



State of South Carolina

Department of Social Services

Policies and Procedures: Child Welfare Services, Chapter 16: Special Topics

Subject:	1644 Team Leader Case Consultation (Formerly “Staffing”)
Authority:	S.C. Code Section 63-7-1660, S.C. Code Section 63-7-1680, S.C. Code Section 63-7-2310, SC Code Section 63-1-40
Standards:	Guiding Principles and Standards (GPS) Practice Model
Application:	Child Welfare Team Leaders and Case Managers
Purpose:	To support and guide effective supervision. Effective supervision occurs on a designated frequency, is built upon a culture of safety, trust, constructive feedback, respect, support, and self-care, and is aimed at the achievement of identified agency outcomes.
Policy Statement:	Child Welfare Team Leaders must conduct a case consultation (formerly known as “staffing”) with each Case Manager under their direct supervision, at a minimum, once every calendar month. The Team Lead must also conduct a case consultation at specific critical decision-making points related to the assigned program area. County Directors, Deputy Directors, Team Coordinators must join team leader case consultations for cases with six months of program service, and every three months thereafter, to provide support and guidance for the timely achievement of case goals.
Policy Administration:	Child Welfare Operations is the owner of this policy and will review it at least annually from the date published in the Child Welfare Manual, or as needed due to changes in law or practice.
Procedures:	
A. Performance and Case Consultation Process	1. The Team Leader is responsible for each individual case managed by the Case Manager. The Team Leader must conduct a case consultation with each Case Manager under their direct supervision once every calendar month. If extenuating circumstances prevent a case consultation from occurring within the month, the Team Leader must review the case in CAPSS and remain well informed of the status of each case. 2. The Team Leader evaluates the following case activities when conducting a case consultation with the Case Manager GPS Team Leader Practice Profiles: a. Case Manager contacts with the youth and family; b. Functional Assessments; c. Case Planning; d. Child and Family Team Meetings;

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	e. Documentation; f. Initial Placement and Placement Change (Kinship or Traditional); g. Parent/Child Visitation and Sibling Visitation; and h. Supervision. 3. County Directors, Deputy Directors, and Team Coordinators will evaluate data related to the aforementioned case activities to discuss one-on-one monthly meetings and county leadership meetings. The County Directors, Deputy Directors, and Team Coordinators review data to assess performance according to DSS policy and Guiding Principles and Standards.
B. Program Area Case Consultation Critical Decision-Making Points	1. In addition to the monthly case consultation, the Team Leader must also conduct a case consultation, when necessary, at specific critical decision-making points in the case related to the program area. 2. County Directors, Deputy Directors, and Team Coordinators must conduct joint case consultations for cases with six months of program service and every three months after. Cases with six or more months of program service without court intervention must include members of the county legal staff as part of the joint case consultation. 3. A Child Welfare Team Leader in Investigations will conduct a consultation per Work Aid 3.1: Investigative Case Consultations: a. Pre-Initial Contact b. Post-Initial Contact (10 calendar days) c. 20-Day Supervisory Case Consultation (20 calendar days) d. Determination (30-45 calendar days) 4. A Child Welfare Team Leader in Family Preservation must conduct a consultation: a. At Case Transfer (Initial Transfer to Family Preservation) b. Before legal action – removal c. When Critical Incidents occur d. When there is a new report within an open case e. At Case Closure/Case Transfer to Foster Care 5. A Child Welfare Team Leader in Foster Care must conduct a consultation: a. At Case Transfer (Initial Transfer to Foster Care) b. When Critical Incidents/OHAN reports occur c. When there is a new report within an open case (if applicable) d. At Case Closure/Case Transfer to Adoption – Legally Free 6. A Child Welfare Team Leader in Adoption must conduct a consultation: a. At Case Transfer (Initial Transfer to Adoption)

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	b. When Critical Incidents/OHAN reports occur c. When there is a new report within an open case (if applicable) d. At Case Closure/Case Transfer to Foster Care
C. Documentation of Case Consultations	1. The Team Leader documents the case consultation on DSS Form 3062: Team Leader Case Consultation and uploads the form into CAPSS and records the case consultation into CAPSS dictation. 2. The case consultation must utilize and upload a new DSS Form 3062: Team Leader Case Consultation each month and case consultation being conducted for a critical juncture. 3. The Team Leader indicates on the form the critical decision-making point requiring a case consultation.
D. One-on-One Unit Meetings/All Staff Meetings	1. Deputy Directors and Team Coordinators must conduct one-on-one monthly meetings with individual Team Coordinators or Team Leaders under their direct supervision once every calendar month. 2. County Directors must conduct staff meetings at least once a month to communicate agency policies, priorities, initiatives, and other relevant information. Note: The County Director must designate a staff member to document meeting minutes to be distributed.

Form and Resource:	DSS Form 3062: Team Leader Case Consultation GPS Team Leader Practice Profiles
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Glossary:

Case Consultation (formerly known as “staffing”): a guided discussion between a Team Leader and Case Manager during the case management process intended to:

- 1. Foster a learning environment aimed at the professional development of the Case Manager. This includes promoting the development of Case Manager critical thinking and self-reflection skills, and the support of learning across each core practice skill through the lens of each guiding principle.
- 2. Focus on the achievement of policy and organizational expectations including those processes required on a specific frequency, the quality of the implementation of casework processes, and context within which services are delivered.
- 3. Assure the practice and decision-making by the Case Manager adheres to DSS policy and GPS.

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4. Provide a safe environment that supports the Case Manager's well-being, identifies and addresses secondary trauma, and encourages self-efficacy.

Core Practice Skills: individualized and integrated activities that drive all phases of DSS collaborative work with children, youth, and families, applied based on the circumstances and experiences of the individual, and are critical to safety, permanency, well-being and family stability.

Guiding Principles: the fundamental truths that serve as the foundation to guide everyday behaviors and relationships/interactions of DSS personnel with clients and each other.

Joint Case Consultation (formerly known as “staffing”): a guided discussion between a Team Leader, Case Manager, and other county, regional, and/or state office personnel (i.e., Agency Attorney(s), Well-Being Team, Child Fatality Unit, Placement, etc.), as well as providers and other associated resources that may be needed, based on the circumstances of an individual case.