

NWF Health Network Policy & Procedure

Series: 100: Intake
Policy Name: Case Management Engagement and Case Transfer Process
Policy Number: 100
Origination Date: 11/4/2013 **Revised:** Board Meeting of 04/25/2024
Regulations: CFOP 170-11
Senate Bill (SB) 664

Referenced Document: 100-100 x 1, Case Transfer Staffing Form

Policy

NWF Health Network (NWFHN), will serve children deemed unsafe through Florida's Safety Decision Making Methodology. The purpose is to ensure that children and families deemed unsafe receive formalized case management. It is the policy of NWFHN to ensure ease of access for case management services through a centralized intake process.

Procedure

For all present danger cases or impending danger removal cases, the following process will be utilized.

1. From notification of Shelter Petition, Case Management Program Manager will notify Department of Children and Families (DCF) Designee of rotation/assignment. Dependency Case Manager or Case Management Representative will attend/observe the shelter hearing.
2. If present danger without removal, the DCF designee will contact the Community Based Care designee to request involvement of the case management organization within 24 hours.
3. The Case Management Organization will assign a Dependency Case Manager (DCM) as secondary within one business day. DCM will subsequently review the case in FSFN and contact the DCF designee within 24 hours of assignment to begin planning the Safety Plan Conference.
4. DCM will proceed with full engagement and ownership of the case for services.
5. DCM will make contact with the mother/father within two (2) business days of assignment and the child(ren) within three (3) business days. Efforts to contact will be clearly documented in FSFN.
6. Upon completion of the Investigation FFAI and impending danger being identified, CPI and DCM will determine if a formal Case Transfer Staffing (CTS) is necessary. If staffing is necessary, the CPI will request CBC designee to set within three (3) business days, and the CBC designee will request a Data Specialist review. If a staffing is not necessary, CBC designee will request Data Specialist review and transfer will take place once the Data Specialist review is complete and the case is determined to be ready. CBC designee will monitor as necessary through and following the CTS process. CBC designee will note transfer in FSFN meeting module once it has occurred.
7. The Safety Plan Conference shall be set within five (5) business days of shelter hearing or from contact with the CBC Designee. Every effort will be made to ensure parents participate in this conference.

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8. Upon completion of the Investigation FFAI and impending danger being identified, CPI and DCM will determine if a formal Case Transfer Staffing (CTS) is necessary. If staffing is necessary, the CPI will request CBC designee to set within three (3) business days, and the CBC designee will request a Data Specialist review. If a staffing is not necessary, CBC designee will request Data Specialist review and transfer will take place once the Data Specialist review is complete and the case is determined to be ready. CBC designee will monitor as necessary through and following the CTS process. CBC designee will note transfer in FSFN meeting module once it has occurred.

For impending danger cases without removal (in-home), the following process will be utilized.

1. The DCF designee will contact the Community Based Care designee to request involvement of the case management organization within 24 hours of determining that the case will be referred for services.
2. The Case Management Organization will assign a Dependency Case Manager (DCM) as secondary within one business day.
3. DCM will proceed with full engagement and ownership of the case for services.
4. The CPI and DCM will coordinate to arrange a Safety Plan Conference to occur within 24 hours of case management notification of case being referred. Every effort will be made to ensure parents participate in this conference.
5. Upon completion of the Investigation FFAI and impending danger being identified, CPI and DCM will determine if a formal Case Transfer Staffing (CTS) is necessary. If staffing is necessary, the CPI will request CBC designee to set within three (3) business days, and the CBC designee will request a Data Specialist review, which will include review of Case Transfer Checklist. If a staffing is not necessary, CBC designee will request Data Specialist review and transfer will take place once the Data Specialist review is complete and the case is determined to be ready. CBC designee will monitor as necessary through and following the CTS process. CBC designee will note transfer in FSFN meeting module once it has occurred.
6. If parents are unable to participate in Safety Planning Conference due to scheduling conflicts, a joint CPI/DCM visit with the parents will take place within 48 hours if necessary.

For Birth Verification in accordance with SB 6641. Birth Verification of Children

- a. A copy of a birth certificate shall be obtained for each child under court ordered in-home supervision within 15-days after case transfer conference.
- b. A copy of a birth certificate or birth verification shall be obtained for each child entering out-of-home care within 15 days of initial placement.
- c. For children born out of state or out of country, verification of the child's birth shall be requested within 15 days from initial placement and documented in the case file. Refer to subsection 65C-30.007(12), F.A.C., regarding the necessary actions when it is determined that a child was born in another country and has not established legal alien status.