



Case Transition Policy

Policy Number: IA 32.00 and CM 1.00

Eliminated/Replaced Policies: IA 31.00 and IHS 1.01

Subject: Case Transition, Safety, Protective Planning, Initial Assessment, In-Home Services (IHS), Contracted Case Management/Case Management Agency (CM/CMA), Child Welfare Case Manager (CWCM), Temporary Physical Custody (TPC), Family Interactions, Case Transition Meeting (CTM).

Last Updated/Reviewed: July 11, 2024

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Any information referenced within this document is considered to be a part of this policy with the exception of the "Related Resources" section.

Summary

This policy dictates the requirements and timelines for case transition from the Division of Milwaukee Child Protective Services (DMCPS) to a Contracted Case Management Agency (CMA) providing In-Home Services (IHS) or Ongoing Services (court ordered services). This policy provides additional guidance regarding roles and responsibilities and communication for Initial Assessment Specialist (IAS) and Child Welfare Case Manager (CWCM) during the transition from Initial Assessment to IHS or Ongoing Services in accordance with Wisconsin's Child Protective Services Safety Intervention, Access and Initial Assessment, and Ongoing Services Standards.

Related Resources

- [Wisconsin State Statutes Chapter 48 Children's Code](#)
- [Child Protective Services Safety Intervention Standards](#)
- [Child Protective Services Access and Initial Assessment Standards](#)
- [Ongoing Service Standards](#)
- [Critical Incident Information – Wisconsin Act 78](#)

Policies and Guidance

- [eWiSACWIS Primary Initial Assessment Writing Guide](#)
- [eWiSACWIS Secondary Initial Assessment Writing Guide](#)
- [DMCPS Temporary Physical Custody of a Child policy IA 12.00 and CM 21.00](#)
- [DMCPS Temporary Physical Custody Checklist](#)
- [Department of Children and Families \(DCF\) Wisconsin Indian Child Welfare Act Information](#)
- [Wisconsin Indian Child Welfare Act 2009; Act 94](#)
- [Protective Planning policy IA 07.01 and CM 03.00](#)
- [Placement Referral policy IA 51.00 and CM 52.00](#)
- [Noncustodial Parent policy IA 50.00 and CM 51.00](#)
- [Locating Families policy IA 8.00](#)
- [Medical Screening for a Child Entering Placement policy IA 25.00 and CM 4.00](#)
- [Medical Evaluation and Forensic Interviews for Children policy IA 9.00 and CM 4.00](#)
- [Birth-to-3 Program Referrals Policy IA 33.00 and CM 44.00](#)
- [Family Case Transition Team Meeting Agenda – Supplemental A](#)
- [Organizing and Closing Case Files IA 39.00 and CM 33.00](#)
- [Family Team Meeting Policy](#)

Policy

This policy is to ensure a child's safety and a consistent approach during case transition between DMCPS and a CMA providing IHS or case management services.

Throughout the case transition process, DMCPS and CMA staff are required to keep child safety at the center of their communication and engagement to ensure for their seamless transition

between agencies. DMCPs and CMA staff will work collaboratively and cohesively together and follow the established case transition procedures. The tasks and procedures in this policy must be executed in a culturally relevant and appropriate manner in accordance with [Access and Initial Assessment Standards](#), [Ongoing Service Standards](#), [Trauma Informed Care](#) principles, and [Family First](#) principles.

Procedures

The IAS must complete the Initial Assessment (IA) document in eWiSACWIS no later than one business day prior to the Case Transition Meeting (CTM) for IHS and Ongoing cases; unless circumstances do not allow (for example, but not limited to, delays due to information collection needed for the substantiation decision or incidents which qualify under [Wisconsin Act 78](#)).

The IA Supervisor and/or the Child Welfare Supervisor are responsible for ensuring their staff person has proper and timely case assignment (e.g. primary or secondary) in eWiSACWIS and there is no disruption for the management of safety, services to the family, or any pending work in eWiSACWIS.

The two sections below describe the case transition process for In-Home Services (page 2-5) and Ongoing Services (5-8).

In-Home Services (IHS) and Early In-Home Services (EIHS)

- A) Case Assignment and transition to In-Home Services and Early In-Home Services (EIHS)
1. The IA Supervisor must review the completed Safety Analysis and Plan (SAAP) and agree with the Initial Assessment Specialist's (IAS') decision to refer the case to IHS.
 - i. Upon IA Supervisor authorization, IAS must educate the family on the purpose and process of IHS, and with the family's agreement to participate in the services, schedule the Initial Family Meeting (IFM).
 - ii. The IAS will contact the Placement Referral Unit (PRU) to have the case assigned to a CMA for IHS (Reference [Placement Referral Unit Policy IA-51.00](#)). IAS will provide the PRU the date, time and location of the IFM between the Child Welfare Case Manager (CWCM), IAS and the family to occur no later than 48 business hours after contacting the PRU.
 2. The PRU notifies DMCPs and the contracted CMA of assignments.
 - i. If a Same Day Response is required, the assigned DMCPs/Child Welfare Program Manager(s) and Supervisor(s) will be immediately notified of IHS same day response.
 3. The Child Welfare Supervisor will assign the CWCM secondary assignment to the case.
 4. Upon receiving the referral, the CWCM and Child Welfare Supervisor must review all available case documentation (e.g. eWiSACWIS).



5. The assigned IAS or IA Supervisor will schedule an internal case staffing, to occur no later than 24 hours after contacting the PRU, between the IAS and Supervisor and CWCM and Child Welfare Supervisor. The internal case staffing must occur prior to the IFM.
 - i. The IAS and CWCM will collaborate with the development of the SAAP with the family before approving (by IA Supervisor) and implementing the SAAP.
6. IAS continues primary responsibility for the management of safety, as noted in [Ongoing Standards](#). If there is a protective plan or other In-Home plan in place, the IAS is responsible for the complete oversight of the specific plan. However, in partnership with the IAS, the CWCM is responsible for being responsive to immediate safety management issues and working with the IAS to manage or control for safety threats.
7. The IAS and CWCM will attend the IFM with the family.
 - i. In the event the assigned IAS and/or IHS staff is unable to attend the IFM, the IAS and/or CWCM or Child Welfare Supervisor(s) will ensure that any alternative designee has an understanding of all of the presenting conditions (e.g. safety threats, plan, etc.) in the home and is able to participate in the IFM.
 - ii. The IAS will lead the IFM and discuss the topics in the [Family Case Transition Team Meeting Agenda – Supplement A](#).
8. The IAS and CWCM will each document the information covered at the IFM within 72 business hours. IAS will enter an Assessment Contact case note and the CWCM will enter narrative case note in eWiSACWIS.
9. After the IFM, the CWCM is responsible for inviting any formal and/or family support(s) identified by the family and team to the Case Transition Meeting (CTM) who are, or will be, part of the Safety Analysis and Plan (SAAP), which includes the following:
 - i. Biological parent/guardian
 - ii. Formal service providers (identified in the SAAP)
 - iii. Other relevant formal or informal supports
10. The CWCM will continue to formalize and finalize the SAAP in collaboration with the IAS and will ensure the information is in eWiSACWIS. Formalization of the SAAP includes specifically identifying informal and formal supports/providers, their responsibilities (including how it controls for safety), and supervisor approval.
11. The IAS will continue to retain primary assignment and CWCM will retain secondary assignment until the Case Transition Meeting (CTM) The DMCPS and CMA staff will work collaboratively together with primary responsibility for safety management assigned to IAS, including updating and completing the SAAP prior to the CTM.

B) Case Transition Meeting (CTM) for IHS

1. CTM will occur no later than seven business days from the IFM.

2. The Initial Assessment (Primary or Secondary) form in eWiSACWIS must be completed by the IAS and approved by the IA Supervisor at least one business day prior to the CTM.
3. The face-to-face CTM must include the IAS, the CWCM, the family, and providers in the safety plan (as noted in Ongoing Standards).
4. During the CTM, the IAS, in collaboration with the CWCM as appropriate, is responsible for the following: the DMCPs Family Case Transition Team Meeting Agenda - Supplement A, as well as discuss information required in the Ongoing Service Standards (Case Transition Staffing).
5. The CWCM or Child Welfare Supervisor will document the information covered at the CTM. IAS and the CWCM will enter Narrative case note as Case Transition Meeting in eWiSACWIS.

C) After CTM for IHS

1. The IA Supervisor will review the paper case file for completeness and forward it to the designated DMCPs Office Associate for tracking and shipping to the assigned CMA. Please see the [Organizing and Closing Case Files policy](#).
2. The Child Welfare Supervisor or the IA Supervisor will end the IAS' primary assignment and it will be transferred to CWCM. IAS assignment will end on the CTM date.
3. CWCM is responsible for the management of the SAAP immediately following the CTM.
4. IAS will assume secondary assignment if tasks are pending for the IAS. Any pending tasks must be discussed between IA and Child Welfare Supervisors. Each respective supervisor will notify their assigned program manager of the plan and timeline to complete tasks.
 - i. In the event there is a pending legal action filed by DMCPs (e.g. Informal Disposition Agreement or Non-Emergency Child In Need of Protection and/or Services petition), the IAS may retain secondary assignment if deemed appropriate by the IA Supervisor or Program Manager.

Case Assignment and Transition to Ongoing Services

A) Case Assignment

1. The IAS or IA Supervisor will contact the Placement Referral Unit (PRU) the same day a child is taken into temporary physical custody (TPC). Please reference [Placement Unit Referral policy](#).
2. Upon receipt of referral from the PRU, the CMA will email the assigned IAS and IA Supervisor the assigned CWCM and Child Welfare Supervisor name and contact information (cell number).
3. The Child Welfare Supervisor will assign the CWCM secondary. The IAS will have primary assignment until after the Temporary Physical Custody (TPC) Court Hearing.
4. After the TPC Court Hearing (when granted), IA or Child Welfare Supervisor will give primary assignment to the CWCM and IAS as secondary assignment in

eWiSACWIS. IAS will assume secondary assignment until the IA work is completed.

- i. In the event TPC is not granted by the court, the IAS will consult with their IA Supervisor and include the assigned IA program manager when appropriate to determine if the family should be referred to community services, IHS, or additional information is needed to submit subsequent petition or close the case.

B) Preparing for Case Transition

1. When TPC is granted, immediately following the hearing, the IAS will provide the family with the assigned CWCM's information.
2. Following the TPC hearing, the CWCM will review the DMCPs TPC paperwork and any related documents in eWiSACWIS to become familiar with the present/impending danger threats and diminished/enhanced protective capacities of the parent/legal guardian/caregiver.
3. The IAS must contact CWCM the same day of the TPC Hearing and share the following information about the case:
 - i. Any existing court orders, upcoming court obligations, and timeframes for the completion of court reports (i.e. assessments or evaluations authorized or ordered, to include but not limited to No Contact Orders, Genetic Testing Orders, Mental Health Evaluations, etc.).
 - ii. Discuss efforts to locate and involve non-custodial or potential parents.
 - iii. Discuss efforts made to locate and place the child with relatives, siblings, or other adults identified by the parents or children/youth. Discuss the status of pending placement resources.
 - iv. Provide information about the activities that have occurred to confirm safety of the out-of-home placement. Be prepared to answer questions found in Confirming Safe Environments (CSE).
 - v. Describe efforts to determine if a child is an Indian child in accordance with Wisconsin Indian Child Welfare Act (WICWA); and if so, the steps taken to notify and involve the tribe.
 - vi. Discuss reasoning and recommendations for family interactions (i.e. the safety threat, staff safety issues, and whether or not the home or relative placement is appropriate for supervision, visits, or the best time/location for case transition meeting, etc.).
 - vii. Share information about the family's schedule to help to aid the CWCM in scheduling the CTM and share information about the IAS' schedule.
4. After the TPC hearing, the IAS must update the DMCPs Medical Unit on the status of the case if there is a Health Alert and/or if the case qualifies as a Health Alert. Consideration for notification of Medical Unit for children under three, see [Consultations with the DMCPs Health Unit](#) policy.
5. After the TPC hearing, the CWCM must contact the family the same day to discuss the following:
 - i. The most convenient time within a five-calendar-day period to have a family interaction with the children along with future family interactions.



The five-day family interaction must occur within five calendar days of the date the child was taken into physical custody (initial out-of-home placement date), not the TPC Court Hearing date.

6. IAS is to schedule the date, time, and location that the parent(s)/primary caregiver(s) are available to have the CTM. This must be within seven business days of the TPC Court Hearing. The parent is to decide whether the meeting will be in-person or virtually.
 - i. Required participants for the CTM are:
 1. Initial Assessment Specialist
 2. CWCM and Child Welfare Supervisor
 3. Parent(s)/Guardian(s)/Primary Caregiver(s)
 4. Youth ages 12 and older
 - ii. Discuss and encourage the family to invite out-of-home care providers, family members, as well as formal and informal supports. Consideration and planning must be done related to possible restrictions of contact and/or issues (e.g. domestic violence, no contact order, undisclosed OHC provider, etc.) related to individuals attending the CTM.
 - iii. Ensure the family has the CWCM and their supervisor's contact information.
 - iv. After speaking with the parent/guardians, the CWCM will follow up with the out-of-home care provider to discuss their participation in the CTM based on the parent's consent.
7. The IAS will upload the TPC Order to eWiSACWIS (under the "image" tab and select "legal" as the type) within five days to ensure the CWCM and Maximus have access to the TPC order.
8. The IAS will create an Initial Assessment Contact case note (Select "Type Detail" as TPC Order and Select "Face-to-Face Location" as Court) within 72 hours of TPC being granted and include the following Information:
 - i. TPC Status – granted or not granted
 - ii. Attendees at court
 - iii. Legal parties' roles and contact information
 - iv. Any special orders
 - v. Scheduled CTM and Initial Court Appearance (i.e. date, time, branch)
 - vi. Family Interactions ordered; include date of five day and visitation schedule (all dates, times, and locations)
 - vii. Other pertinent information related to the TPC Court Hearing
 - viii. Indian Child Welfare Act applicability
 - ix. Family Interaction information:
 1. Level of supervision and any identified individuals who are approved or who need to be assessed to supervise family interactions
 2. Individuals allowed or not allowed to participate in the family interactions
 3. Recommendations regarding the location of the family interactions

4. Parents' diminished protective capacities that impact child's safety warranting supervised family interactions
 5. Recommendations related to sibling interactions (if applicable)
 6. Any information communicated to or by the parents regarding family interactions
 7. Other pertinent information related to family interactions
- C) Interim period between the TPC Court Hearing and the CTM
1. Assigned IAS and CWCM will collaborate to ensure safety for any children remaining in the home in accordance with State Standards.
 2. The IAS' tasks during this transition period include, but are not limited to, the following:
 - i. Create the initial Confirming Safe Environment (CSE) and open it in eWiSACWIS, in compliance with Ongoing Service Standards.
 - ii. Schedule and complete the foster care health screen and/or forensic interviews/exams. The IAS may collaborate with the CWCM and the OHC provider in arranging transportation.
 - iii. Complete all paperwork and tasks necessary and required per Child Welfare Standards and DMCPs policies for the transfer and transition of the case. See the [DMCPs TPC checklist](#).
 - iv. IAS will complete any physical changes of placement that are required during this time period along with documenting in eWiSCAWIS and immediately informing the CWCM.
 - v. IAS will ensure that signed copies of the Placement Packet Checklist and the completed [Information for OHC Providers Part A](#) are in eWiSACWIS and the case file prior to the physical transport of the file.
 - vi. The IAS will follow [IA 39.00 Organizing and Closing Case File Policy](#) to ensure that the CMA receives the file.
 3. During the transition period, the CWCM is responsible for direct service provision to the family and placement related services, including but not limited to, the following:
 - i. Responsible for notification to all parties of any physical change of placement.
 - ii. Responsible for completing and documenting the subsequent CSE visit (within 5-days from the date the child initially placed in out-of-home care) in compliance with [Ongoing Service Standards](#).
 - iii. Implementation of service provision immediately required for the family.
 - iv. Facilitation of the Initial Physical Health Screen (this is after the Children's Advocacy and Protection Center physical exam).
 - v. Development and facilitation of the family interaction plan including ensuring completion of the 5-day family interaction.
 - vi. Coordination of any transportation required for the afore mentioned appointments
 - vii. Prior to the CTM, the CWCM must review the electronic case file in accordance with [Ongoing Service Standards](#).

D) Case Transition Meeting (CTM)

1. The CTM meeting will occur no later than seven business days from the TPC Court Hearing.
2. The CTM will occur to facilitate the case transfer. Please reference [the Ongoing Service Standards](#) and [Family Case Transition Team Meeting Agenda – Supplement A](#) for additional guidance.
3. The CTM meeting must consist of the IAS, the CWCM, and the parent(s)/legal guardian. Additional people should be considered depending on the case as referenced in Preparing for Case Transition #6.
4. The CTM must be documented in eWiSACWIS in accordance with [Ongoing Service](#) and [Initial Assessment Standards](#); the CWCM will document under the Narrative section (Category: Ongoing Service, Type: Collateral and Type Detail: Case Transition Staffing). The IAS will document also.

Responsibilities

Professional collaborative engagements across agencies are expected. Child safety is paramount. In the event of disagreements, staff must collaborate and engage supervisors, program managers, or upper management in line of succession and as needed to assist.

- IA Supervisors, IA Program Managers, Child Welfare Supervisors, and Child Welfare Program Managers are responsible for oversight of the tasks of IAS and CWCM and may have to complete tasks related to this policy if IAS or CWCM is unable or unavailable to complete tasks. Timeframes cannot be changed and a designee can attend in place of CWCM or IAS if there are issues with staff availability to ensure CTM occurs timely.