



State of South Carolina

Department of Social Services

Child Welfare Policies and Procedures: Chapter 5 Foster Care

Subject:	570.1 Case Manager Contacts with Parents, Non-Custodial Parents and Guardians
Authority:	S.C. Code Ann 63-7-1660, S.C. Code Ann 63-7-1680, S.C. Code Ann 63-7-2310, S.C. Code Ann 63-1-40
Standards:	South Carolina Practice Model: Guiding Principles and Standards
Application:	Case Managers and Supervisors
Purpose:	To set forth procedures for South Carolina Department of Social Services (SCDSS) Case Manager Contacts with Parents, Non-Custodial Parents, and Guardians. Frequency of the Contacts should be based on the needs of the case but will occur every calendar month.
Policy Statement:	Case Manager contacts with Parents, Non-Custodial Parents, and/or Guardians promotes safety, permanency, and well-being. A quality contact engages the Parents, Non-Custodial Parents, and Guardians in the Family Permanency Planning process, establishes their membership and contributions to the child and family team, and promotes further progress toward the defined permanency goals. The Case Manager's contacts with Parents, Non-Custodial Parents, or Guardians are essential to the ongoing assessment of safety and risk for the functional assessment and planning toward permanency.
Definitions:	Caregiver: The person a child, youth or young adult in the care, custody, or guardianship of SCDSS is placed with for temporary or long-term care. This person is responsible for the child's daily care in the placement setting (i.e., kinship caregiver, fictive-kin caregiver, foster Parent, group care provider, etc.). Case Manager: A Child Welfare certified staff with a classification of Human Service Specialist II or above. 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 timely achievement of permanency goals, and addresses and 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

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required to change behaviors and reduce safety concerns and risks, and promote the safety, permanency, and well-being of the child and family.

Child and Family Team: A group of family members, fictive kin, friends, professionals, and other invested stakeholders who join to strengthen a family and provide a protection and Family Permanency Plan for the child to achieve safety, permanency, and well-being. The family chooses the members of the team. The team also includes the child or youth when developmentally appropriate.

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

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

Parent: Mother or father, whether biological or adoptive, from whom the child was removed from and with whom the agency is working toward reunification. This includes incarcerated Parents.

Family Time (Visitation): An intentional face-to-face interaction between a child and their Parents, guardians, siblings, extended family members, or other significant people in the child's life. Family Time is designed to increase bonding and attachment between those participating in the interaction.

Procedures:

A. Phases of Case Manager Contacts with a Parent, Non-Custodial Parent or Guardian	1. A Case Manager's contact with a Parent, Non-Custodial Parent or Guardian consists of three phases: before, during and after. a. The Case Manager plans and prepares for the contact with the Parent, non-custodial Parent, or guardian before the contact is scheduled to occur. b. The Case Manager engages, assesses, explores, and adjusts during the contact with the Parent, non-custodial Parent or guardian. c. The Case Manager documents, debriefs, and completes all follow-up after the contact with the Parent, non- custodial Parent, or guardian has occurred.
B. Case Manager Parent, Guardian, or Non-Custodial Parent	1. The Case Manager makes monthly contact with the Parent or guardian for the purposes of: a. Ongoing assessment of the Parent or guardian's ability to maintain a safe and appropriate home for the child, youth, or young adult.

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Contact	b. Identifying the services, the Parent or guardian may need to develop the protective capacities related to the identified safety threats. c. Reviewing, assessing, and monitoring progress of any ongoing services to determine if the Family Permanency Plan is effective in successfully changing the behaviors or home circumstances that prompted the child, youth, or young adult's placement in foster care. d. Assessing and monitoring adult Parenting relationships with the child, youth, or young adult. e. Sharing information with and obtaining information from the Parent or guardian regarding the child, youth, or young adult's well-being. 2. Assess for barriers to progress and explore how the SCDSS can assist. The Case Manager makes monthly Contact with the Non-Custodial Parent for the purposes of: a. Ongoing assessment of the Non-Custodial Parent's ability to provide and maintain a safe and appropriate home for the child, youth, or young adult. b. Identifying the services, the Non-Custodial Parent may need in order to develop the protective capacities related to the identified safety threats c. Reviewing, assessing, and monitoring progress of any ongoing services that were identified to maintain a safe and appropriate home for the child, youth, or young adult. d. Assessing and monitoring adult Parenting relationships with the child, youth, or young adult. e. Sharing information with and obtaining information from the Parent regarding the child, youth, or young adult's well-being. f. Assess for barriers to progress and explore how the SCDSS can assist.
C. Case Manager Incarcerated Parent	1. When a Case Manager learns a Parent or Non-Custodial Parent is incarcerated: a. The Case Manager identifies the facility, conviction, sentence, and expected release date. If the Parent or Non-Custodial Parent has only been charged with a crime, the Case Manager identifies the jail location and estimated release date. b. Within 30 calendar days of learning a Parent or Non-Custodial Parent is incarcerated, the Case Manager

	contacts the Parent or Non-Custodial Parent to advise them of their rights and responsibilities, including the right to visitation and responsibility to support the child, youth or young adult while incarcerated. i. If visitation is not prohibited by court order or the facility, the Case Manager schedules visitation. Frequency of the visits should be based on the needs of the case but will occur every calendar month. Visitation with an incarcerated Parent or Non-Custodial Parent may only be prohibited if doing so is court ordered. ii. The Case Manager will confirm that the incarcerated Parent or Non-Custodial Parent is notified of all court hearings and Foster Care Review Board meetings. c. The Case Manager collaborates with the Parent or Non-Custodial Parent and the facility social work staff (if applicable) to determine what rehabilitation and training programs are available and applicable based on the Family Permanency Plan. 2. The Case Manager makes monthly contact with the incarcerated Parent or Non-Custodial Parent to: a. Assess the incarcerated Parent's or Non-Custodial Parent's ability to provide and maintain a safe and appropriate home for the child, youth, or young adult subsequent to release. b. Identify the services necessary to develop protective capacities related to the identified safety threats. c. Review, assess, and monitor progress and effectiveness of the Family Permanency Plan in successfully changing the behaviors or circumstances that prompted the child, youth, or young adult's placement in foster care. d. Assess and monitor adult Parenting relationships with the child, youth, or young adult. e. Share information with and obtain information from the incarcerated Parent or Non-Custodial Parent regarding the child, youth, or young adult's well-being. f. Assess for barriers to progress and explore how the SCDSS can assist.
D. Case Manager Parent or Non-Custodial	1. When a Case Manager learns a Parent or Non-Custodial Parent is residing in an in-patient facility: a. The Case Manager identifies the facility, reason for admission and expected discharge date.

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Parent in an In-Patient Facility	b. Within 30 calendar days, the Case Manager contacts the Parent or Non-Custodial Parent to advise them of their rights and responsibilities, including the right to visitation and responsibility to support the child, youth, or young adult. The Case Manager collaborates with the Parent or Non-Custodial Parent and the facility staff (if applicable) to determine what services are available and applicable based on the Family Permanency Plan. i. If visitation is not prohibited by court order or the facility, the Case Manager coordinates visitation as soon and as frequently as is possible. Frequency of the visitation should be based on the needs of the child and family but will occur twice every calendar month. visitation with a Parent or Non-Custodial Parent in an in-patient facility may only be prohibited if doing so is court ordered. ii. The Case Manager will confirm that the Parent or Non-Custodial Parent is notified of all court hearings and Foster Care Review Board meetings. 2. The Case Manager makes monthly contact with a Parent in an inpatient facility to: a. Assess the Parent or Non-Custodial Parent's ability to provide and maintain a safe and appropriate home for the child, youth, or young adult subsequent to release. b. Identify services necessary to develop protective capacities related to the identified safety threats. c. Review, assess, and monitor progress and effectiveness of the Family Permanency Plan in successfully changing the behaviors or circumstances that prompted the child, youth, or young adult's placement in foster care. d. Assess and monitor adult parenting relationships with the child, youth, or young adult. e. Share information with and obtain information from the Parent or Non-Custodial Parent regarding the child, youth, or young adult's well-being. f. Assess for barriers to progress and explore how the SCDSS can assist.
E. Concerted Efforts to Make Contacts	1. If a monthly contact is not made or feasibly cannot be made, the Case Manager will document all concerted efforts to make a Contact with a Parent, Non-Custodial Parent, or Guardian.

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	2. The Case Manager will reschedule a canceled monthly Contact within the month the contact is canceled.
F. Documentation	1. The Case Manager documents in CAPSS all interactions with the Parent, Non-Custodial Parent, or Guardian. a. This includes documentation of the required monthly contact as well as any additional communication with the Parent, Non-Custodial Parent, or Guardian. 2. Documentation should be in narrative format and reflect how the interaction relates to Family Permanency Plan.
G. Supervision Case Consultation and Monitoring	1. The Supervisor conducts a monthly case consultation with the Case Manager and: a. Reviews documentation of Case Manager Contacts with Parent, Non-Custodial Parent, or Guardian. The Supervisor evaluates the quality of the documentation. b. Provides support and coaching to the Case Managers to address any barriers or issues related Contacts with Parent, Non-Custodial Parent, or Guardian. c. Reviews weekly data reports for the occurrence of Case Manager Contacts with Parent, Non-Custodial Parent, or Guardian within the calendar month.
Resources:	
Related Management Reports:	CAPSS Batch Reports: CF 110-RO1 – Foster Care – Family Assessment