

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

**Policy Chapter:** Case Requirements  
**Policy Number:** 5.01.01  
**Policy Name:** In-Home Supportive Services (IHSS)

**Original Effective Date:** 05/01/2015  
**Revision Date(s):** 07/01/2018  
**Current Revision Date:** 07/01/2018  
**Approved By:** Cynthia G. Weiskittel

**PURPOSE:** To outline the procedures when a family is identified in need of ongoing supportive services

**PROCEDURES**

**I. IN-HOME SUPPORTIVE SERVICES**

- A. Contacts with the family are generally announced and no less than once per month. The WOR makes efforts to provide the family with notification of a meeting time that is convenient for the family. The needs and risk level of the family may prompt more frequent visits or occasional unannounced visits.
- B. If a “Case Plan” has not yet been developed, the WOR shall schedule a case plan development meeting in accordance with Policy 5.01.02 “Case Plan / Family Service Plan”.
  - 1. For AR cases an “AR Family Service Plan” is developed in lieu of the “Case Plan”. The “AR Family Service Plan” is completed immediately upon identification of needed services but never later than fifteen (15) days from the completion of the “AR-Family Assessment”.
- C. An “AR Family Service Plan” or “Case Plan” is developed in accordance with Policy 5.01.02 “Case Plan / Family Service Plan”.
  - 1. The WOR obtains an understanding and agreement of needs to be addressed prior to discussing services.
  - 2. When a family is unable to complete, or is not in agreement with recommended services, the WOR suggests alternative services that may address the need and support change.
- D. Subsequent visits with the family are scheduled with the family at a time that is convenient for the family. In the event it is necessary to have an unannounced visit, the WOR is mindful of the intrusion and utilize rapport building techniques to help families retain a sense of control and / or comfort.

- E. Case plans are reviewed and discussed with participants no less than monthly at face to face meetings with the family. The WOR makes every effort to answer any concerns or questions the family members may have. These discussions are thoroughly documented in the activity log.
  - 1. For AR cases, the agency makes face to face contact with each parent, guardian, or custodian and child participating in or being provided services through the "AR Family Service Plan" at least every other week to monitor progress on the service plan activities.
- F. If the WOR is unsuccessful in making at least one successful face to face contact per month, the WOR attempts to make a minimum of two additional "good faith" attempts to complete the face to face contact within the calendar month.
- G. The objective of the family service plan and case plan is to build on strengths and change behaviors that contribute to the risk of maltreatment. If agreed upon services are not addressing the behaviors or are no longer suitable for the family, the WOR works with the family to find alternative methods to address the behavior.
- H. Case reviews are held with the family in accordance with Policy 5.02.02 "Case Review/Semiannual Administrative Review".
- I. The WOR continues to gather case information by reviewing current and historical case records and making contact with family members, relatives, and any identified collateral contact. The WOR makes case decisions by utilizing available case information, completed Comprehensive Assessment Planning Model - Interim Solution (CAPMIS) tools, and consulting with their supervisor.
- J. Court intervention may be necessary when a safety threat or risk contributor is significant enough to consider a change in the child's placement. See Policy 5.02.01 "TDM / Staffings Policy".
- K. The agency closes the case when there are no active safety threats, there is an observed positive change in behavior, risk contributors have been addressed, and the agency and family agree services are no longer needed. Case closure may also be considered when the family is successfully linked with an appropriate service provider to address any outstanding risk contributors.
- L. At any time after an initial agreement for services, the family notifies CCDCFS that they are no longer interested in services; the case is closed unless a court motion has been or will soon be filed. The WOR includes a list of any recommendations and resources to the family in the case closing letter.
- M. When a family becomes non-compliant with a service that is aimed at reducing risk, the WOR evaluates whether or not absent this service, risk is

increased and thus the child's safety is threatened. WOR will consult with their supervisor to determine if a TDM is necessary.

N. When a family is non-compliant with recommended IHSS and / or has become non-responsive to the agency; and, the WOR has made diligent efforts to engage the family, the family case shall be closed (provided there is no reason to file a court motion). The following efforts to engage the family include:

- Attempted monthly face-to-face contact with the family to discuss IHSS for the family at different times of the day and different days of the week with at least three attempts per month.
- Attempted phone calls (if possible) to the family to discuss IHSS for the family.
- WOR sends family an engagement letter via U.S. mail.

An IHSS case does not remain open for longer than a 90 day period if the family members remain non-compliant and / or non-responsive. When a case is closed due to a family no longer being compliant or responsive to voluntary services, the WOR includes a list of any recommendations and resources to the family in the case closing letter.

O. When it is determined that protective services are needed, the whereabouts of the child or his or her parent, guardian, or custodian are unknown and there is reason to believe the child remains at risk of abuse or neglect, the WOR will issue a protective service alert.

1. The WOR creates a protective service alert in statewide automated child welfare information system (SACWIS) and specifies whether the protective service alert is to be processed as an in-state or out of state alert.
2. When a case is closed with an active protective service alert, the closing supervisor tracks the status of the alert and determines the need for extension.
3. The protective service alert expires ninety days from the issue date. An extension is completed by the most recent case supervisor prior to the expiration if it is determined the child remains in immediate danger of serious harm. Each extension expires ninety days from the issue date.

P. When contact or services were provided by the agency to the family after completion of the "Family Assessment", and the case will be closed, the WOR completes a "Case Review" and "Case Closure".

1. For AR cases, the agency completes an "AR-Family Service Plan Review" and the "Case Closure". The "AR-Family Service Plan Review" is held in conjunction with a case closing family team meeting.

Q. The WOR notifies the family of case closure by completing and mailing a "Close Letter to Parent / Guardian".

**SEE ALSO:**

- Policy 2.03.00 Investigations and Assessments
- 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