



State of South Carolina Department of Social Services

400.3: Concerted Efforts to Locate and Engage Families Work Aid **Supplemental to DSS Policy Manual: CWS, Special Topics**

A. Concerted Efforts Timeframes	When a Family Preservation Services line is opened and DSS is unable to locate the family, the FPS line will close after 60 days of documented concerted efforts. The efforts outlined in this work aid must be completed at the following key points in the life of a case: 1. Within 24 hours of an unsuccessful contact; 2. Within 48 hours of an unsuccessful contact; and 3. Ten days prior to case closure.
B. Concerted Efforts	The efforts outlined below must occur at all key points in the case: 1. Visit at least one of the below: a. Family's reported whereabouts; b. Family's residence; c. Child(ren)'s school; d. Child(ren)'s childcare or babysitter's home; or e. Other suitable locations. 2. Contact at least one of the below: a. Child(ren)'s family; b. Law enforcement for a welfare check; c. Neighbors; d. Utility companies; e. Known service providers; or f. If not anonymous, the reporter.
C. Next Steps	1. Next steps within 24 hours of an unsuccessful contact a. If there is evidence the family has moved, county personnel shall do a CLEAR search to obtain the most recent address. b. Attempt contact at that address within 24 hours of receipt. 2. Next steps within 48 hours of an unsuccessful contact a. Consult Economic Services who can access SNAP information b. Consult Child Support Services c. Consult Child Care Licensing d. If still unable to locate after the above consults, consult with the team leader for next steps. 3. Next steps ten days prior to case closure a. In child welfare cases, if still unable to locate after the attempts outlined in Section B the following shall occur:

	i. For Investigations cases, immediately consult your team leader for case closure. If the case has an open CWS Investigation line, code the case closure as Unfounded Category III – unable to locate. ii. For Family Preservation cases, the case manager must continue to make concerted efforts to locate for 60 days and closes the case if unsuccessful. b. If there is court involvement, the case manager files a petition with the court to close the case.
D. Additional Guidance	1. In the event of an emergency, immediately contact law enforcement for a welfare check. An emergency is a situation where a child appears to face an immediate risk of abuse or neglect that could result in death or serious harm. 2. Contact Child Support as another means of search, if applicable. 3. If all concerted efforts have been exhausted, case manager will consult the county legal department and may seek an inspection warrant. 4. If an address is found at any point above, attempt contact at that address within one business day. 5. Do not leave fliers, business cards, or notes, etc.