

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency



Business Process: Case Transfer from Child Protective Services to In-Home Services

Precondition: CFSA's Child Protective Services (CPS) Administration has determined that a substantiated CPS investigation, with a high or intensive risk level, requires an open in-home services case.

1. CPS shall send a notification of case transfer to the Case Transfer email inbox. This notification is to be sent within 30 days of the initiation of the CPS investigation, unless a justified extension has been granted in order to complete additional investigative tasks.
2. Within 1 business day of the notification of intent to transfer the case, the in-home services program manager shall make formal case assignment to the social work unit within the respective ward.
3. A Pre-Case Transfer Staffing (PCTS) meeting shall take place within 1 business day of case assignment to in-home services. Participants include:
 - a. The CPS social worker and supervisor
 - b. The in-home social worker and supervisor
 - c. Other CFSA staff or community-based partners who may contribute to the transfer of knowledge, including foster care workers if any children have been previously removed from the home, or specialists who have provided consultation to social workers regarding specific family issues or concerns.
4. PCTS meeting should take place as a face-to-face meeting, whenever possible. When an in-person meeting is not possible, the PCTS meeting shall take place via conference call.
 - The CPS social worker shall document the meeting in FACES.net.
5. The PCTS meeting should include discussions of the following:
 - a. family composition
 - b. household members, significant others, and community supports
 - c. reason for the Agency's involvement
 - d. decisions and information from the assessments
 - e. safety plans
 - f. recommendations
 - g. any court involvement
 - h. when the hard-copy case record will be transferred and the documents to be included within the record
6. The electronic case shall be transferred to the in-home supervisor during the PCTS meeting.
7. The in-home services or CPS supervisor shall elevate any concerns about case appropriateness for in-home services after the PCTS meeting to the program manager.

8. Within 3 business days of the PCTS, the CPS and in-home social worker shall complete the Partnering Together Conference (PTC) at the family's home to formalize the case transfer to the in-home social workers. *Note: family responsibility remains with the CPS social worker until after the PTC.*
 - a. The purpose of the PTC is to make introductions, explain the case transfer rationale, revisit family-related risks and concerns, discuss the safety plan, introduce the various assessments that will become part of the family case plan, develop contingency plans, share or complete releases of information, and discuss next steps as the case transitions from the investigative phase to the ongoing in-home services phase.
 - b. The in-home services or CPS social worker shall elevate any concerns about case appropriateness for in-home services to the supervisor and program manager.
 - c. The in-home social worker shall document the meeting in FACES.net.
8. At least 2 attempts to hold the PTC shall be made within 5 business days of the PCTS. In the event that holding the PTC is unsuccessful, the decision to transfer shall be made by the CPS and in-home supervisors. If they cannot reach agreement or there are concerns, the decision shall be elevated to the respective program managers.
 - Decisions to move forward without a PTC shall be documented in FACES with justification for decision.
9. There shall be ongoing communication between the CPS social worker and in-home social worker after the PTC as long as the investigation remains open.
 - CPS shall alert the in-home social worker and supervisor when the investigation is closed and provide the notice of investigation results and investigation summary.