



## South Carolina Department of Social Services Work Aid 510.3 - Visitation

### Supplemental to DSS Policy: Visitation (Family Time)

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| <b>A. Visitation Planning</b> | <ol style="list-style-type: none"><li>1. The Case Manager schedules visitation between a child in foster care, the child's parent(s), or guardian(s), and siblings to occur within one (1) week of the child entering foster care, unless such visitation is prohibited by court order. Refer to GPS Practice Profile Case Manager: Visitation.</li><li>2. Within thirty (30) days of a child entering foster care, the Case Manager initiates and finalizes the Visitation Plan in CAPSS with the Child and Family Team as part of the process of initiating and finalizing the Family Permanency Plan within the CFTM. The Visitation Plan will be reflected on the Family Permanency Plan document in Section Four (IV). The Case Manager finalizes the Visitation plan prior to the merits hearing or within ten (10) days of the hearing occurring.</li><li>3. The Visitation Plan determines the type of visitation, locations, dates and times, types of activities, length, supervision, necessary supports, any barriers to visitation and plans to address those barriers, and any community connections that can be utilized to assist in cultivating a positive relationship between child and parent.<ol style="list-style-type: none"><li>a. Visitation between a child and his parent, or non-custodial parent is to occur no less than twice (2) per month or more frequently when appropriate and possible.</li><li>b. Visitation between a child and their sibling(s) is to occur no less than once (1) per month or more frequently when appropriate and possible.</li></ol></li><li>4. In addition to visitation, other communications such text messages, phone calls, emails, social media messages, and/or video calls between a child in foster care and the child's parent(s), guardian(s), and</li></ol> |
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|                           | <p>siblings is to occur and is encouraged with consideration to age, development and available technology. These communications will be incorporated into the visitation plan.</p> <p>5. Frequent and consistent visitation is an essential right of the children and families served by SCDSS when the child or youth is in out-of-home care thus neither SCDSS nor caregivers will limit or prohibit visitation between a child in foster care and the child's parent(s) and guardian(s), and/or siblings as a disciplinary measure.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| B. Visitation Tab         | <ol style="list-style-type: none"> <li>1. The Visitation Plan is created in CAPSS in the Visitation Tab for each child recipient. The Visitation Plan can be copied for the child's sibling(s) that are also in foster care.</li> <li>2. The Case Manager uses the Visitation Tab in CAPSS to schedule parent(s), guardian(s), and sibling visitation. "Siblings" of the child are those that are also in foster care. Parent/guardian and sibling visitation can be scheduled to occur simultaneously. <ol style="list-style-type: none"> <li>a. Planned visits are scheduled and planned with the Child and Family Team. The Case Manager inputs the visitation schedule into CAPSS based on what was established by the Child and Family Team. The initial visitation plan is created in CAPSS within 30 days of the child entering foster care. The visitation can be planned out up to three months in advance.</li> <li>b. Unplanned visits are unscheduled by the Case Manager and family. These visits can include same day or next day visits which are decided at that time.</li> </ol> </li> <li>3. The Visitation Plan is printed from the Visitation Tab in CAPSS by the Case Manager and is provided to the child, parent(s), non-custodial parent(s), guardian(s), and caregiver. The Case Manager will provide an updated visitation plan to the child, parent(s), non-custodial parent(s), guardian(s), and caregiver every three (3) months and when the plan is updated or modified.</li> </ol> |
| C. Preserving Connections | <ol style="list-style-type: none"> <li>1. The Case Manager asks the child, the child's parent(s) and non-custodial parent(s), and any other person(s) (including other professionals involved with the child) about the names and addresses of any relatives or other significant persons with whom the child might have an emotionally significant connection.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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|                                                            | <ol style="list-style-type: none"> <li>2. The Case Manager uses the Preserving Connections Tab in CAPSS to add an individual to the case that is not listed in the case as a recipient in order to schedule visitation between the child and this individual. This individual can be a relative or other significant person. This type of visitation is scheduled as “Preserving Connections”.</li> <li>3. Once this individual has been added to the case under the preserving connections tab in CAPSS, the Case Manager will be able to add this individual to the visitation plan, as the individual will appear as a recipient to select when developing the visitation plan.</li> <li>4. The Case Manager coordinates reasonable and meaningful visitation between the child and any relative or other significant persons identified in accordance with the child's best interest. Visitation between the child and any relative or other significant person will be captured in the Visitation Tab.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| D. Visitation with Parent, Non-Custodial Parents, Guardian | <ol style="list-style-type: none"> <li>1. Visitation between a child and their parent, non-custodial parent, and guardian is scheduled and arranged to occur twice per calendar month or more frequently, when appropriate and possible.</li> <li>2. Frequency of visitation between children in foster care and their parent, non-custodial parent, or guardian should correlate with the child’s age and development, as well as be consistent with the permanency goal of the child and family. (Refer to <a href="#">Case Manager Practice Profile: Visitation (Child and Parent; Sibling)</a>) <ol style="list-style-type: none"> <li>a. Infants and toddlers between the ages of 6 months to 3 years are particularly vulnerable to separation and benefit from more frequent and consistent visitation with their parent, non-custodial parent, or guardian to promote physical, social, emotional and cognitive development.</li> <li>b. School-age children also benefit from more frequent and consistent visitation as well as utilizing other means of communication with their parent and non-custodial parent (phone calls, photo exchanges, text messaging, letters, video chats, etc.).</li> <li>c. Adolescent youth are more likely to feel resentful when visitation schedules are made for them and do not consider school, social or community activities. The Case Manager involves developmentally appropriate adolescent youth in the development of the Visitation Plan.</li> </ol> </li> </ol> |

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|  | <ol style="list-style-type: none"><li>3. If a child has been placed out of state through ICPC with a permanency plan of reunification with a parent, non-custodial parent or guardian that continues to reside in South Carolina, visitation is scheduled and arranged to occur twice per calendar month or more frequently. If in-person visitation is not feasible due to geographic distance, the Case Manager schedules and arranges visitation utilizing alternative methods of communication (i.e., text messages, phone calls, emails, social media messages, and/or video calls). Refer to <a href="#">ICPC policy</a>.</li><li>4. The Case Manager schedules and arranges visitation between children in foster care and their Parent(s), Non-Custodial Parents, Guardian(s) unless one of the following exceptions is met for the calendar month for which visitation is due and documented in CAPSS.<ol style="list-style-type: none"><li>a. Court order prohibits or limits parent visitation.</li><li>b. Parent is missing or child is on runaway, with concerted efforts to locate.</li><li>c. Parent or child is incarcerated or in a facility that does not allow visitation, despite best efforts.</li><li>d. Parent refused to participate in visitation, despite concerted efforts by the Case Manager.</li><li>e. Parent did not show up to visit, despite attempts to successfully arrange and conduct the visit by the Case Manager.</li><li>f. Parental rights were terminated in that month, but subject to the good-bye visit requirements of 5 below, and the limitations in 6 below.</li><li>g. Parent visit is infeasible due to geographic distance in the calendar month, with efforts to provide alternative forms of contact.</li><li>h. visitation would be psychologically harmful to the child based on the professional medical judgment of a LPHA and supervisory approval has been obtained and documented in CAPSS as an exception to visitation;</li></ol></li><li>5. When the parental rights of the parent and non-custodial parent have been terminated by the court and when the legal clearance letter has been issued, the Case Manager schedules the good-bye visit between the child and the parent and non-custodial parent.</li><li>6. The parent is entitled to visitation until the legal clearance letter has been issued, unless otherwise stated in a court order.</li></ol> |
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|                                      | <p>Note: Best practice indicates that children may benefit from contact with their parent or non-custodial parent after the finalization of the TPR Action. Input of the Child and Family Team should be considered when making a best interest determination for continued visitation, the frequency, and level of visitation supervision.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>E. Visitation with Sibling(s)</b> | <ol style="list-style-type: none"> <li>1. When siblings in foster care are separated, visitation is scheduled and arranged to occur once every calendar month. Visitation between separated siblings is scheduled and arranged more frequently to respect the individualized needs of the child and family.</li> <li>2. The Case Manager schedules and arranges visitation between siblings separated in foster care unless one of the following exceptions is met for the calendar month for which visitation is due and the exception is documented in CAPSS: <ol style="list-style-type: none"> <li>a. an existing court order specifies no or limited sibling visitation;</li> <li>b. child or sibling is on runaway during a calendar month and the visit cannot occur due to inability to locate child;</li> <li>c. child or sibling is incarcerated or in a facility that does not allow visitation;</li> <li>d. child or sibling refuses to participate in the visit;</li> <li>e. despite diligent concerted efforts to provide visitation, the sibling visit is infeasible due to geographic distance (Case Manager must document diligent concerted efforts to make sibling visits in CAPSS and to provide alternative forms of contact between siblings when visitation is not possible);</li> <li>f. visitation would be psychologically harmful to the child based on “clinical judgement” and supervisory approval has been obtained and documented in CAPSS as an exception to visitation;</li> <li>g. a Case Manager determines, while in the field, that a visit poses immediate safety concerns and may opt to defer the visitation. The Case Manager consults with the supervisor by the end of the work day. The Case Manager documents in CAPSS the reason that the visitation did not proceed and notify, in writing, the supervisor and the County Director within three (3) business days. If the sibling visitation was court ordered, a follow up staffing will be held with the legal department within three business days to determine whether a court hearing is necessary to seek amendment of court ordered visitation. The visitation plan must be amended with the family, if necessary, to address future visitation.</li> </ol> </li> </ol> |

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|                                            | <ol style="list-style-type: none"> <li>3. In addition to sibling visits, the Case Manager must facilitate or arrange for other ongoing, frequent interaction between siblings (i.e., text messages, phone calls, emails, social media messages, and/or video calls) must be allowed and encouraged with consideration to age, development and available technology. These communications will be incorporated into the visitation plan.</li> <li>4. Frequent and consistent visitation is an essential right of the children and families served by SCDSS when the child or youth is in out-of-home care thus neither SCDSS nor caregivers will limit or prohibit visitation between a child in foster care and the child's parent(s) and guardian(s), and/or siblings as a disciplinary measure.</li> <li>5. When the parental rights have been terminated by the court, sibling visitation continues to be scheduled and arranged to occur once every calendar month, or more frequently as appropriate and possible.</li> </ol>                                                                                                                                                                                                                                               |
| <b>F. Levels of Visitation Supervision</b> | <ol style="list-style-type: none"> <li>1. There are four levels of visitation supervision: therapeutic, supervised, monitored, unsupervised.</li> <li>2. The therapeutic level of visitation supervision is facilitated by a Licensed Practitioner of the Healing Arts (LPHA) due to existing attachment, relational, or transition concerns between a parent and children and/or sibling(s). This is the highest level of visitation supervision. <ol style="list-style-type: none"> <li>a. Therapeutic visitation may be court ordered, recommended by a Licensed Practitioner of the Healing Arts (LPHA) working with the child, parent, guardian, or sibling; or recommended by SCDSS.</li> </ol> </li> <li>3. The supervised level of visitation supervision is facilitated by a SCDSS Case Manager due to safety concerns and the necessary assessment of parental capacity and/or sibling interaction by SCDSS during the visit.</li> <li>4. The monitored level of visitation supervision is facilitated by an adult pre-approved by SCDSS or the Case Manager. This level of visitation supervision involves intermittent observation of the visit due to current risks and warrants a necessary assessment of parental capacity and/or sibling interaction.</li> </ol> |

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|                                  | <ol style="list-style-type: none"> <li>5. Unsupervised visitation is the least restrictive level of visitation supervision. The parent(s), non-custodial parent(s) or guardian(s) is alone with the child due to the reduction of safety and risk factors and an increase in protective capacity.</li> <li>6. When visitation requires supervision (i.e., therapeutic, supervised, monitored), objective measurable goals are identified by the CFT as part of the Family Permanency Plan to determine what the family is to accomplish in order to reduce visitation safety threats, build protective capacities, and move to the next least restrictive level of visitation supervision.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>G. Documenting Visitation</b> | <ol style="list-style-type: none"> <li>1. The Case Manager documents all visitation between a child and parent(s), non-custodial parent(s), guardian(s), sibling(s), family members, or other significant person(s) into the case record in CAPSS. Visitation can also be documented into CAPSS access portal(s) by the child's caregiver to populate into the case record in CAPSS. <ol style="list-style-type: none"> <li>a. The Case Manager verifies the occurrence of all visitation.</li> <li>b. The Case Manager debriefs all visitation facilitated or monitored by a LPHA and/or adult pre-approved by SCDSS. This includes the review of the documentation of these visits.</li> </ol> </li> <li>2. Visitation monitored by a licensed foster parent, therapeutic foster parent, and kinship foster parent with access to the Child and Adult Information Portal (CAIP). can be documented into the CAIP to populate into the Visitation Portal Tab in CAPSS. All caregivers do not have access to the CAIP.</li> <li>3. Visitation monitored by a group care provider with access to Kaleidecare can be documented into Kaleidecare to populate into the case record into the Visitation Tab. All group care providers do not have access to Kaleidicare.</li> <li>4. The Case Manager initiates and completes the Visitation Plan in CAPSS in the Visitation Tab within thirty (30) days of the child entering foster care and continues to update and complete the Visitation Plan throughout the life of the case. The Case Manager documents the visitation occurrence or non-occurrence (i.e. no-show or cancellation) that occurs as part of the Visitation Plan as a "planned" visit.</li> </ol> |

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|  | <p>The Case Manager documents the occurrence of any visit that occurs outside of the established Visitation Plan as an “unplanned” visit.</p> <ol style="list-style-type: none"> <li>5. The Case Manager documents supervised and monitored visitation which must include a detailed account of the activities the participants of the visit engaged in; interactions between the visitation participants; observed improvements in the interactions compared to previous visits; and any concerns regarding the visit and how these concerns were addressed. <ol style="list-style-type: none"> <li>a. The Case Manager verifies the occurrence of monitored visitation by an adult pre-approved by SCDSS.</li> <li>b. The Case Manager reviews visitation documentation entered by a caregiver into the CAIP and/or Kaleidicare access portals</li> <li>c. The Case Manager documents the occurrence of planned or unplanned monitored visits not entered by a caregiver into the CAIP and/or Kaleidicare access portals.</li> </ol> </li> <li>6. The Case Manager documents therapeutic visitation by the LPHA which must include a detailed account of the activities the participants of the visit engaged in; interactions between the visitation participants; observed improvements in the interactions compared to previous visits; and any concerns regarding the visit and how these concerns were addressed. <ol style="list-style-type: none"> <li>a. If the Case Manager is not present during the occurrence of the therapeutic visitation, the Case Manager verifies the occurrence of therapeutic visitation facilitated by the LPHA.</li> <li>b. The Case Manager debriefs the visitation facilitated by the LPHA with the LPHA and each individual participant of the visitation.</li> <li>c. The Case Manager references and uploads all available therapeutic notes of the visitation from the LPHA into the case record.</li> </ol> </li> <li>7. The Case Manager debriefs the unsupervised visitation with the visit participants to document unsupervised visitation according to documentation standards. The documentation must include a detailed account of the activities the participants of the visit engaged in; interactions between the visitation participants; improvements in the interactions compared to previous visits; and any concerns regarding the visit and how these concerns were addressed.</li> <li>8. Planned and completed visitation in the Visitation Tab will also be reflected on the Family Permanency Plan.</li> </ol> |
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| <p><b>H. Supervisor Case Consultation</b></p> | <ol style="list-style-type: none"> <li>1. The Supervisor provides support and guidance to Case Managers to promote consistent and frequent visitation between a child in foster care and parents, non-custodial parents, guardians, siblings, relatives or other significant persons every calendar month.               <ol style="list-style-type: none"> <li>a. By the twentieth day of the month, the Case Manager must request a staffing with a supervisor if there is a risk the Case Manager will missing a family or sibling visit the Case Manager is responsible for supervising or monitoring.</li> <li>b. If a Case Manager has a scheduled or unexpected absence, the supervisor is responsible for facilitating the supervised or monitored visitation during the Case Manager's absence.</li> </ol> </li> <li>2. The Supervisor monitors the occurrence and frequency of visitation as according to policy between the child, parent(s), guardian(s), siblings, family members, or other significant person(s) through Visitation Tab management reports.</li> <li>3. The Supervisor evaluates the quality of visitation documentation through case reviews and provides feedback during monthly case consultations.</li> <li>4. The Supervisor provides practice guidance, modeling, and coaching to the Case Manager to improve the occurrence, frequency, and quality of visitation and improve the quality of visitation documentation.</li> </ol> |
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