

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency



Administrative Issuance: CFSA-09-5

TO: All CFSA and Private Agency Staff

FROM: Roque R. Gerald, Psy.D, Acting Director

DATE: April 17, 2009

RE: Case Transfers from Child Protective Services (CPS)

The Child and Family Services Agency (CFSA) is committed to the timely and professional handling of all cases coming into the child welfare system through CFSA's Child Protection Services (CPS). In addition, CPS reinforces Agency commitment to children's safety, permanency, and well-being through the policy and the practice of transferring case responsibilities to a private agency or to the In-Home and Reunification (IHR) Services Administration within five (5) days of a child's removal or the opening of a case.

It is crucial that CFSA and its stakeholders, either external or internal, communicate frequently and decidedly. Comprehensive information and accurate documentation in FACES are both paramount components of the transfers and must underscore the Agency's mission to improve the safety, permanence and well-being of abused and neglected children and to strengthen troubled families in the District of Columbia.

This administrative issuance provides the following procedural guidelines for CPS workers to transfer case responsibility to a private agency or to CFSA IHR workers. If you have any questions regarding this issuance, please contact your program manager.

Posting Transfers

Once a child or youth has been brought into the care of CFSA, and all appropriate procedures and requirements have been fulfilled to warrant the removal and/or opening of a case, the following steps shall be taken:

1. For cases involving a removal, the CPS worker shall complete the following FACES documentation prior to the case being posted,* even if the investigation is not yet completed:
 - a. contact and notes screens
 - b. removal and placement screens (including placement with a private agency)
 - c. court screens
2. The CPS supervisor shall work closely with the Placement Services Administration and the Family Team Meeting (FTM) unit to identify children who are placed with private agencies, and to ensure a streamlined communication for case transfers, including invitation of the private agency worker to an FTM.

*New cases are entered into an excel sheet on the shared G-drive which serves as a vehicle for "posting" transfers (by date of referral) for review by workers.

3. The CPS supervisor shall enter the referral dates, including identification of the private agency (if applicable) on the posted list of new transfer cases for CPS and IHR workers to view on the Agency's shared network G-drive.
4. Within 24 hours of a posting, the designated IHR PM shall assign each transfer case to an IHR supervisor and confirm the assignment through an email notification that includes the CPS supervisor so staffing can commence.
5. Postings shall be reviewed and updated daily by a designated IHR PM who shall also be responsible for daily erasures of any cases that have already been staffed, including those staffed by private agencies.

Scheduling the Case Transfer Staffing

Although primary responsibility of a case remains with CPS until the case is successfully transferred to the private agency or to IHR, CPS must work collaboratively and share responsibilities during the transfer process.* Subsequent to the assignment of a transfer case, the CPS and private agency or IHR administrations shall follow the procedures outlined below:

1. The CPS and private agency or IHR supervisors shall jointly schedule the case transfer staffing within two business days of the posting date.
2. If a staffing has not been scheduled within the required two-day time frame, the CPS supervisor shall be responsible for tracking each case and notifying the CPS PM.
 - a. In the event of scheduling conflicts, the CPS supervisor shall inform both the CPS and the private agency or IHR PMs of the situation and request their assistance for immediate resolution.
 - b. The CPS PM shall notify the CPS administrator of all cases not staffed within 4 days.
 - c. The CPS administrator shall notify via email the IHR administrator or, if applicable, the private agency administrator (with an email copy to the CFSA monitor). IHR or private agency administrators shall ensure that a staffing occurs no later than the 5th day.
3. A case transfer staffing will not be delayed due to incomplete documentation. CPS and private agency or IHR supervisors shall negotiate dates for completion of outstanding items.

Case Transfer Staffing Requirements

All case transfer staffings shall take place as a face-to-face meeting in order to ensure that the most comprehensive information available is shared with the IHR or private agency social worker. This procedure will allow the IHR worker to immediately begin developing an individualized case plan with the family and to assist them in accessing appropriate services promptly. It is crucial for CPS, IHR, and the private agencies to work closely and collaboratively for a successful case transfer.

1. Both CPS and the private agency or IHR supervisors along with their respective workers are expected to attend the staffing. *It is imperative that the worker who is receiving the case attend the staffing.*
2. Although the CPS worker is expected to conduct the staffing, in his or her absence, the CPS supervisor shall take the lead.

* In the event of a removal, the scheduled FTM may serve to function as a staffing if all involved parties are present, including but not limited to representatives from CPS, IHR, and/or the private agencies.

3. The following topics shall be addressed during the case transfer staffing:
 - a. family composition
 - i. names and ages of parents, caregivers, and all children
 - ii. strengths and needs of the family
 - b. household members and significant others
 - i. relationships, level of interest, and potential for support
 - c. reason for the Agency's involvement
 - i. current report and allegations
 - ii. past history of reports or cases
 - d. signs of present danger and risk factors
 - i. safety decision
 - ii. controls and supplements
 - iii. protective capacities
 - iv. child vulnerabilities
 - v. perception of issues and response to intervention
 - e. recommendations
 - i. services and other community agencies' involvement
 - ii. completed referrals and status
 - iii. issues related to mental health, substance abuse, domestic violence, criminal activity
 - f. court involvement
 - i. court dates, reports, and orders
 - ii. visitation plan
4. The CPS worker (or supervisor) shall document the meeting in FACES, and indicate the purpose as a "case transfer staffing" in the Investigation Summary screen. Please refer to Attachment A, the *Investigations Checklist* for topic headings.
5. All hard copy transfers of case records either within CFSA or to-and-from private agencies shall be in compliance with time frames outlined in Administrative Issuance CFSA-08-5, *Central Files Unit and Records Management Procedures*.

Additional Requirements

1. The CPS worker shall conduct a face-to-face home visit within 7 business days of the case being posted.
 - a. A summary of the investigation shall be provided to the family by the worker.
 - b. The family shall be informed of the case transfer, and given an explanation for the recommendation to transfer.
2. Within 7 days of a substantiated investigation, the CPS worker shall send a *Notification of Assessment Findings* to the alleged maltreater, including a *Fair Hearing and Appeals Request Form*. (See Attachment D.) A hard copy of the form shall be placed in the case record.
3. In the event of a request by a CPS worker for an investigation to be closed, the CPS supervisor shall read and approve, or return the request for revision within 2 business days of the request. *Note: a staffing may be conducted during the course of, or at the closing of an investigation, if deemed necessary.*
4. The CPS worker shall create a hard-copy case record for each family to be transferred to the on-going or private agency worker at the time of the staffing.

ATTACHMENT A

INVESTIGATIONS CHECKLIST

- θ **Assessment Notes**
 - θ Hotline Report
 - θ FACES Search
 - θ Reporter
 - θ Parent/Caregiver
 - θ Children
 - θ Household Members
 - θ Social History
 - θ Education
 - θ Medical Care
 - θ Other Contacts
 - θ Conclusion
- θ **Contacts**
 - θ Reporting Source
 - θ Face to Face with Parents/Caregivers
 - θ Face to Face with Children
 - θ Household Members
 - θ Schools
 - θ Medical Providers
 - θ Other
 - θ Case Transfer Staffing
 - θ F2F Home Visit with Family, within 7 business days of posting
- θ **Safety Decision**
- θ **Family Assessment (Risk Assessment)**
- θ **Case Connect**
- θ **Assessment Findings**
 - θ Investigation Results (substantiated only)
- θ **Client Demographic Information Screens** (DOB, SSN, Medicaid #, Race)
- θ **Collateral Screen** (Attorneys, Relatives, Caretakers, Other)
- Removals/Court Involvement**
 - θ Removal
 - θ Placement Request/Entry Date/Exit Date
 - θ Court Screens
 - θ Complaint
 - θ Hearings
 - θ Legal Status
 - θ Court Numbers (Social and Neglect)
 - θ Visit Plan (and visitation)
 - θ F2F w/Children in Placement (F2F Placement Provider)

**ATTACHMENT B
CASE RECORD CHECKLIST**

CASE NAME _____ **CASE #** _____

TRANSFER TO _____

X = On File R = Requested N/A = Not Applicable

	RECORD	FACES
SECTION A IDENTIFYING/LEGAL		
Birth Certificate/Death Certificate	_____	
Social Security Card or Request	_____	
Medicaid Card	_____	
Complaint/379/Initial Petition (signed by ACC)	_____	_____
Court Orders/Other Related Matters	_____	_____
Court Reports	_____	_____
SECTION B CASE RECORDINGS		
Investigation Report _____	_____	
Client Screens (Demographics)		_____
Contacts		_____
Assessment Notes	_____	
Case Connect/Assessment Closure		_____
SECTION C CASE PLANS		
Safety Decision	_____	_____
Family Assessment _____	_____	
SECTION D EVALUATIONS		
Psychosocial Summaries/Reports	_____	
Medical Reports/DC KIDS Screening	_____	
Educational Reports	_____	
Scheduled medical and dental appointments	_____	
SECTION E CORRESPONDENCE		
Intra/Inter Agency Correspondence	_____	
Information Exchanges (886)	_____	
Referrals	_____	_____
Consents/Authorizations	_____	
Unusual Incident Reports/Critical Events	_____	
Interstate Compact Forms/Home Studies	_____	
SECTION F DATA FORMS		
Removals/Recommendations/Placement Passport Package	_____	_____
Medicaid Forms (30A)/ 70000 (exit from Shelter Care)	_____	
Citizen/Alienage Declaration	_____	
ACEDS	_____	

CPS Supervisor's Signature

Date

ATTACHMENT C

SAMPLE POSTING BOARD

POSTING DATE	CASE #	CASE INITIALS	I&I SUP	# CHILD	COURT	WARD	Private Agency	PM	SUP	STAFFING DATE



ATTACHMENT D
CHILD AND FAMILY SERVICES AGENCY
OFFICE OF FAIR HEARINGS AND APPEALS
 400-6th STREET, SW, WASHINGTON, DC 20024
 202-724-7100
 FAX (202) 727-5619



FAIR HEARING REQUEST FORM

Person Appealing (Appellant)	Daytime Telephone Number
	Email Address

Address, including apartment number, if any and zip code

REASON(S) FOR REQUEST (ATTACH ADDITIONAL, SHEETS IF NECESSARY):

If not included, CFSA may refuse to consider the request or require re-submission of the statement before it will consider the request.

Requester's Signature _____ Date of Request _____

Are the services of an interpreter required? Yes No If yes, what type _____

REPRESENTATIVE AUTHORIZATION

I authorize the following person to represent me, the appellant, in this matter.

Name _____

Address _____

Phone Number _____

Email Address _____

Appellant's Signature _____

DATES NOT AVAILABLE

I am not available during the following hours or days (When identifying hours/days you will not be available, please keep in mind that the fair hearing will be held within 45 days after the receipt of you request):

Signature of Appellant or Authorized representative _____

Distribution: Office of Fair Hearings & Appeals; Applicant; Attorney or representative of Applicant, if any;
 Program Administrator; Office of General Counsel

(Attach a copy of Notice of Action or Notice of Intended Action)

OFHA 11/03

The Agency provides an opportunity for a Fair Hearing as a mechanism for review of certain CFSA decisions. The Agency's decisions for which a Fair Hearing may be requested are as follows:

- (a) An applicant for, or recipient of, an adoption subsidy under D.C. Code § 3-115, who appeals from a decision by CFSA to deny, reduce or terminate the subsidy;
- (b) An applicant for, or recipient of, a permanent guardianship subsidy under D.C. Official Code § 4-302 who appeals from a decision by CFSA to deny, reduce or terminate the subsidy;
- (c) A person identified in the Child Protection Register who appeals a finding by CFSA of abuse or neglect (Except in court cases involved in a fact-finding hearing or criminal trial);
- (d) An applicant for a foster home license or a licensed foster parent who appeals from a decision to deny, modify, suspend, convert, revoke or take another action concerning the application or license;
- (e) An applicant for a license to operate a youth residential facility or independent living program, or a person who is licensed to operate a youth residential facility or independent living program who appeals from a decision to deny, modify, suspend, convert, revoke or take another action concerning the application or license; and
- (f) A foster parent, where the foster child has been removed from the home.

YOUR APPEAL RIGHTS

- 1. You have the right to a fair hearing.
- 2. You may be represented by legal counsel or by an individual who is not a lawyer, at your own expense or you may represent yourself. Your representative may not be a District of Columbia Government or CFSA employee (or an employee of CFSA contract agencies).
- 3. You have the right to be present in all proceedings to present written and oral evidence.
- 4. You have the right to confront and cross-examine witnesses.
- 5. You or your authorized representatives have the right to access and examine non-confidential records prior to any meeting or hearing
- 6. You have the right to an interpreter.
- 7. You have the right to an informal meeting. Notification of the proposed date, times and places for an informal meeting shall be provided by CFSA.

INSTRUCTIONS

- 1. A written request for a fair hearing must be received within thirty (30) days of the date of the notice of action or intended action was sent to you (within seven (7) days for an expedited preliminary hearing request). If eligible, a Fair Hearing will be scheduled within forty-five (45) working days.
- 2. The written request for a fair hearing must include the date and a clear, brief statement of the grievance with factual support if appropriate and an explanation of why the proposed decision by CFSA is incorrect (see attached form). If not included, CFSA may refuse to consider the request or require re-submission of the statement before it will consider the request.
- 3. The written request is to be sent to the Office of Fair Hearing & Appeals, 400 Sixth Street, SW, Washington, DC 20024. You may hand-deliver the form to 955 L'Enfant Plaza, North Building, Suite P101. You may also fax the form to 202-727-5619. Call (202-724-7100) to confirm receipt of fax.