



Policy: Case Supervision and Service Planning

ChildNet Number: CN 003.006

Original Approved Date: June 2, 2003

Policy Revised Date(s): August 25, 2006, July 26, 2010, November 17, 2010, August 22, 2014

Policy Sunset Date:

COA Standard(s): AS 2.05, 4.01, 4.02, 4.03, FKC 2.01, 2.04, 2.05, 3.01, 3.02, 3.03, 3.04, 3.05, 4.01, 4.02, 4.03, 4.04, 4.05, 4.06, 8.01, 8.02, 8.03, 8.04, 9.03, 9.04, 9.06 12.01 CR 1.07, NET 5.01, 7.04, 7.05

Statement of Policy:

ChildNet provides case management supervision for children under our care to ensure safety, permanency, and well-being. ChildNet encourages family involvement and participation in the development of their Service/Case Plan and its successful implementation.

Board Chair's Signature:



Date:

8/22/14



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ChildNet Number: CN 003.006

Original Approved Date: June 2, 2003

Procedure Revised Date(s): August 25, 2006, July 26, 2010, November 17, 2010, August 22, 2014, April 25, 2018, August 10, 2022

Procedure Sunset Date:

COA Standard(s): AS 2.05, 4.01, 4.02, 4.03, FKC 2.01, , 2.04, 2.05, 3.01, 3.02, 3.03, 3.04, 3.05, 4.01, 4.02, 4.03, 4.04, 4.05, 4.06, 8.01, 8.02, 8.03, 8.04, 9.03, 9.04, 9.06 12.01

Related Policies: CN 003-042 Behavioral Health Services for Children
CN 007-024 Staffing & Case Reviews
CN 003-069 Supervisory Reviews of Case Management Services
CN 004-016 Family Assessment
CN 007-022 Reunification and Use of Home Study Checklist
CN 004-002 Adoptions
CN 003-035 Independent Living
CN 003-068 Visitation - Development/Implementation Plan for all Children under ChildNet Supervision

Definitions (If any):

Statement of Procedure:

This procedure identifies ChildNet's responsibilities for case supervision as required when the child is under the supervision of ChildNet. ChildNet also participates in or facilitates the planning process to promote stability and permanency.

A. Initial responsibilities and assignment of case supervision to ChildNet upon determination by Broward's Sheriff's Office (BSO) in Broward and the Department of Children and Families (DCF) in Palm Beach County to remove a child:

1. Intake and Placement staff is responsible for prompt and timely initiation of services including:
 - a. Child's demographic information and court orders are provided to the Revenue Maximization Unit by the Shelter Court Liaison to facilitate:
 - Applications for Social Security Cards and Birth Certificates
 - Application of Medicaid
 - The completion of all federal funding applications to include SSI, SSA, Title IV E
 - b. Comprehensive Child Welfare Information System (CCWIS) updated with initial removal note, placement efforts, shelter hearing information, and observation of initial 72-hour visitation, if applicable.



- c. Shelter Court Liaison or DCM provides the parents with the Parental Rights and Responsibilities Brochure which includes information on services provided by ChildNet, parental rights and responsibilities, the importance of parental involvement and contact with the child and the organization, according to the service plan; and the legal implications if reunification efforts are unsuccessful.
- d. Once the Shelter Order is received by ChildNet:
 - Refers to medical provider for a Well Child Care Screening.
 - Refers for Comprehensive Behavioral Health Assessment (CBHA).
 - Coordinates transportation to initial appointments.
 - Arranges and supervises the initial visitation between family and child within seventy-two (72) hours of removal.
 - Shelter Court Liaison gathers child's medical and social history, previous services, all information about medical and social history of the birth parents and pregnancy.

B. Case Supervision

1. Once a child is identified as in need of services through dependency and/or In Home Non- Judicial process, she/he is assigned a Dependency Case Manager. Case supervision responsibilities remain with a Dependency Case Manager until case closure. ChildNet provides three types of cases (categories):

Case Management is responsible for the following while cases remain open for services from ChildNet:

- a. Initial face to face contact with the minor child is to be conducted within two (2) working days of case assignment by Dependency Case Manager. The Dependency Case Manager is to provide referrals to the family within five (5) working days of identification of the service need and maintain documented face-to-face contact with the parents at least every 30 days to monitor the progress of services and status of their case plan tasks.
- b. After gathering all necessary information, the Dependency Case Manager complete the Family Functioning Assessment (Ongoing) within 30 days of the initial assessment and complete Progress Updates every 90 days.
- c. Fingerprints, copy of birth verification and monthly photos are to be obtained for each child and uploaded in CCWIS. Photographs must be updated every six (6) months for children under five (5) and annually for children over the age of five (5) and documented in CCWIS. (Please refer to CN 003.050 Photographing and Fingerprinting).
- d. At least once every ninety (90) days, the Dependency Case Manager shall make an unannounced visit to the child's current place of residence.
- e. All children under protective services are visited face-to-face separately and with the family in the home every thirty (30) days at a minimum. If the child is not in the



serving county, an Out-of-County Services request is completed to ensure timely visits and services are provided.

- f. The Dependency Case Manager is to readily participate and attend all scheduled Team Meetings, Staffings, and supervisions to discuss the progress being made on the case and the effectiveness of implemented services. Discussions should also include pending services which are still needed, existing barriers that may prevent continued safety and permanency, documented compliance and follow up needed to ensure that all ordered or recommended activities have commenced to assist the timely attainment of stability and permanency. These activities as well as other relevant efforts are documented in CCWIS within 48 hours of the completed activity.
- g. In the event that a family refuses to allow ChildNet or designee access to the child to ensure safety and well-being, the Dependency Case Manager will seek assistance from the Child Protective Investigator when the investigation remains open. If the investigation is closed, the Dependency Case Manager will consult with their supervisor regarding next steps.
- h. Current information about the child's placement is documented and available in CCWIS to all authorized personnel at all times.

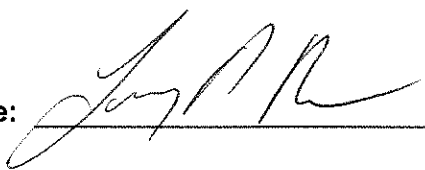
C. Case Planning.

Families and children as developmentally appropriate are encouraged to participate in the development and ongoing review of the case plan that is the basis of delivery of appropriate services and support. An individualized case plan reflecting all desired goals and objectives must be developed in a timely manner, and expedited case planning will be available when crisis or urgent need is identified.

1. The Case Plan must be a single identifiable document that is developed in partnership with the client, family and caregivers, signed by all of these parties, entered in to CCWIS and approved by the Dependency Case Manager Supervisor. Children's participation in their own service planning is vital to the success of the case and their sense of connection and shall be included as developmentally appropriate.
2. Clients have the right to participate in all service decisions and to:
 - a. Request an in-house review of their case and service plan
 - b. Refuse any service, treatment, or medication, unless mandated by law or court order; and
 - c. Be informed about the consequences of such refusal.
3. Whenever possible extended family members who have direct contact and are involved with the family shall be part of the Case Plan. Extended family members and significant others as appropriate, and with the consent of the family, are advised of ongoing progress, and participate in service planning.



4. During the development of the case plan, the Dependency Case Manager and the family are to explore the available options for stable placement and permanency, the services and resources that can support the achievement of the desired outcomes, the benefits, cultural relevance, alternatives of planned services, and the consequences for non-participation in services.
5. The case plans are based on the assessment and includes case plan goals, measurable objectives that reflect the desired outcomes, and the timeframes for achievement. It also outlines the services, education and support to be provided, the culturally-grounding interventions, the traditional practices or customs of the child's culture, tribe or faith-based community to the greatest extent possible and appropriate. The signatures of the parents are required and, whenever appropriate, the child or youth sign the service plan. The service plan shall reflect who is going to provide the needed support to achieve the goals and the activities that are to be undertaken on behalf of the client.
6. The case plan shall address, as appropriate, the unmet services and support needs that impact safety, permanency, and well-being, how relationships are to be maintained and strengthened and the need for culturally responsive services and the support of the family's informal social network.
7. Culturally relevant services are available, directly or through referrals, to help parents meet their needs and to help the child return home, such as child care, homemaker and home health aide services, parent education, transportation services, vocational and educational assistance, health and mental health care, substance use treatment services, domestic violence services and housing referrals.
8. The case plan is to be reviewed during each monthly contact (every 30 days) with the child, parents, and caregivers separately to discuss the progress and deal with any barriers which are preventing the case plan from being completed, assess safety and well-being and support the achievement of permanency and other case plan goals.

President's Signature:  Date: 09-06-22