



POLICY TITLE: Transfers to the Collaboratives and Teaming Cases

Approved By:	Date Approved:	Original Effective Date:	Latest Revision:	Latest Review:
Director Tanya Torres Trice, LICSW	08/17/2026	08/17/2026	08/05/2026	08/05/2026

I. AUTHORITY

The Child and Family Services Agency (CFSA) adopts this policy in alignment with its mission to promote the safety, permanency, and well-being of children, and in accordance with all applicable federal and District of Columbia laws, regulations, and standards of practice.

II. APPLICABILITY

This policy applies to all CFSA employees and contractors.

III. RATIONALE

The purpose of this policy is to standardize when and how cases are transferred from CFSA to the Collaboratives, as well as how cases are jointly teamed between the two. The policy ensures consistent use of assessment tools to determine eligibility for community-based services; clear expectations for CFSA staff and Collaborative partners; and streamlined, coordinated service delivery that supports family stability and reduces unnecessary system involvement.

IV. POLICY

CFSA shall transfer cases to the Collaboratives in accordance with established assessment criteria, risk levels, case circumstances, and documented family needs. CFSA shall ensure that all case transfers are based on Family Advocacy and Support Tool (FAST) results and the FAST-Informed Risk Assessment, supported by clear documentation in CFSA's Comprehensive Child Welfare Information System (CCWIS) system, accompanied by required communication, teaming, and follow-up steps, and coordinated with Collaborative partners to ensure continuity of care.

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Section A: Roles & Responsibilities

This section outlines the required duties and expectations of CFSA staff, the Collaboratives, and relevant agency offices to ensure consistent, effective, and coordinated service delivery.

1. CFSA social workers shall refer families to a Collaborative when the criteria in Section C are met and documented in CFSA's CCWIS.

2. CFSA social workers shall utilize the FAST and the FAST–Informed Risk Assessment to determine the FAST risk level and designate the appropriate pathway for case opening and service provision.
3. CFSA social workers shall record the outcome of the FAST–Informed Risk Assessment in the CCWIS system.
4. CFSA supervisors shall ensure that the outcomes of the FAST–Informed Risk Assessment are tracked in CFSA’s CCWIS System and that referred families meet the transfer criteria listed in Section C.
5. In-Home and Out-of-Home social workers shall participate in all case transfer activities, including Partnering Together Conferences (PTC), Pre-Case Transfer Staffings (PCTS), and case reviews necessary for transferring cases from CFSA to the Collaboratives, as specified in the Collaborative contract.
6. In-Home shall be responsible for completing all case-closure activities for families transitioning to the Collaboratives, including conducting teaming for In-Home cases and closing any In-Home step-down cases prior to full transfer.
7. Out-of-Home shall be responsible for completing all case-closure activities for families transitioning to the Collaboratives, including conducting teaming for Out-of-Home cases and closing any Out-of-Home step-down cases prior to full transfer.
8. The Collaboratives shall:
 - a. Accept families who meet the eligibility criteria and service targets outlined in the Collaborative’s contract and provide them with the required case management services.
 - b. Implement all assessments identified in their contract.
 - c. Utilize evidence-based- programs and motivational interviewing in case management.
 - d. Participate in case reviews.
 - e. Address concrete family needs as specified in their contract and develop plans with timelines aligned with program requirements for case reviews.
 - f. Comply with all mandated reporter requirements.
9. The Office of Thriving Families (OTF) shall:
 - a. Notify the Office of Planning, Policy, and Program Support (OPPPS), the Office of Hotline and Investigations (OHI), and the Office of In-Home and Out-of-Home Care of any upcoming or effective changes to the Collaboratives’ contractual requirements.
 - b. Oversee the case transfer process, confirm receipt of referrals.
 - c. Facilitate the co-design of Family Development Plans (FDPs) and act as a liaison to resolve issues, including capacity concerns and documentation gaps.
 - d. Provide internal and external customer service support, follow up on non-responses, and monitor Collaborative performance measures.
 - e. Convene monthly meetings with Collaboratives and the Contract Monitoring Division (CMD), In-Home, Out-of-Home, and OHI to review service targets, closures, trends, and evidence-based- program needs.

10. The Office of the Deputy Director for Administration (ODDA) shall:

- a. Monitor the Collaboratives' compliance with their contractual requirements.
- b. Assign each Collaborative a monitor responsible for recruitment, hiring, onboarding, and performance oversight, including random audits and on-site interviews.
- c. Process and approve invoicing and payments for Collaborative contracts and ensure timely fiscal management.
- d. Collaborate with OTF to evaluate provider performance and contracts, including annual ratings.
- e. Provide internal and external customer service support, follow up on nonresponses, and monitor Collaborative performance measures.
- f. Ensure completion of assessments and home visits.

Section B: Transfer and Teaming Criteria

This section establishes the required and prohibited criteria for transferring cases from CFSA to Collaboratives, or teaming cases between the two, ensuring families receive the most appropriate level of support in alignment with CFSA's mission, legal requirements, and best practices. All transfer and teaming decisions shall be based on the family's FAST risk level, disposition status, and ability to benefit from community-based services.

1. **Community Diverted - Positive Toxicology.** OHI staff shall refer all families with a documented low FAST risk level to the Collaboratives when an investigation has closed following a positive toxicology result for a child or mother at birth, regardless of substantiation. All referrals shall be initiated in CFSA's CCWIS system.
2. **In-Home/Out-of-Home Step Down, including Housing.** In-Home and Out-of-Home staff shall refer all families with low and moderate FAST risk level to the Collaboratives when a case is within a month of closure and the remaining need for case management services is documented in CFSA's CCWIS system. All referrals shall be initiated in CFSA's CCWIS system.
3. **Community Diverted – Not Positive Toxicology.** OHI staff shall refer all families with low or moderate FAST risk level to the Collaboratives when a need for case management services is documented in CFSA's CCWIS system, regardless of substantiation. OHI staff shall refer all families with a high or intensive FAST risk level to the Collaboratives when the allegations are unsubstantiated/inconclusive and a need for case management services is documented in CFSA's CCWIS system. All referrals shall be initiated in CFSA's CCWIS system.
4. **Teaming Cases.** In-Home and Out-of-Home staff shall refer families to the Collaboratives when the case remains open and the family has a High or Intensive FAST risk level, provided that a need for case management services is documented in CFSA's CCWIS system. All referrals shall be initiated in CFSA's CCWIS system.
5. Except for teaming cases, OHI, In-Home, and Out-of-Home staff **shall not** refer families to the Collaboratives when the family has a high or intensive FAST risk level along with a substantiated allegation. If such a referral is mistakenly submitted, the sending social worker shall withdraw it within one business day and notify their supervisor in writing before the case is transferred.

Section C: Monitoring & Continuous Quality Improvement

CFSA shall maintain a structured and data-informed approach to monitoring case transfer activities and ensuring high-quality service delivery across the Collaboratives. Continuous Quality Improvement (CQI) efforts shall be coordinated jointly by OTF, CMD, and OPPPS, with support from In-Home, Out-of-Home, and other relevant administrations.

1. OTF shall convene monthly cross Collaborative meetings to review system performance and identify operational needs. These meetings shall serve as a standing problem-solving forum where agencies and Collaborative partners shall jointly:
 - a. Review service targets, caseload trends, and completion of required assessments.
 - b. Discuss areas of concern, including capacity issues, documentation gaps, or delays in case transfer steps.
 - c. Monitor the fidelity of case management expectations and evidence-based practice implementation.
2. In addition to the monthly network convenings, CMD shall hold standing, individual monitoring meetings with each Collaborative. These sessions shall be facilitated by the assigned CMD Monitor and shall include focused review of:
 - a. Compliance with contractual deliverables
 - b. Quality and timeliness of case documentation
 - c. Use of assessments and evidence-based- interventions
 - d. Resolution of prior findings or corrective action plans
3. CFSA shall implement formal Quality Service Reviews (QSRs) to assess the quality of services delivered to families involved in case transfers. These activities include:
 - a. QSRs of cases eligible for or recently transferred to Collaborative.
 - b. Review of case plans, documentation quality, engagement strategies, and the use of the FAST and FAST–Informed Risk Assessment.
 - c. Identification of systemic strengths and areas needing process refinement.
 - d. Development of actionable recommendations that inform policy updates, and procedure modifications.
 - e. Sharing of QSRs results with OTF, CMD, and relevant administrations to ensure a continuous feedback loop that guides improvements in the transfer process.