



South Carolina Department of Social Services

400.2: Team Leader Responsibilities Work Aid

Supplemental to DSS Policy Manual: Child Welfare Services, Family Preservation Services

A. Assigning Cases	1. The FPS team leader assigns cases considering caseload size and recommended case manager contact frequency based on the Service Intensity Chart. Refer to Service Intensity Chart for details. 2. Upon unexpected leave, scheduled leave, or sudden staff termination the team leader is responsible for meeting case management needs or reassigning the case as appropriate to maintain an even caseload for all case managers. 3. The team leader takes into consideration requests from case managers to have a case removed from their case load for compelling reasons. a. All requests to have a case removed from a case manager's caseload shall be reviewed and approved by the county director, this applies even for such a reason as a conflict of interest. b. Sexual abuse, child fatality, or conflict of interest are three possible reasons for a case to be reassigned.
B. Attending the Investigation Case Determination	1. The FPS team leader attends the Investigative case consultation to gather information regarding cases that will transfer to FPS. 2. FPS team leader asks questions regarding the status of the case including the following: a. FAST data; b. Efforts to engage absent parent, if both parents were not able to be engaged during investigation; c. Evaluation of evidence to indicate; d. Evaluation of evidence to return child(ren) home; e. Review of family functioning; f. Review of family's immediate needs; g. Review of child's immediate needs; h. Review of caregivers immediate need; i. Review of child safety and placement; j. Case determination; k. Services to be provided to mitigate safety concerns; and l. Services to be provided to improve family functioning. 3. FPS team leader utilizes the DSS Form 3062: Team Leader Case Consultation to gather pertinent case information and provides a copy to the case manager who is assigned the case.
C. Case Consultation	1. The team leader conducts a monthly case consultation to coach all case managers about each case.

	2. The team leader utilizes DSS Form 3062: Team Leader Case Consultation to document the discussion and recommendations made during the case consultation. 3. The team leader conducts the case consultation at the request of the case manager and at every critical case juncture including, but not limited to, the following: a. Failure of safety service; b. New allegations; c. Decision to return child to their home; d. Escalation of safety concerns; and e. Need for court involvement. 4. Prior to consultation the team leader is responsible to do the following steps: a. Review all documentation related to the case progress and service recommendations and b. Prepare questions based on the case information that requires clarification or additional information. 5. During the case consultation, the team leader reviews the following with the case manager: a. Family Advocacy and Support Tool (FAST); b. Family Permanency Plan (See Section D for more detail); c. Plan for safe return home; and d. Any other case related documentation and activities. 4. During the case consultation, the team leader follows up on the recommendations made during the prior case consultation and develops new recommendations based on the family needs and strengths documented in the Family Permanency Plan (FPP), as needed. 5. During case consultation, the case manager and team leader uses the FAST results to review strengths, service needs, necessary actions, and any new safety concerns. 6. The case manager and the team leader review the steps necessary to return the child(ren) to their home, when applicable. 7. After the monthly case consultation, the team leader documents the case consultation summary in CAPSS within three calendar days, refer CWS Work Aid 16.9: Documentation.
D. Review Family Permanency Plan	1. FPP topics to review during case consultation are as follows: a. Discuss specific caregiver behavior that led to the indication or need for ongoing services; b. Include the case manager's observations and interactions during most recent contact or Child and Family Team Meetings; and c. Review current services being provided and recommend additional services referrals, if needed. d. Discuss the service referrals and progress towards meeting the FPP. I. Identify behavior changes

	II. Decided anticipated date for safe closure 2. Refer to the Family Permanency Plan Policy for specific details about the plan.
--	--