



## Policy: Case Assignments

**ChildNet Number:** CN 003.001  
**Original Approved Date:** June 22, 2010  
**Policy Revised Date:** July 9, 2014  
**Policy Sunset Date:**  
**COA Standard(s):** AS 14.06, FKC 19.07

**Statement of Policy:** This policy establishes the guidelines and procedures for the initial assignment and re-assignment of cases under ChildNet's supervision.

**Board Chair's Signature:**

**Date:**

07-29-14



## Procedure: Case Assignments

**ChildNet Number: CN 003.001**

**Original Approved Date: June 22, 2010**

**Procedure Revised Date: December 8, 2011; August 9, 2012, July 9, 2014, March 20, 2018**

**Procedure Sunset Date:**

**COA Standard(s): AS 14.06, FKC 19.07**

### Procedure:

1. Every child is to have an appropriate permanency goal with a case plan which identifies the services to be provided. Determining the permanency objective takes into consideration the best interest of the child, which also guides the case assignment. Cases are assigned to a Division according to a rotation basis. Case assignment takes into account, but is not limited to, the following factors;
  - a) Whether the case is new or supervision is reinstated
  - b) Case complexity – special needs of the child and their family;
  - c) Facilitates the ability of the Child Advocates to effectively meet practice requirements and achieve outcomes for the children under their case management;
  - d) Child Advocate's level of, training, expertise, experience; competencies, and level of supervision needed
  - e) Diversity-related factors
  - f) The work and time required to accomplish assigned tasks and meet practice requirements, including those associated with individual caseloads and other organizational responsibilities
  - g) Service elements provided by other team members or collaborating providers
2. Once a case has been accepted by ChildNet, it will be assigned to the appropriate Division and corresponding Unit based on the rotation basis. Cases will be given to the Director/Manager or designee in the identified Division, who in turn reviews and assigns the case to a supervisor. The Unit Supervisor assigns the case to the appropriate Child Advocate. Comprehensive Child Welfare Information System (CCWIS) will be updated with the case assignment information once the family team meeting with BSO occurs.

### Palm Beach County

Once a case has been accepted by ChildNet, the Intake and Placement Shelter Court liaison receives the Child Protective Investigator's (CPI) file and gives it to the Intake and Placement Advocate assigned to the case. The Intake and Placement Administrative Assistant or designee forwards the case information to Children's



Home Society Director of Program Operations and/or her designee within **1 business day** of the Shelter Hearing who in turn reviews and assigns the case to the appropriate Dependency Case Manager and Unit Supervisor within **2 hours** of receiving the notification.

a) In-Home Services and Courtesy Supervision Case Assignments:

Manager of the Safety Practice Unit or designee attends weekly Legal Sufficiency Staffings at the Broward Sheriff's Office Child Protective Investigation Services (CPIS). At this staffing, cases are transferred for in-home supervision only. The case is forwarded to a Child Advocate Manager or designee within **2 business days** of the Legal Sufficiency Staffing who in turn reviews and assigns the case to the Unit Supervisor. The Unit Supervisor assigns the case to the appropriate Child Advocate. CCWIS will be updated with the case assignment information upon the completion of the family team meeting with BSO. The Courtesy Unit supervises both in-state cases and Interstate Compact for Placement of Children (ICPC) cases from other states. The ICPC/Out of County Services (OCS)/ Transfer of Jurisdiction (TOJ) Coordinator forwards the case to the Supervisor of the Courtesy Unit for review within **2 working days** and assigns to Child Advocate. CCWIS will be updated with case assignment information. In Palm Beach County, The request for in-home cases are made directly by the Department of Children and Families CPI or designee and sent to the Case Management assignment distribution list. Children's Home Society will make an assignment within **1 business day** of receipt of the email.

b) Adoption and Youth Services Case Assignments:

The Adoption and Youth Services Division encompasses a variety of services for children/youth and families. The Extended Foster Care Unit serves youth **17 to 21 years of age or 22** with a documented disability that is likely to turn **18** prior to achieving permanency or are participating in Extended Foster Care. The goal of the EFC Unit is to prepare and assist these youth with their educational goals and transition to adulthood. The Independent Living Aftercare Unit provides aftercare services to young adults, **18-22 years of age** who have requested these services as they transition to independent adults. In Palm Beach, Children's Home Society provides services to the youth Extended Foster Care and Vita Nova provides PESS and aftercare services.

The other major area of the Department is Adoption Services, which includes the recruiting and training of prospective adoptive parents, the ability to find the right match of child and adoptive family and supporting and guiding that child and family while they adjust to the challenge of being a new, united family. Adoption Advocates are assigned to cases when the goal is changed to adoption. The Adoption Advocate remains on the case until the adoption is finalized or the case goal is no longer adoption.



In Palm Beach, Children's Home Society provides adoption services.

3. New case versus a case in which supervision was reinstated. If supervision is reinstated, the case is assigned to the previous Child Advocate/Dependency Case Manager if still within the agency and not under a specialized unit. If prior Child Advocate/Dependency Case Manager is now a supervisor, the case is assigned to their unit. If a prior Child Advocate is/Dependency Case Manager no longer with the agency, but the last supervisor is, then the case goes to that supervisor's unit. If a case has prior history and the prior Child Advocate/Dependency Case Manager or Child Advocate Supervisor is no longer with ChildNet, the case goes back on regular rotation. It will not go back to the previous Director.
4. ChildNet recognizes the critical importance of maintaining a caseload that can be effectively managed to meet each family's needs, maintain knowledge of community services that will support the family and being aware of the importance of frequent contact and visitation with the child/family. ChildNet's goal is to limit Child Advocates' caseload sizes and adhere to the standards set below. However, there may be times when circumstances may require flexibility. Caseload sizes are monitored to evaluate workload. The Unit Supervisor will assign the case to a specific Child Advocate taking into account the following factors:
  - a) Caseload Levels:
    1. The ideal caseload for Child Advocates overseeing kinship care and foster care should be **15 children**.
    2. Child Advocates working with Courtesy Unit where supervision of both in-state and Interstate Compact for Placement of Children (ICPC) cases from other states is carried out will have an average caseload of **25 children**, since ChildNet does not have primary responsibility for the case management of these cases.
    3. Child Advocates working in the Children with Extraordinary Needs (CEN) Units should have **eight (8) to ten (10) target children** with a total of **14 children** which includes siblings of the target child.
    4. Child Advocates who are working in the Extended Foster Care Unit (**17 to 22**) should have caseloads of **15 children** assigned to them.
    5. Child Advocates working with Adoption Units should have caseloads of **15 children** assigned to them.
  - b) Individual Child/Family needs:
    1. Case complexity
    2. Race/Ethnicity/Culturally-responsive factors
    3. Child's age
    4. Status of the case
    5. Services being provided by other team members or professional



## 5. Case Transfers:

After initial case assignments have taken place, cases may be transferred within the Case Management units at the request of the Manager/Director or supervisor and with the approval of the Program Officer or designee. Case Transfers that are the result of a court approved case plan goal change, such as a transfer from a Case Management Unit to Adoption or EFC Unit, from the EFC Unit to Adoption, etc., must follow these procedures:

- When a child reaches **17 years of age** the Child Advocate/DCM will request the case be transferred into the EFC Unit for primary case management. For cases with siblings, the Child Advocate/DCM will continue as primary on the case with the Extended Foster Care Child Advocate/DCM being assigned as secondary but with primary case management responsibilities for the **youth that is 17**. This unit will specialize in working with this **age group (17-21)** or until such time that they exit extended foster care. The EFC Unit will also receive cases from the IL Aftercare Unit when a young adult opts into Extended Foster Care.
- All case activities for which they are responsible have been completed and documented by the transferring Child Advocate;
- The Supervisor or designee is to request a staffing to transfer the case. The Child Advocate is to complete the Case Transfer form and ensure the Comprehensive Child Welfare Information System (CCWIS) is up to date before the transfer. The Supervisors are to attend the staffing.
- All transfers must be reported to their Manager/Director. The receiving Manager/Director or designee and Supervisor must make every effort to assign a new Child Advocate based on the ChildNet Case Assignment Criteria as well as being aware of the sensitive issues that may be confronting the family during this transition. CCWIS will be updated with new case assignment information.

President's Signature: \_\_\_\_\_

Date: \_\_\_\_\_