### **Final Case Closure**

When a closed case folder is scheduled for electronic conversion/imaging, the original Birth Certificate is scanned into CWS/CMS and purged. The SW will purge documents according to the Purging and Scanning Guide. The SW will then complete an Imaging Request for all other documents according to the instructions and naming convention on the guide and place them in the designated location in their task area for scanning by an office support staff.

All stapling should be removed from documents when in preparation of electronic conversion or scanning.