



South Carolina Department of Social Services

Work Aid- Concerted Efforts – Locating and Engaging Families

Supplemental to DSS Policy:

A. Recognizing a Need

1. The case manager assigned to the child's case has the primary responsibility for completing concerted efforts to identify, locate, and engage parents (absent and non-custodial), including parents of a sibling, half-sibling or step-sibling that have legal custody of the sibling, maternal and paternal relatives, fictive kin, other significant adult connections identified by the parents or child.
2. The case manager makes concerted efforts when the child, parents (absent and non-custodial), and/or guardian is unable to be located by SCDSS.
 - a. At initial contact, if the whereabouts of a parent (absent and non-custodial), and guardian (if applicable) are unknown, the Case manager initiates concerted efforts to gather contact information to identify, locate and notify the parent (absent and non-custodial), and guardian (if applicable) of agency involvement. Refer to [Work Aid 3.2 Concerted Efforts to Locate Families](#)
 - b. If agency involvement continues beyond initial contact and the whereabouts of a parent (absent and non-custodial), and guardian (if applicable) become unknown to the agency, the Case manager initiates concerted efforts to gather contact information to locate and/or notify the parent (absent and non-custodial), and guardian (if applicable).
 - c. If a child or youth in foster care is on runaway or missing from agency custody, upon notification of the elopement or notification the child is missing, the Case manager initiates concerted efforts to locate the child. Refer to [550.4 Missing and Runaway Children Policy](#).
 - i. A CLEAR® search cannot be completed for a minor but a case manager can complete a CLEAR® search for a parent (absent and non-custodial), maternal and paternal relative, fictive kin, other significant adult connection and sibling(s) of the child (older than 18), as a means to locate the child or youth.

- | | |
|--|--|
| | <ol style="list-style-type: none">3. The case manager initiates concerted efforts and continues to make concerted efforts at the following key decision points in a case:<ol style="list-style-type: none">a. When it is likely that a child will be placed in out-of-home careb. When the child is placed in out-of-home carec. Prior to a CFTM<ol style="list-style-type: none">i. CFTM Staff are responsible for doing CLEAR® searches prior to a facilitator-led CFTM. Case managers should complete all other comprehensive activities.ii. Case managers are responsible for completing CLEAR® searches prior to CFTM they will facilitate Link to CFTM Policy and Work-Aidd. When it is likely that a child's placement will changee. When a concurrent plan is established and prior to adoption referralf. When reunification is no longer the primary goalg. Prior to court hearings when no identified permanent resource for the child is known.<ol style="list-style-type: none">i. Judicial Reviewii. Permanency Planningiii. TPRiv. Plan of APPLA4. The case manager initiates concerted efforts and continues to make concerted efforts to promote positive permanency for a child, youth, or young adult in foster care. Concerted efforts will be completed to preserve or re-establish connections between the child and parents (absent and non-custodial), maternal and paternal relatives, fictive kin, and any other significant adult connections identified by the child or family.5. The case manager initiates concerted efforts and continues to make concerted efforts as a means of gathering information that is helpful to the case including but not limited to any family tribal affiliation. |
|--|--|

B. Making Concerted Efforts	1. The case manager makes concerted efforts through comprehensive activities to gather contact information for parents, appropriate relatives and fictive kin at initial contact and throughout the case including: a. Interviewing the Child/Parents b. Interviewing Relatives or Family Friends c. South Carolina Responsible Father Registry Check. Refer to Responsible Father Registry Policy d. CLEAR® Search e. CAPSS Search f. CHIP/SCOSA Search g. Education Contacts
C. Completing a CLEAR® Search Request, Confirming Receipt, and Review	1. The case manager completes DSS Form 37211, CLEAR Search Request and submits the request to the designated staff member in their region with access to CLEAR®. a. The case manager provides the CAPSS case ID number on DSS Form 37211, CLEAR® Search Request for the designated staff member with access to CLEAR® to complete the request for a CLEAR® search. b. The case manager identifies the reason for the CLEAR® search request on the form and the degree of separation. 2. The case manager submits the request via email to the designated staff member with CLEAR® access assigned to the case manager's county or regional office. The designee with access to CLEAR® assigns a CAPSS case number to all CLEAR® investigative research system queries. 3. The case manager documents their submission of the request into CAPSS dictation with action code "CLEAR® Search Requested" and uploads DSS Form 37211, CLEAR® Search Request into CAPSS linked files.

- | | |
|--|--|
| | <ul style="list-style-type: none">4. Upon receipt of the CLEAR® search results report from the designated staff member, the case manager documents receipt of the report into CAPSS dictation with action code “CLEAR® Received/Reviewed”:<ul style="list-style-type: none">a. The case manager reviews the CLEAR® report in effort to corroborate the information received with their initial request.b. The case manager understands that the information contained within a CLEAR® investigative research report is sensitive and For Official Use Only (FOUO) and notes that the information warrants the same degree of protection and administrative controls that meets the criteria for exemption from public disclosure under the Privacy Act and state and federal Freedom of Information Acts.<ul style="list-style-type: none">i. A CLEAR® report can potentially provide the case manager with the following:<ul style="list-style-type: none">1. Real Time & Historical Reverse phone data for 50 states2. Real Time Consumer and Credit Bureau data from multiple sources including the only service to pull from all three major credit bureau agencies, Experian, Transunion & Equifax3. Utility Hook-up data updated daily4. Real Time Incarceration & Arrest Records, including lineup photos5. Real Time State DMV data6. Deep Web Analytics - Search, organize, and analyze deep Web content from a variety of sources such as social media, blogs, news, etc. to gain actionable intelligencec. The case manager will not share any information derived from a CLEAR® investigative report with any outside source unless given express authorization by their Supervisor for the furtherance of a business-related function.d. The case manager will not upload CLEAR® investigative reports into CAPSS Linked Filese. The case manager will not save CLEAR® investigation reports to G: Drive or their local computer.5. The case manager prints the CLEAR® search results report for placement into the physical case file. |
|--|--|

D. Documentation

1. The case manager documents concerted efforts for an individual party into CAPSS dictation with the appropriate action code.
 - a. The case manager uses “Concerted Efforts – Parent/Non-Custodial Parent” action code to document concerted efforts made to identify, locate or engage a parent or non-custodial parent. The case manager will select the parent or non-custodial parent as the case recipient. If the parent/non-custodial parent is not a case recipient due to non-identification the Case manager will select the applicable child recipient(s).
 - b. The case manager uses “Concerted Efforts – Child/Youth/Young Adult” action code to document concerted efforts made to identify, locate or engage a child, youth or young adult. The case manager will select the child, youth or young adult as the case recipient. The case manager uses this action code to document concerted efforts made to locate a child, youth or young adult that has runaway or is missing from SCDSS custody. Refer to [550.4 Missing and Runaway Children Policy](#).
 - c. The case manager uses “Concerted Efforts – Relative/Other Adult” action code to document concerted efforts made to identify, locate or engage maternal and paternal relatives, fictive kin, or other significant adult connections of case recipient(s). The case manager will select the maternal or paternal relative, fictive kin, or other significant adult connection if they are an existing case recipient. If the maternal or paternal relative, fictive kin, or other significant adult connection is not a case recipient, the case manager will select the applicable child or parent case recipient(s).
2. The case manager documents concerted efforts for an individual party through correspondence with an educational setting or law enforcement agency into CAPSS dictation with the appropriate action code.
 - a. The case manager uses “Concerted Efforts – Education Contact” action code to document correspondence with the current or former education setting of the child/youth for the purpose of concerted efforts (i.e to gather contact information for known and unknown parents, maternal and paternal relatives, fictive kin and any other significant adult connections of the child and family). The case manager will select the applicable child, youth or young adult case recipient(s).
 - b. The case manager uses “Concerted Efforts – Law Enforcement Contact” action code to document correspondence with local Law Enforcement for the purpose of concerted efforts (i.e to gather contact information for the known and unknown parents, maternal and paternal relatives, fictive kin and any other significant adult connections of the child and family). The case manager uses this action code if correspondence is made with law enforcement to locate a child that has runaway or

is missing from SCDSS custody. The Case manager will select the applicable parent, relative, child, youth, young adult or other adult case recipient(s).

3. The case manager documents the request, receipt of information reports into CAPSS dictation with the appropriate action code.
 - a. The case manager uses “CLEAR® Search Requested” action code to document the request of a CLEAR® report from designated staff with CLEAR® access. The case manager will select the applicable case recipient the request is being made for.
 - b. The case manager uses “CLEAR® Search Received/Reviewed” action code to document the receipt and the review of a CLEAR® report from designated staff with CLEAR® access. The case manager will select the applicable case recipient the request was made for.
 - c. The case manager uses “CHIP/SCOSA Search Requested” action code to document the request of a CHIP/SCOSA Search from an SCDSS Economic Services staff with access. The case manager will select the applicable case recipient the request was made for.
 - d. The case manager uses “CAPSS Search Completed” action code to document the completion of a search in CAPSS for the purposes of gathering contact information for parents (absent and non-custodial), maternal and paternal relatives, fictive kin and any other significant adult connections of the child and family. The case manager will select the applicable case recipient the search was completed for.
4. The case manager will use the [DSS Form 2632, Concerted Efforts Guide – Unable to Locate](#) to track the concerted efforts made for an individual party in the case that is unable to be located. The case manager details the various comprehensive activities completed to locate and engage the individual party on DSS Form 2632, Concerted Efforts Guide – Unable to Locate.
 - a. The case manager uses “Concerted Efforts Guide – Unable to Locate - Completed” action code to document the completion of DSS Form 2632, Concerted Efforts Guide – Unable to Locate. The case manager will select the applicable case recipient the form was completed for.

E. Supervisor - Case Consultation	1. The supervisor discusses concerted efforts and provide guidance where required as part of their monthly case consultation with the case manager. 2. The supervisor monitors ongoing concerted efforts by the case manager by reviewing concerted effort data reports and completing qualitative case record reviews. The supervisor continues to assess concerted efforts made by the case manager throughout the life of the case. 3. The supervisor provides guidance and direction to the case manager when contact with a known and unknown parent, maternal and paternal relative, fictive kin and any other significant adult connection may cause a significant safety issue for the child or parents or substantially limit SCDSS ability to work with the parent to the detriment of the child.
--	--