



Series: 100: Case Management

Policy Name: Requirements for Response and Contact with Families

Policy Number: 106

Regulations: F.A.C 65C-30; DCF CFOP 175-38; CFOP 170-9

Origination Date: 11/01/2013

Revision Date: 03/20/2023

Policy: It is the policy of Communities Connected for Kids to ensure that case managers respond to children and families in a timely manner and that they maintain frequent and meaningful contact with the child and family throughout the time the case is open.

Procedure:

1. Initial contact with the child and the caregiver shall occur within 2 business days of the Case Transfer Staffing or secondary notification of an out of home placement
 - a) Face-to face contacts with the child and caregiver are to occur at least once every seven days as long as the child remains in shelter status in a licensed home or facility. (If the child is in a relative/non-relative placement after 30 days the DCM and supervisor can decide to visit every thirty days instead of 7.)
 - b) If a child changes placements , a face to face visit to the child and caregivers should occur within 3 business days of the move to assess for the child's safety, well being and service needs. If the move is to an out of county/out of state placement the initial follow up contact may be completed virtually but does not serve for a FTF visit in the home and is to be documented as a virtual contact.
 - c) DCM must document a safety plan and related monitoring, to include frequency of contacts, and seek approval of the safety plan by the DCM supervisor. An Impending Danger Safety Plan is a written agreement between caregivers, safety providers and the agency that establishes how impending danger threats to child safety will be managed. It must be implemented and active as long as threats to child safety exist and caregiver protective capacities are insufficient to assure a child is protected.
2. Criteria for Impending Danger Safety Plan:
 1. Must control or manage impending danger.
 2. Must have an immediate effect.
 3. Must be immediately accessible and available.
 4. Must contain safety services and actions only.
 5. No promissory commitments
 6. Maintain face to face contact with each child under supervision a minimum of once every thirty days at the child's current place of residence. At least once every three months the Case Manager shall make an unannounced visit to the child's current place of residence



7. Maintain face to face contact a minimum of every thirty days with each parent of the child.
8. Post-placement supervision for children under age six, weekly visits by the Case Manager for the first three months and every other week thereafter are required until the child reaches the age of six. For children ages six and over, visitation must be twice a month for the first three months and monthly thereafter.
9. Circuit 19 highest risk cases will be handled as shelter status cases, requiring weekly visits until adjudication. These cases may be reviewed and the visitation reduced by the Program Director, only if the child's placement sufficiently mitigates risk and this is clearly documented in FSFN.
10. The case plan should indicate the frequency of visits and the case management agency will ensure that case managers see each child and family as often as necessary to carry out the case plan, meeting the minimum standard for face-to-face contact every 30 days. Case managers are responsible for working with both child and family unless otherwise directed by court order. The case manager will communicate by face to face visits at least once every 30 days with the parents regarding progress or lack of progress. Case manager's documentation must address that the case manager offered services, that services were utilized, and the effects of those services.
11. It is the case manager's responsibility to ensure that the Independent Living component of the case plan is:
 - Developed no more than 30 days following the youth's 13th birthday;
 - Based on the independent living written assessment; and
 - Maintained with updates documented in the youth's record and Judicial Review at least every six months.
12. If the reunifying parent lives in a county other than the county of jurisdiction, the face-to-face contact every 30 days can be accomplished as provided in Rule 65C-30.018, F.A.C. (*Out-of-County Services*).
13. If reunification is the goal, every 30 days face-to-face contact is to be made with the relevant family members in the home. If the child is in out-of-home placement, contact must continue with the child, the birth parent and the substitute caregiver.
14. Face-to-face contact will occur more frequently than every 30 days when the child's situation dictates more frequent contact as determined by the case manager's supervisor or by the court.
15. The case manager is also responsible for maintaining contact with other individuals who support or interact with the family according to the case plan and safetyplan, i.e., school and day care, extended family, formal and informal safety providers etc.
16. The frequency of the case manager contacts be based upon the conditions in the home, needs of the child, level of safety and risk to the child, and the level of cooperation of the parents or relatives. Minimally all safety providers are to be contacted monthly and documented note as contact with safety service provider.
17. At least once every three months the case manager make an unannounced visit to the child's residence.
18. The case manager with case responsibility will establish and maintain regular face-to-face contact a minimum of every 30 days with the custodial parents of any child under in-home supervision.
19. The contacts will be purposeful and focused on the reasons for supervision and progress with behavioral changes and associated tasks in the case plan or safety plan.



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