



635 North 26th Street
Milwaukee, WI 53233-1803
Telephone: 414-343-5500
Fax: 414-220-7062

Governor Scott Walker
Secretary Eloise Anderson

Division of Safety and Permanence
Bureau of Milwaukee Child Welfare

DATE: June 25, 2015

TO: All BMCW, Contracted Case Management (CM) agencies, Maximus/FAST and Contracted Placement Staff

CC: Julie Brown, Director of Milwaukee Child Welfare Partnership

**FROM: Mary Pat Bohn
Acting Director, Bureau of Milwaukee Child Welfare (BMCW)**

RE: Case Transition policy IA 32.00 and OCM 01.00

Attached is the BMCW Case Transition policy that provides guidance and clearly outlines roles and responsibilities of BMCW, CM and Maximus staff. This policy was revised in collaboration with BMCW and contracted CM representatives. This memo highlights some of the updates/changes to the policy. Any questions or concerns, please contact your assigned supervisor and/or program manager. **Management of BMCW and contracted CM must review this memo, policy and supplement with their staff via individual supervision and/or team meetings.**

All BMCW and contracted CM staff will comply with the requirements as stated in *Child Protective Services Access and Initial Assessment Standards, Child Protective Services Safety Intervention Standards, and the Division of Safety and Permanence (DSP) Numbered Memo Series 2011-07 06/28/2011; Modifications to the Child Protective Services Safety Intervention Standards, Ongoing Standards, and DSP and BMCW policies.*

Throughout the case transition process, BMCW and contracted CM staff must communicate with each other to share information, address concerns, and/or when unable to reach agreements related to specific case and/or practice. Supervisory staff from each agency must communicate with each other to share information and resolve issues. Respective program managers may become involved when BMCW and the contacted CM staff are unable to come to an agreement or communicate.

UPDATES/REVISIONS:

- Merged Case Transition from Initial Assessment (IA) to Intensive In-Home Services (IIHS) and Case Transition from IA to Ongoing Case Management (OCM) services into one policy; the one policy is divided into IIHS and OCM sections.
- Additional guidelines and timeframes were included related to case assignment, please review pages 2 and 3 of the policy.
- IA, IIHS or OCM supervisor may change primary and secondary case assignments as outlined in this policy.
- The IA supervisor approval is required for a referral to IIHS and a BMCW program manager may be consulted as needed regarding the IIHS referral.
- IIHS time frames have been adjusted to the following:
 - The assigned IAS or IA supervisor will schedule an internal case staffing (by telephone or in-person) between the IAS and supervisor and IIHS case manager and supervisor to occur no later than 24 hours of contacting Placement Referral Unit

(PRU). This is to allow earlier collaboration between IA and IIHS staff regarding the *In-Home Safety Plan*. The internal case staffing must occur prior to the Initial Family Meeting (IFM).

- The IFM will occur within 48 hours of contacting the PRU.
- IIHS Friday Meetings @ 8:30 AM will continue until further notice.
- The BMCW Family Case Transition Meeting (FCTM) Agenda has been revised and is applicable to both IIHS and OCM as outlined in Supplement A.
- It is a requirement that the CM staff will attend the Initial Family Meeting (IFM) after the Temporary Physical Custody Court Hearing and IAS will participate in the entire IFM. In the event an IAS and/or CM staff is not present, the assigned CM program manager/director must be immediately notified.
- The policy outlines roles and responsibilities related to the Confirming Safe Environment and Family Interaction Plans.
- BMCW and CM staff must follow Ongoing Service Standards related to Family Interaction Plans. It should be noted that the initial *"Face-to-Face family interactions must occur within five working days of the child's out-of-home placement (page 164 of Ongoing Services Standards)."*
- IAS is required to enter a case note to capture their understanding of key moments/events during the case transition process. This note may be entered under as an Assessment Contact prior to IA approval or in the Narrative section. Documentation includes the following and as outlined in State Standards and BMCW policies:
 - Initial Family Meeting for IIHS and OCM (often times the TPC Court Hearing case note).
 - Family Case Transition Team Meeting
- IIHS and OCM will continue to document as outlined in State Standards and BMCW policies.

Please discard/eliminate the following memos, policies and job aids:

1. Case Transition from Initial Assessment to Intensive In-Home policy IA 31.00 and IIHS policy 1.01 dated 10/13/2013.
 2. Case Transition from Initial Assessment to Ongoing Case Management Services policy IA 32.00 and OCM 1.00 dated 10/21/2013 and corresponding Job Aids:
 - a. Conducting the Family Case Transfer Meeting 04/2011
 - b. Questions for Biological Parents 09/2013
 - c. Questions for Foster Parents 10/2013
 3. Establishing and Carrying Out a Family Interaction Plan policy IA 21.00 and OCM 5.00 and Job Aids:
 - a. Guidelines for Family Interaction Planning
 - b. Family Interaction Decision Tree
- NOTE:** Contracted CM may use the job aids at their agency's discretion.
4. BMCW Memo Initial Assessment Transition to Ongoing Services and Confirming Safe Environment When Children are Placed in Out-of-Home Care by Arlene Happach, Director dated 03/12/2014.