



State of South Carolina

Department of Social Services

Child Welfare Policies and Procedures: Chapter 5

Subject:	570.2 Case Manager Contacts with a Caregiver
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 S.C. Code Ann. Section 63-1-40
Standards:	South Carolina Practice Model: Guiding Principles and Standards (GPS)
Application:	Foster Care Case Managers and Supervisors
Purpose:	To set forth procedures for South Carolina Department of Social Services (SCDSS) Case Manager contacts, correspondence, telephonic or virtual communication with the Caregiver of a child, youth, or young adult in the care, custody, or guardianship of the SCDSS. The frequency of contacts should be based on the safety and risk needs of the case, but contacts are to occur at least once every calendar month.
Policy Statement:	Case Manager contacts, correspondence, telephonic and virtual communication with a Caregiver promote the safety, permanency, and well-being of the child, youth, or young adult in the Caregiver's care. These interactions engage the Caregiver in the Family Permanency Planning process, establish their membership and contributions to the Child and Family Team, and promote further progress toward the defined case goals and outcomes. Case Manager contacts, correspondence, telephonic and virtual communication with a Caregiver is essential to the ongoing safety and risk assessments, functional assessments, and planning toward permanency for a child, youth, or young adult.
Definitions:	Caregiver: The person that a child, youth, or young adult in the care, custody, or guardianship of the SCDSS is placed with for temporary or long-term care. This person is responsible for the child, youth, or young adult's daily care in the placement setting (i.e., kinship caregiver, fictive-kin caregiver, foster parent, group care provider, etc.). Case Manager: Child Welfare certified staff with a classification of Human Service Specialist II or above. 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, youth, or young adult to achieve safety, permanency, and well-being. Correspondence: Communication by letters, text messages, or e-mail.

Current Effective Date:10/01/20

Child or Youth: A person under the age of 18 in the care, custody, or guardianship of the SCDSS.

Contact: An intentional face-to-face interaction between a Case Manager and a Caregiver. The Case Manager monitors progress and services, promotes the timely achievement of case goals, and addresses safety, permanency, and well-being needs.

Family Permanency Plan (Formerly Treatment Plan/Placement Plan/Case Plan): The sole plan for a family that is developed collaboratively with the Child and Family Team to describe the reasons for agency involvement, the actions and services required to change behaviors and reduce safety concerns and risks, and promote the safety, permanency, and well-being of the child, youth, or young adult and family.

Interstate Compact on the Placement of Children (ICPC): A contract among all 50 U.S. states, the District of Columbia, and the Virgin Islands providing for protection and support services for children, youth and young adults moved between compact members when the court has jurisdiction over the child, youth, or young adult.

Placement Setting: The physical residence a child, youth, or young adult in the care, custody, or guardianship of the SCDSS resides. 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.

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 or 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.

Visitation Plan: A plan detailing the duration and frequency of interaction between a child, youth, or young adult and their parents or guardians, siblings, other family members, and other significant persons in the child, youth, and young adult's life. This plan is developed with the child, youth, or young adult, parents, and family supports, with input from the Caregivers and Guardian ad Litem, designed to promote, maintain, and develop permanency and healthy attachments while reducing the negative effects of separation.

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

Procedures:

A. Phases of a Case Manager Contact with a Caregiver	1. A Case Manager contact with a Caregiver consists of three phases: before, during, and after. a. The Case Manager plans and prepares for the contact with the Caregiver before the contact is scheduled to occur. b. The Case Manager engages, assesses, explores, and adjusts during the contact with the Caregiver. c. The Case Manager documents, debriefs, and completes all follow-up after the contact with the Caregiver has occurred.
B. Case Manager Caregiver Contact in the Placement Setting	1. The Case Manager makes correspondence, telephonic, or virtual communication with the Caregiver at least once every calendar month. The Case Manager may make additional contacts with the Caregiver in the calendar month based on the child, youth, or young adult's safety, permanency, or well-being needs. 2. Correspondence, telephonic, or virtual communication can be made with a Caregiver in place of a contact for the calendar month, however, the following month the Case Manager contact with the Caregiver will occur in the placement setting. 3. The Case Manager assesses the Caregiver's capacity to meet the safety, permanency, and well-being needs of the child, youth, and young adult and assesses the needs and concerns of the Caregiver as it relates to the care of the child, youth, or young adult. 4. Once every calendar month, the Case Manager assesses all other adults residing in a non-congregate care placement setting as it relates to the safety, permanency, and well-being of the child, youth, or young adult. a. This assessment of other adults residing in the non-congregate care placement setting may be conducted with the Caregiver or separately at the discretion of the SCDSS.

	b. The Case Manager follows all procedures for the clearance of other adults residing in a non-congregate care placement setting. 5. The Case Manager assesses the continuing capacity of the foster family home and group home providers to utilize the knowledge and skills relating to the reasonable and prudent parent standard for the participation of the child, youth, or young adult in age or developmentally appropriate activities.
C. Case Manager Caregiver Contact in an ICPC placement	1. When a child, youth, or young adult is placed with a Caregiver 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. Documents receipt of progress reports from the supervising state into the case record.
D. Supervisor Case Consultation	2. The Supervisor provides support to the Case Manager through monthly case consultations, coaching, skill-building, and: a. Reviews documentation of Case Manager Contacts with a Caregiver. The Supervisor evaluates the quality of the documentation and provides feedback. b. Provides support and coaching to the Case Manager to address any barriers, concerns, or issues related to Contacts with a Caregiver. c. Reviews weekly data reports for the occurrence of Case Manager Contacts with a Caregiver within the calendar month.
Forms:	
Resources:	GPS Case Manager Practice Profiles GPS Practice Model
Related Management Reports:	CAPSS Batch Reports: Foster Care Case Management Report – SF170-R01, Foster Care Attention Report – SF180-R01, and Foster Care Measures – SF250-R01