



State of South Carolina

Department of Social Services

Child Welfare Policies and Procedures: Chapter 5 Foster Care

Subject:	570 Case Manager Contacts with a Child, Youth, or Young Adult
Authority:	S.C. Code Ann. Section 63-7-1660, S.C. Code Ann. Section 63-7-1680, S.C. Code Ann. Section 63-7-2310, and SC Code Ann. Section 63-1-40
Standards:	South Carolina Practice Model: Guiding Principles and Standards (GPS)
Application:	Foster Care Case Managers and Team Leaders
Purpose:	To set forth policy and procedures for the South Carolina Department of Social Services (SCDSS) Case Manager's contacts with a child, youth, or young adult. The frequency of the contacts should be based on the risk and safety needs of the child and family but will occur at a minimum of once every calendar month. Case Manager contacts with a child, youth, or young adult will occur in the child's residence or placement setting at a minimum of every other month.
Policy Statement:	Case Manager contacts with a child, youth, or young adult promotes safety, permanency, and well-being. A quality contact engages the child, youth, or young adult in the planning for their care, establishes their membership and contributions to the Child and Family Team, and promotes progress toward the defined permanency goals. Case Manager's contacts with a child, youth, or young adult are essential to the ongoing assessment of safety and risk in the functional assessment and planning toward permanency.
Definitions:	Caregiver: A person with whom a child in the care, custody, or guardianship of the agency is placed for temporary or long-term care; is responsible for the child's daily care in the placement setting (i.e., kinship caregiver, fictive-kin caregiver, foster parent, or group care provider) Case Manager: A Child Welfare certified staff with a classification of Human Service Specialist II or above. Child or Youth: A person under the age of eighteen years in the care, custody, or guardianship of SCDSS. Child and Family Team: A team of family members, fictive kin, friends, professionals, and other invested stakeholders who join together to strengthen a family and provide a protection and care plan for the child to achieve safety, permanency, and well-being.

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Child and Family Team Meeting (CFTM): A family-centered, culturally responsive, goal-orientated, problem-solving process that brings together the child and family team to make decisions about the safety, permanency, and well-being of their children, youth, or young adults in the development of an individualized Family Permanency Plan.

Contact: An intentional face-to-face interaction between a Case Manager and a child, youth, or young adult in the care, custody, or guardianship of SCDSS. The Case Manager monitors progress and services, promotes the timely achievement of case goals, and addresses safety, permanency, and well-being needs.

Correspondence: Communication by letters, text messages, or e-mail.

Family Permanency Plan (Formerly Treatment Plan/Placement Plan/Case Plan):

The sole plan for a family that is developed collaboratively within the CFTM to describe the reasons for SCDSS involvement, the actions, and services required to change behaviors and reduce safety concerns and risk to promote the safety, permanency, and well-being of the child, youth, or young adult and family.

Guardian: An adult, other than a parent, from whose placement and care the child was removed from and with whom SCDSS is working toward reunification.

Interstate Compact on the Placement of Children (ICPC): A statutory agreement between all 50 states, the District of Columbia, and the US Virgin Islands. The agreement governs the placement of children from one state into another state. It sets forth the requirements that must be met before a child can be placed out of state. ICPC assesses prospective placements for safety and suitability before approval and that the individual or entity placing the child remains legally and financially responsible for the child following placement.

Non-Custodial Parent: The parent who does not have custody of the child or youth. This includes a parent who is not the primary custodian of the child or youth if there is a joint or shared parental relationship.

Former Foster Youth or Young Adult: A person formerly in foster care that is receiving Chafee or Educational Training Voucher (ETV) services but is not in SCDSS custody, in an SCDSS placement setting, nor has signed a voluntary placement agreement. This person can be a former foster youth who, at or after the age of 14 years old, left foster care and achieved permanency by reunification. This person can be a former foster youth who, at or after the age of 16 years old, left foster care and achieved permanency by adoption, kinship, or guardianship. This person can also be former foster youth who, at or after the age of 18 years old, left foster care due to reaching the age of majority.

Parent: A mother or father, whether biological or adoptive, the child was removed from and with whom SCDSS is working towards reunification.

Placement Setting: The physical residence of a child, youth, or young adult in the care, custody, or guardianship of SCDSS. This includes a licensed foster or kinship home, therapeutic foster home, unlicensed relative placement, group home, congregate care facility, high management treatment facility, psychiatric residential treatment facility, and juvenile detention center.

Telephonic Communication: Interaction happening through a telephone system.

Temporary Placement: A time-limited, specific event when a child, youth, or young adult may be placed in a short-term placement outside of their permanent long-term placement but upon completion of the event is returned to their identified permanent long-term placement.

Virtual Communication: Interaction that utilizes any technology to communicate with an individual as opposed to face-to-face. This interaction favors the ability to see and hear one another in real-time, simulating the experience of a physical visit.

Visitation: An intentional face-to-face interaction between a child, youth, or young adult and their parents, guardians, siblings, other family members, or other significant persons in the child, youth, or young adult's life, designed to increase bonding and attachment between those participating in the interaction.

Young Adult: A person over the age of 18 years old but under the age of 21 years old that is in extended foster care. This person can be a current foster youth who at the age of 18 years old enrolled in the extended foster care program and signed the voluntary placement agreement and has not reached the age of 21 years old. This person can also be a former foster youth who at the age of 18 years old or older requests to enroll in the extended foster care program and signs a voluntary placement agreement and who has not reached the age of 21 years old.

Procedures:

A. Phases of Case Manager Contacts with a Child, Youth or Young Adult	1. A Case Manager's contact with a child, youth, or young adult consists of three phases: before, during, and after. a. The Case Manager plans and prepares for the contact with the child, youth, or young adult before the contact is scheduled to occur. b. The Case Manager engages, assesses, explores, and adjust during the contact with the child, youth, or young adult.
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	c. The Case Manager documents, debriefs, and follow-up on any needs identified after the contact with the child, youth, or young adult has occurred.
B. Case Manager Contact with a Child or Youth in Placement Setting	1. The Case Manager makes contact with a child or youth in a placement setting every calendar month. The Case Manager makes additional contacts with the child or youth in the calendar month based on the child's safety, permanency, or well-being needs. 2. The Case Manager makes contact with a child or youth in an out-of-state congregate care placement setting every calendar month. The Case Manager makes additional contacts with the child or youth in the calendar month based on the children or youth's safety, permanency, or well-being needs.
C. Case Manager Contact with a Child or Youth in a Temporary or Emergency Placement Setting	1. The Case Manager makes weekly contact with a child or youth placed in a temporary or emergency placement setting.
D. Case Manager Contact with a child in an ICPC placement	1. When a child or youth is placed out of state through the ICPC the Case Manager: a. monitors and follows up on progress reports from the supervising state to determine if monthly face-to-face contacts are being made and if any additional or different services are needed; and b. document receipt of progress reports from the supervising state into CAPSS.
E. Case Manager Contact with Young Adult In Extended Foster Care	1. The Case Manager makes contact with a young adult that remains in a placement setting every calendar month. The Case Manager makes additional contacts with the young adult in the calendar month based on the young adult's safety, permanency, or well-being needs. 2. The Case Manager makes correspondence, telephonic, or virtual communication for monthly contact with a young adult that is enrolled in an out-of-state post-secondary educational institution. The Case Manager makes additional correspondence, telephonic, or virtual communication with the

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	young adult in the calendar month based on the young adult's safety, permanency, or well-being needs.
F. Case Manager Contact with Non-SCDSS Youth and Young Adult	1. The Case Manager makes correspondence, telephonic or virtual communication once every calendar month for a youth or young adult that is receiving Chafee or ETV services but is not placed in SCDSS' custody nor an SCDSS' placement setting. The Case Manager may make additional correspondence, telephonic, or virtual communication with the youth or young adult based on the youth or young adult's safety, permanency, or well-being needs.
G. Exceptions to a Case Manager's Contact with a Child or Youth	1. The Case Manager makes contact with a child or youth in foster care every calendar month unless one of the following exceptions is presented: a. Child or youth is on runaway status during the calendar month with concerted efforts to locate the child documented in CAPSS. There must be documentation of runaway status in the case record and all concerted efforts, including legal searches, to locate the child or youth. b. Child or youth is traveling out-of-state or the country with the Caregiver for the entirety of the calendar month with documented approval by SCDSS. c. The child or youth is living out-of-state for the entirety of the calendar month. There must be documentation that SCDSS made concerted efforts to make correspondence, telephonic, or virtual communication with the child, youth, or caregiver or the representative of the out-of-state agency responsible for monitoring the child's status. 2. The Case Manager completes DSS Form 30207: Foster Care Oversight Form to capture the exception to the monthly Case Manager Contact. Additionally, the Case Manager documents the exception into CAPSS using action code "Exception Report Completed" and links the form into the case record in CAPSS.
H. Team Leader Case Consultation	1. The Team Leader provides support to the Case Manager through monthly case consultations, coaching, skill-building, and: a. Reviews documentation of the Case Manager's contacts with a child, youth, or young adult. The Team Leader evaluates the quality of the documentation and provides feedback.

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	b. Provides support and coaching to the Case Manager to address any barriers or issues related to contacts with the child, youth, or young adult. c. Review weekly data reports for the occurrence of Case Manager contact with the child, youth, or young adult within the calendar month. i. The Team Leader will monitor exemption reports submitted for missed Case Manager contacts with a child, youth, and young adults within the calendar month. ii. The Team Leader will review the exemption report for anomalies.
Form:	DSS Form 30207: Foster Care Oversight Form
Resource:	DSS Booklet 37147 Case Manager Practice Profiles
Related Management Reports:	CAPSS Batch Reports: Foster Care Case Management Report – SF170-R01, Foster Care Attention Report – SF180-R01, Foster Care Measures – SF250-R01 HS Dashboard Report: Performance Measure 14a – Face to face with Foster Children