



**Administrative Policies and Procedures: 14.29**

<b>Subject:</b>	<b>Multiple Response Services (MRS) - Family Services Worker Responsibilities</b>
<b>Authority:</b>	TCA 37-1-102 ; 37-1-131; 37-1-132; 37-1-168; 37-1-169; 37-5-105; 37-5-106; 37-5-601, 37-1-406, et Seq., Indian Child Welfare Act (ICWA) of 1978 (25 USC 1901-1923)
<b>Standards:</b>	<b>DCS Practice Model Standards:</b> 12-300; 12-301; <b>COA:</b> PA-CPS 8.02, 8.03, 8.05, 8.06, 8.07; PA-CPS 10.01, 10.02; PA-CPS 11.03
<b>Application:</b>	To All Department of Children's Services Child Protective Services Assessment Services Employees, Family Crisis Intervention Program Services Employees and Family Service Workers
<b>Policy Statement:</b>	
Services shall be offered to children and families as appropriate to meet their needs while maintaining the children safely in their home. Upon referral from CPS Investigation/Assessment or Juvenile Court, the Department of Children's Services shall provide case Management and support services to families that will meet their identified strengths and needs to reduce the likelihood of repeat maltreatment or entry into foster care.	
<b>Purpose:</b>	
To prevent harm and abuse to children by strengthening the ability of families to parent their children effectively through the Multiple Response Services (MRS) system by accessing available community-based public and private services.	
<b>Procedures:</b>	
<b>A. Transferring a case from CPS investigation/assessment track</b>	<ol style="list-style-type: none"> <li>1. At no later than the sixtieth (60) day for <u>investigations</u> or the one hundred twentieth (120) day for <u>assessments</u>, the CPS family service worker and team leader must confer to determine if the need for services continues to exist.</li> <li>2. If <b>yes</b>, the CPS family service worker will schedule a Child and Family Team Meeting (CFTM) with the family, the Family Service Worker (FSW), any providers working with the family, and any support persons identified by the family.</li> <li>3. At the transfer CFTM, the <b>Family Permanency Plan</b> will be reviewed and revised with input from all participants to ensure that any safety issues are addressed in the plan. A supervisor will be present at this transfer CFTM.</li> <li>4. The <b>Family Functional Assessment (FFA)</b>, case recording, case documentation and purchase requests (PSG's) for purchased services that are to continue must be updated prior to case transfer. A copy of the <b>CPS case file</b></li> </ol>

	<p>must be provided to the FSW at transfer. The updated <b>FFA</b> is given to the FSW within five (5) days of case transfer.</p>
<p><b>B. Contact with family and service providers</b></p>	<ol style="list-style-type: none"> <li>1. There must be a minimum of two (2) face-to-face contacts within the first thirty (30) days following the case transfer with the child(ren) and the parent/caregiver to assess progress on the <b>Family Permanency Plan</b> and to assess safety of the child(ren). Increased contact with the child or family can occur based upon assessments or supervisory recommendation.             <ol style="list-style-type: none"> <li>a) At least one (1) of these contacts must be in the home where the child resides.</li> <li>b) Each parent/caregiver, significant other and sibling residing in the home must be seen at least one time.</li> </ol> </li> <li>2. There must be a minimum of one (1) contact every month thereafter until case closure to assess progress on the <b>Family Permanency Plan</b> and to assess safety of the child(ren). Increased contact with the child and family can occur based upon assessment or supervisory recommendation. Contact within the home where the child resides is recommended.</li> <li>3. There must be a minimum of one (1) contact every month with each provider (paid or unpaid, contract or community) that is working with the family. This contact may be by telephone, e-mail or face-to-face and will address the family's progress on the <b>Family Permanency Plan</b>.</li> <li>4. There must be a CFTM every ninety (90) days from the date of the transfer CFTM for the life of the case. A revised <b>Family Permanency Plan</b> must be updated every ninety (90) days or if significant changes occur within the family.</li> <li>5. The <b>FFA</b> and <b>Family Advocacy and Support Tool (FAST)</b>, must be updated quarterly throughout the life of the case.</li> <li>6. An updated FAST must be re-administered prior to case closure, unless the previous FAST was completed within the last thirty (30) days. The <b>FAST</b> results are used to determine if the safety and risk factors of the child and family have been reduced to safely close the case.</li> </ol>
<p><b>C. Assessing safety and risk</b></p>	<ol style="list-style-type: none"> <li>1. If at any time during the life of the case the family refuses services, the FSW and the Family Service Team Leader (FSTL) must confer to determine if the risk to the child and family is such that Court-ordered services are needed.             <ol style="list-style-type: none"> <li>a) If <b>YES</b>, the FSW will follow through with legal action to request Court-ordered services.</li> <li>b) If <b>NO</b>, close the case and document the refusal of services.</li> </ol> </li> <li>2. If at any point during the life of the case services are Court-ordered, the FSW must take the case back to Court prior to closure.</li> <li>3. If at any time the FSW feels the child(ren) is at risk of harm, the FSTL must be consulted immediately to determine if a CPS referral is necessary, or if the increased risk can be addressed by the current family service worker.</li> </ol>

	<ol style="list-style-type: none"> <li>4. The TC will review the case for progress every ninety (90) days, from the date of the transfer, for the life of the case.</li> <li>5. Whenever there is an imminent risk of a child(ren) coming into custody, an Initial CFTM with a skilled facilitator must be convened to explore all alternatives to placing the child into custody. When an emergency removal takes place before a CFTM can be convened, the CFTM will occur <u>prior</u> to the preliminary hearing. The CFTM must occur no later than seven (7) days after the date of custody.</li> <li>6. Each region must <u>establish a written local protocol</u> to consult with Master's in Social Work (MSW's) in the removal process. Team Coordinators (TC) and DCS Regional Legal Counsel must approve the decision to petition for custody. The Team Leader (TL) must attend CFTM. (Refer to DCS policy <a href="#">31.7, Building, Preparing and Maintaining Child and Family Teams</a>).</li> </ol>
<p><b>D. Cases Referred directly from the Court</b></p>	<p>Cases referred directly from the Courts will be managed in the same manner as those transferred from CPS with the following guidelines:</p> <ol style="list-style-type: none"> <li>1. Initial Contact must be made with the family within three (3) business days. If there is reason to believe that a child or family is of Native American Heritage, verification of the child/family status must be confirmed through the Bureau of Indian Affairs and affiliated tribe. Use applicable <b>Confirmation of Native American Heritage, Determination of Tribal Affiliation</b> letters or form <b>CS-0824, Native American Heritage Veto Verification</b>. Refer to DCS Policy <a href="#">16.24 Children of Native American Heritage</a>.</li> <li>2. A home visit and face-to-face contact between the FSW, the child(ren), and the parent/caregiver must be made within five (5) working days of case assignment. The family will be notified of their rights and responsibilities and will be provided with a copy of the <a href="#">DCS Clients Rights Handbook</a>. The family must sign the last page of the Client Rights Handbook which is form <b>CS-0835 Acknowledgement of Receipt of Client's Rights Handbook</b>.</li> <li>3. A CFTM will be convened within fifteen (15) calendar days of the referral with the family, FSW and the TL. A <b>Family Permanency Plan</b> will be developed with the family at the CFTM. The family will be provided form <b>CS-0158, Notification of Equal Access to Programs</b>, during the meeting and a signed copy will be placed in the <b>Family Case File</b>. The CFTM will be held in the family's home whenever possible.</li> <li>4. The <b>FFA</b> will be initiated within fifteen (15) calendar days of the referral and must be updated quarterly as long as the case remains open.</li> <li>5. If the case was Court-ordered and the need for services no longer exists, the FSW will take the case back to Court for approval to close. If the family refuses services at any time during the life of a Court-ordered case, the FSW will take the case back to Court to inform the judge of the family's non-compliance.</li> </ol>
<p><b>E. Cases exiting state custody</b></p>	<ol style="list-style-type: none"> <li>1. The same FSW will continue to work with the family after the child is released from state custody if services are Court-ordered and/or deemed necessary by the FSW and the FSTL.</li> </ol>

	<ol style="list-style-type: none"> <li>2. At the discharge planning CFTM, a revised <b>Family Permanency Plan</b> with a non-custodial goal will be developed with the family and reviewed every ninety (90) days.</li> <li>3. There will be two (2) face-to-face contacts with the family the first thirty (30) days following release from custody with at least one (1) of these being a visit in the home where the child resides. Each family member must be seen face-to-face at least one (1) time per month in order to assess risk, progress on the <b>Family Permanency Plan</b>, and to ensure that all family members are involved.</li> <li>4. There must be monthly contact with each provider that is working with the family. This contact may be by telephone, e-mail or face-to-face and will assess compliance with the <b>Family Permanency Plan</b> and assess safety of the child(ren).</li> <li>5. The <b>FFA</b> and <b>FAST</b> will be updated quarterly as long as the case is open.</li> <li>6. Cases initiated upon release from custody will not remain open longer than ninety (90) days. If extenuating circumstances exist that necessitates the case to remain open longer than ninety (90) days, the TL must give <u>permission</u> for the case to remain open and review the progress every thirty (30) days until closure. If services are Court-ordered upon discharge from custody, the case must return to Court before case closure.</li> <li>7. An updated FAST must be re-administered prior to case closure, unless the previous FAST was completed within the last thirty (30) days.</li> <li>8. After a child has been released from custody, the FSW must continue to assess the child(ren)'s safety and risk in the home. If safety and risk issues become a concern, a CFTM, with a skilled facilitator, is held prior to filing a petition for state custody to explore all options, unless it is an emergency.</li> <li>9. Whenever there is an imminent risk of a child coming into custody, an Initial CFTM with a skilled facilitator is convened to explore all alternatives to placing the child into custody. When an emergency removal takes place before a CFTM can be convened, the CFTM will occur <u>prior</u> to the preliminary hearing. The CFTM must occur no later than seven (7) days after the date of custody.</li> <li>10. Each region must establish a <u>written local protocol</u> to consult MSW's in the removal process. Team Coordinator (TC) and DCS Regional Legal Counsel must approve the decision to petition for custody. The Team Leader (TL) must attend CFTM. (Refer to DCS policy <a href="#">31.7, Building, Preparing and Maintaining Child and Family Teams</a>.)</li> <li>11. The FSW in charge of the "in-home" child/family case will be responsible for closing the case when services to the child and family are completed. Refer to <a href="#">Case Closure Protocol for Dependent, Neglected and Unruly Children</a>.</li> </ol>
<p><b>F. CPS referrals for on-going cases</b></p>	<ol style="list-style-type: none"> <li>1. A new referral will be made to Central Intake on any new incidents, allegations or perpetrators of child abuse or neglect not already addressed by the Family Service Worker (FSW).</li> </ol>

	<ol style="list-style-type: none"> <li>2. When a new referral is received, the FSW and TL will:             <ol style="list-style-type: none"> <li>a) Determine if the referral contains no new allegations or the concerns can be addressed by the FSW, then submit referral to Central Intake by CPS with a detailed explanation requesting a screen out; <b>OR</b></li> <li>b) Choose for the FSW to collaborate and/or accompany the CPS family service worker while the investigation/assessment is being conducted. The FSW case is kept open and the FSW will resume upon CPS completion. The FSW will follow up with additional services.</li> </ol> </li> <li>3. If the allegations are unfounded or no services are needed, the CPS case will be closed and the FSW will be notified of the outcome and resume delivery of service.</li> <li>4. If allegations are indicated or classified as services needed, the CPS worker will convene a CFTM including the family, family support team, FSW, along with CPS and FSW TL's. A <b>Family Permanency Plan</b> will be completed or revised by the FSW with input from CPS. The plan will be worked within the requirements of the FSW case.</li> </ol>
<p><b>G. Family permanency planning for on-going cases</b></p>	<ol style="list-style-type: none"> <li>1. The <b>Family Permanency Plan</b> must be developed within the context of a CFTM. The CFTM is held in the family's home whenever possible. Refer to DCS Policy <a href="#">31.1 Family Permanency Plans</a> for guidance on developing a <b>Family Permanency Plan</b>.</li> <li>2. The <b>Family Permanency Plan</b> must be revised no less often than every three (3) months for a MRS/FSW case.</li> <li>3. The <b>Family Permanency Plan</b> must be entered on the appropriate screens in <b>TFACTS</b> within three (3) calendar days of its development or revision.</li> <li>4. <b>Permanency Goals</b> that can be used for a child/youth receiving MRS services are:             <ol style="list-style-type: none"> <li>a) <b>Child remains with parent/caretaker without services (Non-custody)</b> - This goal will be chosen when the FSW has determined that the family is not in need of any services. The child(ren) has also been deemed safe, and there is no need for any change in placement.</li> <li>b) <b>Child remain with parent with services (Non-custody)</b> - This goal will be chosen when the family is receiving services, and the child(ren) has been deemed safe and can remain in the home with the <u>parent(s)</u>.</li> <li>c) <b>Child remain with caretaker/relative with services (Non-custody)</b> - This goal will be chosen when the family is in need of services, and the child(ren) has been deemed safe and can remain in the home with the <u>caretaker/relative</u>.</li> <li>d) <b>Child will need change in location (Non-custody)</b> - This goal will be chosen when it is determined that the child(ren) is not safe or it's unsuitable for the child(ren) to remain in the current placement. This goal indicates that an alternative placement (outside of state custody) has been identified</li> </ol> </li> </ol>

	<p>for the child(ren). This change in location may still require support and services from DCS for the child(ren) to remain out of state custody.</p> <p>5. Each Permanency Plan goal requires the FSW, Family, and Family Supports to work toward ensuring and maintaining safety, while improving the family situation and self-sufficiency.</p> <p>6. If a child(ren) enters state custody, the <b>Family Permanency Plan</b> must be revised according to the requirements of Policy <a href="#">16.31 Permanency Planning for Children/Youth in State Custody</a>.</p>
<p><b>H. Case file documentation and organization</b></p>	<p>1. Each family will have one (1) record.</p> <p>2. Case files for non-custodial cases that are transferred for on-going services will be organized and documented as outlined in DCS policy <a href="#">31.5 Organization of Family Case Files</a>.</p>
<p><b>I. Forms</b></p>	<p>As soon as possible after receiving cases transferred from CPS investigation and/or from CPS assessment or directly from the Court, the forms listed below must be completed as applicable:</p> <ul style="list-style-type: none"> <li>◆ <b>CS-0498, Family Intervention Services Application;</b></li> <li>◆ <b>CS-0668, Authorization for Release of Information to the Department of Children's Services and Notification of Release;</b></li> <li>◆ <b>CS-0699, Notices of Privacy Practices;</b></li> <li>◆ <b>CS-0824, Native American Heritage Veto Verification;</b> and</li> <li>◆ <b>CS-0827, Non-Custodial Consent for Transportation.</b></li> </ul>
<p><b>J. Transfer Process</b></p>	<p>Refer to the <a href="#">A Case Worker's Guide to Opening and Transitioning Cases</a> that outlines the time frames/documentation and pertinent information required to be met by the FSW or applicable staff serving the family.</p>
<p><b>K. Independent/ Transitional Living Services</b></p>	<p>Youth receiving non-custodial services may be eligible for Transitional Living services if they were previously in the custody of DCS. Refer to DCS policy <a href="#">16.52 Eligibility for Interdependent Living and Voluntary Post Custody Services, Section E #4</a>. It is best practice for children between the ages of 14-18 to complete the Ansell Casey Life Skills Assessment to determine their need for training. Results of the assessment may indicate the need for a referral to local community-based and mentoring programs to assist in preparing youth to live independently.</p>
<p><b>L. Data system documentation</b></p>	<p>Unless other requirements are specified in policy for documentation, or events not documented elsewhere or requiring a broader explanation, all information required to be documented in <b>TFACTS</b> or case recordings must be entered within thirty (30) days from the date of the contact or occurrence.</p>

<b>Forms:</b>	<p><a href="#"><u>CS-0158, Notification of Equal Access to Programs</u></a> <a href="#"><u>CS-0498, Family Intervention Services Application</u></a> <a href="#"><u>CS- 0668, Authorization for Release of Information to the Department of Children's Services and Notification of Release</u></a> <a href="#"><u>CS-0699, Notices of Privacy Practices</u></a> <a href="#"><u>CS-0824, Native American Heritage Veto Verification</u></a> <a href="#"><u>CS-0827, Non Custodial Consent for Transportation</u></a> <a href="#"><u>CS-0835 Acknowledgement of Receipt of Client's Rights Handbook</u></a></p>
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<b>Collateral Documents:</b>	<p><a href="#"><u>A Case Worker's Guide to Opening and Transitioning Cases</u></a> <a href="#"><u>Case Closure Protocol for Dependent, Neglected and Unruly Children</u></a> <a href="#"><u>Clients' Rights Handbook</u></a> <a href="#"><u>Confirmation of Native American Heritage</u></a> <a href="#"><u>Determination of Tribal Affiliation</u></a> <a href="#"><u>Family Advocacy and Support Tool Manual</u></a> <a href="#"><u>Visitation Protocol</u></a> <b>Family Permanency Plan – in TFACTS</b></p>
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