

Steps in Case Transfer

The recommended steps in transferring a case include:

- 1) Decide with a supervisor that case transfer is required due to:
 - Agency structure (moving a case to a different unit);
 - Request of the client/family;
 - Request of the worker (due to conflict of interest/ethical considerations); and/or
 - Court Order
- 2) Explain need for transfer to the client/family
- 3) Address client/family feelings
- 4) Explain the specific process/procedures/timelines including the need for an updated In-Home Safety Assessment Worksheet.
 - a. A new safety assessment must be completed within 3 business days of the identification of additional evidence, circumstances, or information that suggests a change in the child's safety. Note: a change in safety refers to a positive or negative change to Safety Threats and/or the Safety Decision.
 - b. The safety of the children should be assessed at every contact and documented in the Structured Case note.
- 5) Check for client/family understanding
- 6) Clarify any confusion
- 7) Help make the transfer smoother by:
 - a. Meeting with the new caseworker to review case history and current needs
 - b. Holding a meeting among supervisors to identify key areas of concern
 - c. Meeting with the client/family (the new worker and the current worker) to review and summarize the case (history, current concerns/areas of risk, service delivery schedules, *etc.*). Questions that will assist child welfare professionals in working with the family to transition a case include (but are not limited to):
 - i. "Tell me about your understanding of how and why the agency became involved with your family?"
 - ii. "How did you feel when the agency first became involved with you? How do you feel now?"
 - iii. "What has changed from the time that the agency first became involved to now?"
 - iv. "What is now different about how you care for your children?"
 - v. "What is different about how your children or other family members behave?"

Steps in Case Transfer, (cont'd)

- vi. "What has been useful (or not so useful) about any services in which your family took part?"
 - vii. "What did the previous caseworker (or I) do that has been helpful or not helpful?"
 - viii. "What do you need from me to work effectively and comfortably to accomplish the goals of the Family Service Plan?"
 - ix. "Is there anything else that I need to know about you, your family and culture that will help us to work well together?"
 - x. "If at any time you feel that I do not understand you or that I am doing something that you feel as a barrier to our working together, I need you to tell me. Will you do that?"
- 8) Document the transfer on a structured case note.

§ 3490.401. Intercounty transfer of cases.

(a) County agencies shall share that information which will assist them in protecting children.

(b) When a report of suspected child abuse is under investigation, a report is being assessed to determine the need for general protective services or when a case has been accepted for protective services and the family moves to another county, and the address is known, the county agency shall:

(1) Immediately telephone the receiving county agency and tell them:

- (i) The name and address of the child and parents.
- (ii) The reason for agency involvement.
- (iii) The status of the case.
- (iv) The services that were being provided.
- (v) The level of risk assigned to the case.
- (vi) Other information that would assist the receiving agency.

(2) Within 24 hours of the phone call, send a fax to the receiving agency to confirm the referral. The faxed information shall contain:

- (i) The name and address of the child and parents.
- (ii) The level of risk assigned to the case.
- (iii) The status of the case.

(c) The receiving agency shall accept the referral and determine what services are necessary to protect the child from abuse or neglect.

(d) When the case is a high risk case, the receiving county agency shall reassess the risk of abuse or neglect to the child and see the child within 24 hours of receiving the telephone referral. The county agency worker shall see the child at the child's new address.

(e) The receiving agency shall notify the referring agency of the status of the referral upon completing the investigation or assessment.

Steps in Case Transfer, (cont'd)

(f) Regardless of whether or not the address of the child and family is known, within 72 hours of the telephone referral, the referring agency shall fax or send by overnight mail to the receiving agency the following:

- (1) The family demographics.
- (2) The current family service plan and placement amendment.
- (3) The current risk assessment matrix and summary.
- (4) Court petitions and court orders.
- (5) A social summary, when available.
- (6) A copy of the CY-48 and other relevant ChildLine forms.
- (7) Other information that would assist the receiving agency in providing services to the child and parents.

(g) When a report of suspected child abuse or neglect is under investigation or assessment or when a case has been accepted for protective services and the family moves to another county, and the county where the child has moved to is known but not the street address, the referring county agency shall telephone the receiving county and give it the names and dates of birth of the child and parents.

(h) The referring and receiving agency shall make reasonable efforts to locate the family, including as appropriate, based on the age of the child and other circumstances, by contacting the following:

- (1) Post office of the last known address.
 - (2) School.
 - (3) Health professionals and health agencies.
 - (4) Domestic relations office.
 - (5) Parent locator services.
 - (6) Law enforcement official.
 - (7) County assistance office.
 - (8) Known relatives.
 - (9) Known neighbors.
- (i) The referring and receiving county shall document their efforts to locate the child and family.
- (j) The receiving county shall notify the referring county:
- (1) Within 10 days of locating the child and family, when found.
 - (2) When the county has exhausted all reasonable efforts to locate the family.