

**Cuyahoga County Division of Children and Family Services
(CCDCFS)
Policy Statement**

Policy Chapter: Intake & Investigations
Policy Number: 2.06.01
Policy Name: Joint Transfer Conference Policy

Original Effective Date: 12/10/2001
Revision Date(s): 05/01/2018, 11/01/2015, 03/01/2013
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Approved By: Cynthia G. Weiskittel

PURPOSE: To establish guidelines for continuity of case management for families and children with cases requiring transfer / reassignment from one primary worker to another. To ensure all available information regarding the family / child is shared.

PROCEDURES

I. Emergency Custody Filings:

- A. Transfer case to Extended Services (ES) immediately (within 7 calendar days) after custody is granted. This is crucial for services to begin as soon as possible to promote a permanency plan for children. An immediate case transfer allows ES the opportunity to begin working with the family on service provision and helps prevent children from lingering in substitute care.
1. Short Term Services (STS) completes all investigative tasks prior to transfer.
 2. STS completes the Individual Child Care Agreement Form (ICCA), triage, placement interview, and placement.
 3. STS signs the complaint, attends, and testifies at the EC hearing.
 4. STS completes the Kinship Care Relative Approval (KCAR, fingerprints, provider ID and soft checks prior to transfer).
 - a. If STS is unable to finalize the approval prior to transfer, the case may still be transferred to ES if both the STS and ES supervisors agree.
 - b. STS assigns the pending relative approval to the receiving ES supervisor.
 5. ES completes the case plan and identifies appropriate services for the family.
 6. STS completes the case plan if STS hasn't reached out to transfer the case to ES within 15 days of EC being granted to transfer the case.
 7. ES attends and testifies at the TC hearing.
 8. If another Team Decision Making (TDM) meeting is needed to change the original plan, both STS and ES attend.

9. Both STS and ES work together to provide information to ensure appropriate services are identified for the family and the children are safe.
10. STS scans all case documents into Traverse prior to transfer.

II. Protective Supervision and TC Court Filings

- A. Transfer case to Extended Services after the Disposition is granted (once COPS or TC is granted, not pre-adjudicatory dispositions). STS changes the case to “ongoing” status once the filing is complete and immediately after disposition, no later than day 45 of the investigation/assessment.
 1. STS completes the case plan within 30 days of services, placement, complaint filing, prior to adjudication – whichever occurs first.
 2. ES meets the family at the time of the TDM or follow-up TDM.
 3. ES attempts to attend the initial TDM. If there is a follow-up TDM, ES attends to ensure they can meet the family and discuss their strengths and needs.
 4. STS completes the ICCA and the placement interview.
 5. If the case is ready to transfer and ES has met the family, the ES worker completes the triage and placement. If not, STS and ES work together to complete these activities.
 6. STS and ES work together to ensure ongoing case activities are completed and a warm hand-off happens at time of transfer.
 7. STS scans all case documents into Traverse prior to case transfer.

III. In-Home Supportive Services Cases (IHSS)

- A. Transfer to ES once STS has made the determination that the family needs extended intervention (90 days is typical).
 1. STS completes all investigatory tasks.
 2. STS makes appropriate supportive services referrals to support the family.
 3. If STS determines the need for extended services, the case is discussed with STS senior manager.
 4. STS senior manager discusses the potential transfer with the receiving ES senior manager. The decision is made between senior managers if the case needs extended services.
 5. For specific procedures relating to IHSS cases, refer to policies: 5.01.01 In-Home Supportive Services and 2.03.00 Investigations and Assessments.

IV. Case Re-Opening or Active Referrals

- A. When a referral is received on a closed case by ES within ninety (90) days of closure, the case returns to that department if the determination has been made that the case needs ongoing services, whether court involved or not.
 1. STS Senior Manager contacts the ES Senior Manager when the case re-opens. ES staff are co-assigned immediately upon case re-opening.

2. STS schedules and attends the TDM. ES also attends any scheduled TDM as they are familiar with the case and can attest to historical information. The TDM recommendation is made by the primary worker and discussion is held to reach consensus. If consensus cannot be reached, an appeal may be necessary.
3. STS completes all investigatory tasks prior to transfer of the case.
4. If the case becomes court involved:
 - a. The worker with the best knowledge of the situation completes the court filing
 - b. STS testifies at the court hearing (depending upon the circumstance, legal may want ES to testify as well).
 - c. STS or ES completes ICCA (whomever has the best knowledge of the child)
 - d. STS and ES completes the placement interview (whomever has the best knowledge of the child)
 - e. STS completes the kinship care relative approval (KCAR, Provider ID and soft checks)
 - f. ES triages and places the child(ren)
 - g. ES completes the case plan
5. STS scans the case into Traverse prior to case transfer.

B. Cases re-opened for investigation within 60 days of STS closing the case are returned to the same closing supervisory unit for investigation.

V. Assignment of Receiving Unit

- A. As soon as it is known that a direct service case requires transfer (including any ES reassignment), the sending supervisor contacts the receiving department's support staff to determine which supervisory unit receives the case. The support staff informs the sending supervisor if the receiving supervisor is unavailable that day and provides the names of the back-up supervisor.
 1. The sending supervisor emails the receiving supervisor to inform them a case will be assigned to their unit.
 2. The supervisors and workers communicate to schedule the JTC.
 3. Direct service JTCs occur within two (2) working days of receiving supervisor's assignment to the case.
 4. STS supervisors uses the "Agreed Standard" form to ensure uniformity when STS staff are submitting cases for transfer to ES. STS supervisors also uses the email template when emailing ES about a case they are receiving.

VI. Joint Transfer Conference (JTC)

- A. The ES supervisor uses a JTC guide, and the conversation with STS staff surrounds the following:

1. **Safety and Risk Issues** – why CFS involved and any special needs
 2. **Court** – filing, court dates, court orders, visitation, IV-E, custody checklist (all if applicable)
 3. **Services** – in place or need to be referred, case plan, or family service plan
 4. **Engagement** – cooperation, buy-in from family
 5. **History** – highlights
 6. **Family Support** – father(s), paternal family, fictive kin, etc. and does agency find them appropriate
 7. **Kinship Approval** – if applicable, approved, or denied
 8. **Custody Checklist** – for all court involved cases
- B. Immediately after the JTC occurs (**no later than one working day**), the ES supervisor sends the STS supervisor an email indicating if there are outstanding work items or if the case can be transferred.
1. The date the JTC occurs is also the end date in SACWIS for the STS supervisor and CPS worker. This is also the same date the ES supervisor assigns themselves and their CPS worker as primary staff for the case.
 2. If there is no response from the receiving supervisor, the case transfers into extended supervisor's name in SACWIS. The sending supervisor brings the matter to the attention of the involved senior manager(s). A JTC still occurs to share the needed information with the new staff.
- C. Post Transfer Responsibilities
1. The sending worker completes any outstanding work, unless mutually agreed upon by both supervisors. The sending worker and supervisor remain assigned to the case until all work is completed. The sending supervisor monitors progress and timely completion of outstanding work.
 2. If applicable, the seven (7) day placement visit and All About Me / Family Team Meeting is completed by the receiving worker and attended by the sending worker whenever possible.
 3. The sending worker conducts any SAR / Case Review that is due within two (2) weeks of the JTC.
 4. The sending worker attends a joint home visit and pre-adoptive staffing if requested to do so.

VII. Geographic Assignments

- A. For voluntary services and protective supervision cases, the geographic/service address is the location where the adult providing primary care for the child resides.
1. The mother remains the case reference person on the family case in the Statewide Automated Child Welfare Information System (SACWIS), even if another adult is providing primary care. The geographic assignment is found by clicking on the address of the person receiving services.

2. If the legal custodian is homeless or living in temporary housing / shelter, the case is assigned to the geographic area of the family's choosing. If the family does not have a preference, the worker identifies the most relevant service area. If this is not possible, the case is routed to a department on a round robin rotation.
- B. For custody cases, the address of the custodian from whom the child was removed is used.
 1. If parental reunification is not an option and custody is recommended to another individual, that individual's address is used.
 2. If there are multiple siblings with various potential reunification addresses, the location of the child with the most needs/services is used. If the children have equal needs/services, the most realistic, earliest reunification address is used.
 3. If a case involves potential reunification with two caregivers at different addresses, a decision is made to the most realistic geographic/service address.
 - C. Companion cases are assigned to the same supervisory unit.
 - D. If there is doubt as to the correct service address, a decision is made by the involved senior managers. The senior managers decide within one day so the JTC can occur without delay.

VIII. Reassignments of Assessment / Investigations

- A. All reassignments are handled within departments and between supervisory units.
- B. There are times when reassignments are handled outside the department. Senior managers and their deputy director and/or administrator make this determination.
- C. Certain family/child situations may be best served if transferred to a new primary worker within the same supervisory unit. The decision is guided by what is best for families and children.

SEE ALSO:

Policy 2.03.00 Investigations and Assessments
 Policy 5.01.01 In-Home Supportive Service (IHSS)
 Policy 5.01.02 Case Plan / Family Service Plan
 Policy 5.01.04 Family Team Meetings
 Policy 5.02.01 TDM / Staffings Policy
 Policy 5.02.02 Case Reviews / Semi-Annual Administrative Reviews
 Policy 6.06.01 Custody Checklist

FORM

Agreed Standard Form
 Email template