



South Carolina Department of Social Services

Work Aid 3.1: Investigative Case Consultations

Supplemental to DSS Policy: Chapter 3 Investigation

A. Pre-Initial Contact Team Leader Case Consultation	1. The team leader and case manager conduct this consultation following receipt of a screened-in report and prior to initial contact for all investigations. This is an informal consultation to provide supervision to the case manager and requires, but is not limited to, the following: a. Review of the alleged maltreatment and assigned response timeframe; b. Determine which recipients need to be seen within the assigned response timeframe; c. Identify possible safety threats; d. Identify safety services to mitigate threats; e. Identify key questions; f. Coordinate CAC services referrals when applicable; and g. Determine case manager safety concerns and needs. 2. The team leader documents the case consultation in CAPSS dictation within three business days.
B. Post Initial Contact and 20-Day Team Leader Case Consultations	The team leader will hold designated, formal case consultations with the case manager throughout the investigation utilizing DSS Form 3062 to document case consultations. 1. Case consultations can be held up to five (5) days prior to the consultation due date. 2. Post initial contact (10-Day) case consultations will be conducted by the team leader and case manager within ten calendar days following receipt of a report being accepted for investigation. 3. 20-Day case consultations will be conducted by the team leader and case manager within 20 calendar days of a report being accepted for investigation. 4. A consultation should also take place any time during the investigative process when a decision regarding child safety or child placement must be considered. 5. These comprehensive consultations must be documented and include, but are not limited to, the following: a. Dates of initial contact; b. A review of the FAST assessment (for team leader responsibilities related to the FAST timelines and details see Family Advocacy

	and Support Tool Policy;) c. A summary of the current situation; d. Family functioning; e. Harm to the child(ren); f. Impact of the abuse; g. Medical/dental needs of family members/caregivers; h. Concrete needs of the family; i. Mental health needs of the family members/caregivers; j. Supervision needs of the child; k. Placement of the child(ren); l. Condition for returning children to the home, when applicable; m. CWS history review; n. Criminal history review; o. Referrals for safety services; p. Referrals for other services, CAC for example; q. Review of the FPP; and r. Personnel present for the consultation. 6. If safety threats were present, the team leader must facilitate a conversation with the case manager to determine what actions were taken to attempt to maintain the child or youth in the home. • If actions were taken to remedy a safety threat, the team leader reviews the FAST with the case manager to ensure the least intrusive safety services were implemented following guidance outline within Investigations Work Aid 3.6: Safety Services and Planning. 7. The team leader should discuss any services that were identified with the family and ensure that the case manager has documented those services in the Family Permanency Plan (FPP). 8. The team leader provides guidance to the case manager on next steps for the investigation. 9. Once the team leader documents the case consultation on DSS Form 3062, the team leader shall upload the form into CAPSS and record the case consultation into CAPSS dictation within three business days of the case consultation being due.
C. County Transfers	Investigation cases can be transferred to another county when it is determined that the victim children's primary residence is in another county. Transfer of an investigation to another county shall occur within 14 days of a report being screened-in for acceptance of a new investigation. For Investigations case transfers use following steps in order. 1. Current county of jurisdiction case manager a. Verifies that the family has changed legal residence by:

	i. Having changed mailing address with the U.S. Postal Service or DSS; ii. Enrolling child in school or day care and using a new address; iii. Applying for economic assistance using new address; or iv. Any other action which would indicate the new residence is not temporary. b. Completes follow duties: i. Initial Contact ii. Initial FAST assessment; iii. CAPSS Dictation updates; iv. Photos, records, and documents linked in CAPSS; and v. Updates address and phone numbers in CAPSS. c. Consults with the team leader regarding the change in the family's circumstances; d. Immediately sends information necessary to provide emergency services to the receiving county to include but not limited to any court orders or pending actions or law enforcement information which must be mailed or faxed. e. Follows up within two business days of when DSS becomes aware of a change of family's address to another county, with the paper case file and notification that CAPSS has been updated with case actions and is available for the new case manager; f. Completes a case consultation with a DSS attorney and completes any pending court action as appropriate and requests change of jurisdiction/venue; and g. Cooperates with receiving county as needed for any subsequent legal action. 2. The originating county of jurisdiction team leader ensures the following information regarding the case is entered in CAPSS Dictation within two business days of the telephone contact with the county receiving the case: a. The family address; b. The receiving case manager; c. Any other relevant details that the new case manager should follow up on; d. Notifies the new county by telephone of the change in residence and gives information regarding the level of risk and/or the need for immediate contact and other information needed for provision of services to the family; and e. That the case consultation form, about the transfer, is linked in CAPSS. 3. The receiving county team leader a. Assists current county of jurisdiction with any pending court action; and
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	b. Reviews and signs off on the case if he or she concurs with the action(s) proposed by the current county of jurisdiction. If the receiving county team leader is not in agreement with the action(s) proposed by the current county of jurisdiction, requests a face-to-face or telephone conference with the current county to resolve concerns. c. Arranges any other case consultations as deemed necessary. 4. Receiving county case manager a. Determines, upon consultation with worker and team leader of current county, the current level of risk and if the level of risk requires immediate contact with the family at the time of transfer; and b. Completes changes for the county number in CAPSS upon receipt of case file. c. Documents all actions in CAPSS. 5. The originating county of jurisdiction team leader ensures that any case management changes which must be made by the current county are entered into the CAPSS system. 6. The originating county of team leader shall conduct a joint case consultation with the receiving county, when attempting to transfer a case. Included in this consultation are the following people: a. Originating county case manager b. Originating county team leader or team coordinator c. Receiving county team leader or team coordinator d. Receiving county case manager 7. The receiving county team leader ensures that appropriate case management changes are made and updates CAPSS to assign the new case manager and complete the transfer of responsibility. 8. The originating 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 within three business days.
D. Case Determination Consultation	1. The team leader and case manager conduct the case determination consultation within 45 calendar days of acceptance of a report, or 60 days if an extension was granted. This consultation is an opportunity to include other case managers to engage in shared decision making for case determinations. 2. The team leader, investigation case manager, and a member of the family preservation leadership team or foster care leadership team, as applicable, meet to discuss and evaluate facts collected during the investigation to determine if there is a preponderance of evidence that abuse or neglect is more likely than not to have occurred.

	a. The following list is a suggestion who should attend, but is not exhaustive: • The assigned investigative case manager; • Investigative team leader; • Foster care or family preservation case manager, as applicable; • Foster care or family preservation leadership team, as applicable; • County program coordinator, if available; and • County attorney, when applicable. b. This is a comprehensive consultation which includes but is not limited to: • Review of FAST ratings and justifications; • Evaluation of evidence; • Review of family functioning; • Review of family's immediate needs; • Review of child's immediate needs; • Review of caregiver's immediate needs; • Review of child safety and placement; and • Case determination; • Conditions for returning children to the home, when applicable; • Review of the services documented in the FPP; • Services to be provided to mitigate safety concerns; and • Services to be provided to improve family functioning. 3. 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 within three business days. Note: A member of the Family Preservation Services leadership should be present for all case determination consultations unless the case calls for a member of the foster care leadership team to be present. Note: DSS Form 3069: Determination Fact Sheet is for OHAN use only. DSS Form 3070: Determination Fact Sheet is for CWS use only.
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