

A Case Manager’s Guide to Opening and Transitioning Cases

Contents

Section One: Pre-Initial Contact	2
Section Two: Initial Safety Decision-Making	2
Section Three: Completing the Family Advocacy and Support Tool (FAST)	2
Section Four: Safety Actions	3
Section Five: Removals	3
Section Six: Investigatory Steps	3

Section One: Pre-Initial Contact

☐	Prior to initial contact	Conduct a Pre-Initial Contact Supervisory Case Consultation to discuss worker safety and consider possible safety concerns and outcomes. Refer to Investigations Work Aid 3.1: Investigative Case Consultations .	CWS Investigative team leader initiates the meeting with the CWS investigator
☐	Prior to initial contact	If needed, consider any language barriers and make arrangements with interpreter	CWS investigator
☐	Within 24 hours of case acceptance	If intake has not completed a law enforcement referral, initiate a law enforcement referral if allegations, to include sexual abuse, are criminal in nature and coordinate a joint investigation	CWS investigator
☐	Within 5 calendar days	If needed, make report to Children's Advocacy Center (CAC). Refer to Child Abuse Response Protocol for CAC Cases .	CWS investigator

Section Two: Initial Safety Decision-Making

☐	Within the assigned response time, dependent on response priority assigned at intake	Make initial face-to-face contact with child victims requiring an assessment of present danger. Refer to Investigative Work Aid 3.3: Initial Contact and Investigative Work Aid 3.4: Conducting Interviews . Note: A minimum of one (1) face-to-face contact in the home is required	CWS investigator
☐	At initial contact	Take pictures of the child (including an image of the child's face for the electronic record and any alleged injured areas), the home conditions, and any objects which may have been used to cause injuries to the child Note: Only photograph areas of the body that would be visible if the child was wearing a bathing suit	CWS investigator

Section Three: Assessing Safety using the FAST

☐	At initial contact	Using the Family Advocacy and Support Tool (FAST) safety items to assess the child's safety. Any items rated a 2 or 3 should be addressed via a safety service. Consider the least intrusive intervention	CWS investigator
☐	At initial contact	If no immediate safety concerns are identified, skip to Section Six	CWS investigator
☐	Within 72 hours of initial contact	Document the Initial FAST (safety items) in CAPSS	CWS investigator
☐	Within 10 days of report acceptance	Review and approve the Initial FAST (safety items)	CWS team leader
☐	Within 15 days of report acceptance	Complete Full FAST (risk items) for all children in the home	CWS investigator
☐	Within 20 days of report acceptance	Review and approve the Full FAST (risk items)	CWS team leader

Section Four: Safety Actions

☐	At initial contact	If the Safety Action requires an in-home protector, skip to Section Six	CWS investigator
☐	At initial contact	If the Safety Action requires an out-of-home protector, complete the kinship care packet. Refer to Investigative Work Aid 3.5: Kinship Care During Investigations and skip to Section Six	CWS investigator

Section Five: Removals

☐	At initial contact	To ensure child safety when an in or out of home safety action are not sufficient to control the safety threat, contact law enforcement to request an assessment for placing the child into Emergency Protective Custody (EPC). If unsuccessful, contact the legal department to request an Ex Parte Removal	CWS investigator
--------------------------	--------------------	--	------------------

Section Six: Investigatory Steps

☐	At initial contact	Have custodians sign an authorization to obtain records during investigation	CWS investigator
☐	At initial contact	Provide a copy of DSS Form 30230: Child Abuse, Child Neglect – What Parents Should Know If They Are Investigated to all adults listed in the report, to include the alleged perpetrator and legal custodian	CWS investigator
☐	At initial contact	Provide a copy of the DSS Form 3034 Child Protective Services: A Guide for Parents to all adults listed in the report, to include the alleged perpetrator and legal custodian	CWS investigator
☐	At initial contact	Provide the family with Safe Sleep education and the Safe Sleep brochure to families with expectant parents and/or children under the age of one (1) year	CWS investigator
☐	At initial contact	If the child is a member of federally recognized tribe or nation, per Indian Child Welfare Act (ICWA), notify the appropriate Native American Tribe or Nation	CWS investigator
☐	Within 2 business days of case acceptance	Visit and assess the current living environment	CWS investigator
☐	Within 2 business days of case acceptance	Interview household members. Refer to Investigations Work Aid 3.4: Conducting Interviews .	CWS investigator
☐	Ongoing, as needed	Interview applicable collateral contacts not already interviewed. Refer to Investigations Work Aid 3.4: Conducting Interviews . Document in CAPSS	CWS investigator
☐	Within 24 hours of initial contact for each child	When applicable, document the Safety Plan or Kinship Caregiver Agreement in CAPSS	CWS investigator

☐	Within 24 hours before or after a child entering foster care	If a child enters foster care or is identified to be likely to enter foster care within 24 hours, hold a Child and Family Team Meeting (CFTM)	CWS investigator
☐	Within 72 hours of attempted initial contact	If the family cannot be located, complete concerted efforts to locate families. Refer to Investigations Work Aid 3.2: Concerted Efforts to Locate Families . Concerted efforts must be documented in CAPSS	CWS investigator
☐	Within 2 business days	Complete a BabyNet referral for families with children under the age of three (3) years	CWS investigator
☐	Within 7 business days	Request records for the victim children in the home to include educational records and medical records	CWS investigator
☐	Within 3 business days of the Pre-Initial Supervisory Case Consultation	Document the Pre-Initial Contact Supervisory Case Consultation. Refer to Investigations Work Aid 3.1: Case Consultations .	CWS investigator/CWS Investigative Team leader
☐	Within 3 business days of receiving records	Review received records. Upload records into linked files tab and document review in CAPSS	CWS investigator
☐	Ongoing	When applicable, complete a Plan of Safe Care. Refer to the Intake Work Aid 2.4: Plan of Safe Care .	CWS investigator
☐	Within 5 business days	Enter initial contact dictation in CAPSS	CWS investigator
☐	Within 10 Calendar days	Conduct a Post-Initial Contact Supervisory Case Consultation. Refer to Investigations Work Aid 3.1: Case Consultations .	CWS investigator/CWS Investigative Team leader
☐	Within 15 days of report acceptance	Complete FAST risk items	CWS investigator/CWS Investigative team leader
☐	Within 20 calendar days	Conduct a Supervisory Case Consultation. Refer to Investigations Work Aid 3.1: Case Consultations .	CWS investigator/CWS Investigative team leader
☐	Within 20 calendar days	Team leader reviews and approves FAST risk items.	CWS Investigative team leader
☐	Within 20 calendar days	Complete a follow-up face to face contact with the victim child(ren) and complete Sections Three through Five as necessary	CWS investigator
☐	Within 3 business days of the Supervisory Case Consultation	Document the Supervisory Case Consultation to include the case determination. Refer to Investigations Work Aid 3.1: Case Consultations .	CWS investigator/CWS Investigative team leader
☐	Within 15 calendar days prior to case determination	The case manager must make face-to-face contact with the family.	CWS Investigator
☐	Prior to case determination	Document all contacts in CAPSS within five (5) business days of the action date, or prior to case determination, whichever comes first.	CWS investigator

☐	Prior to 43 calendar days	When necessary, request for extension to be granted beyond 45 calendar days to gather more information to make a determination (please consider pending CAC forensic interview and SLED and/or coroners reports). Document extension in CAPSS within 2 working days or prior to the 43 rd calendar day, whichever comes first, once approved.	CWS investigator/CWS Investigative team leader/team coordinator
☐	Within 45 calendar days of case initiation	Conduct a Transition and Determination Case Consultation. Refer to Investigations Work Aid 3.1: Case Consultations . Document case determination in CAPSS using the case determination tab	CWS investigator/CWS Investigative team leader/team coordinator
☐	When services are determined to be necessary after 45 days	Schedule internal consultation for transfer with assigned Family Preservation Case Manager or Foster Care Case Manager	CWS investigator/CWS Investigative team leader/CWS Family Preservation team leader/Foster Care Case Manager/Foster Care team leader
☐	Within 3 business days of the Transition and Determination Case Consultation	Document the Transition and Determination Case Consultation. Refer to Investigations Work Aid 3.1: Case Consultations .	CWS investigator/CWS Investigative team leader
☐	Within 5 working days of the determination	Notify the family and alleged perpetrator of the case determination using DSS Form 3070: Determination Facts Sheet and, whichever is applicable, DSS Form 3089: Notice of Right to Appeal the Agency's Decision or DSS Form 3065: Notice of Unfounded Investigations/Assessments .	CWS investigator
☐	Within 35 days of the removal	Complete the investigation if child is taken into custody via EPC or Ex Parte Removal	CWS investigator