

Frequency and Documentation of Contact with Children, Families and Caregivers

Policy Number: OCM 34.00

Subject: Caseworker contact requirements; face-to-face contact requirements; contact with youth in out-of-home care; family and/or caregiver contacts; eWisacwis documentation of contacts

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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:

Supplements DCF Memo Series 2012-02 Caseworker Face-to-Face Contact Requirements for Children and Juveniles in Out-of-Home Placement and 2005-10 Caseworker-Parent/Family Face-to-Face Contact for Child Protective Services Cases and additionally details BMCW procedures for meeting these requirements.

Related Resources:

http://dcf.wisconsin.gov/memos/num_memos/DSP/2012/2012-02.pdf

http://dcf.wisconsin.gov/memos/num_memos/2005/2005-10.htm

http://dcf.wisconsin.gov/memos/num_memos/DSP/2012/2012-02attach.pdf

http://dcfweb/mcw/procedure_manual/protocols/pdf/face_to_face.pdf

Policy:

This policy establishes the requirement for caseworkers to have face-to-face contact at with children and juveniles who are living in an out-of-home placement as well as contact requirements for families and caregivers. Additionally, this policy directs agencies on how to document information about the caseworker's face-to-face contact in eWiSACWIS.

There are no exceptions to this policy since it implements federal law. Please refer to DCF policy "Caseworker Face-to-Face Contact Requirements for Children and Juveniles in Out-of-Home Placement" for additional detail.

http://dcfweb/mcw/procedure_manual/protocols/pdf/face_to_face.pdf

Procedures:

Contacts

1. When a case is first transferred and assigned, or transferred from another case manager, within one working day of the case transfer staffing, the assigned Ongoing Case Manager (OCM) will notify the family and all involved parties (e.g., service providers, professionals, other supports, etc.) of his/her name and phone number, and his/her supervisor's name and phone number. This notification may be verbal, but must be followed up in writing with a copy of the written notification placed in the case record within 72 hours of the transfer.
2. The OCM will have face-to-face contact with the child, out-of-home care provider, and family no later than five working days from the date of the staffing.
3. The OCM will maintain at least once a month face-to-face contact with all family members when accessible. This includes cases in which the BMCW has been asked to provide supervision to children from another county or state. The OCM will, at a minimum, have twice monthly face-to-face contact with all children ages 3 and under and all children deemed to be medically fragile on his/her caseload. The child must be seen in his/her home environment 51 percent of the time.
4. Face-to-face contact with the child may be quarterly with documented supervisory approval if the following conditions are met:
 - The child resides in a placement which is neither in Milwaukee County nor in a county adjacent to Milwaukee County; *and*
 - The placement facility or other county (i.e., via courtesy supervision) has a case manager who, at a minimum, has twice monthly face-to-face contact with all children ages 3 and under and all children deemed to be medically fragile and once monthly face-to-face contact with all other children; *and*
 - The facility or other county case manager has at least monthly contact with the OCM.
5. The OCM assigned to the child will contact the caregiver by telephone within two working days following the date of a new placement. The purpose of this contact is to:
 - Assess the stability of placement;
 - Inform the caregiver of the case status;
 - Determine other needs of the child and/or caregiver; and
 - Develop a plan for the continued frequency and type of contact between the OCM and the caregiver.

6. During any placement in an assessment center or assessment home, subsequent to the initial contact, the assigned OCM must maintain in-person or phone contact with the assessment home parent/assessment center staff on a weekly basis, until a new, longer-term placement is arranged.

7. During placements in out-of-home care, the assigned OCM must maintain contact with the caregiver no less than once per month by phone and one face-to-face contact every two months. The frequency and type of contact with the caregiver shall be reviewed with the caregiver for necessary modification on an ongoing basis.

8. The OCM will have contact with key collaterals and involved service providers at least every 90 days for the purpose of evaluating case progress.

Documentation

9. The OCM will document all completed and attempted contacts with the family, collaterals, and others pertinent to the case in a Case Note in the family's eWiSACWIS case record within three working days of the case activity. Copies of any written reports or correspondence must be kept in the case record or scanned into an electronic file and placed in eWiSACWIS.

10. The OCM must also document any new medical, mental health or dental services in the Medical/Mental Health windows of eWiSACWIS within three working days of receiving this type of information.

11. It is the responsibility of the OCM's supervisor to ensure the assigned worker meets the contact and documentation requirements.

NOTE: A caseworker is defined broadly to include a social worker or other professional staff who have involvement with child removal or placement decisions, or case management responsibility for the child.

Responsibilities:

Ongoing Case Managers, Supervisors