



**Administrative Policies and Procedures: 13.9**

<b>Subject:</b>	<b>Case Management Supervision: Transfers Within and Between Regions</b>
<b>Authority:</b>	TCA 37-5-105; 37-5-106
<b>Standards:</b>	<b>DCS Practice Standards: 5-300A; 5-301A</b>
<b>Application:</b>	To All Department of Children's Services Family Service Workers Working With Delinquent Youth

**Policy Statement:**

The Family Service Worker (FSW) shall ensure that youth relocated within a region, or to another region receive continued supervision by the Department of Children's Services.

**Purpose:**

To ensure a process for continuation of supervision when a transfer is deemed appropriate and continued supervision is necessary.

**Procedures:**

<b>A. Transfer of case management within regions</b>	<ol style="list-style-type: none"> <li>1. If a youth requests permission to reside in another area with their parents or someone other than his/her parents, the supervising FSW will first discuss the request with his/her team leader. If the youth's request has merit, the FSW will, via EMAIL, request that the FSW responsible for that area conduct an investigation of the home. The investigating FSW will report his/her findings, via EMAIL, within ten (10) working days. An investigation must include, but not be limited to, the following:             <ol style="list-style-type: none"> <li>a) Willingness of the individual(s) to accept the youth into the home and work with DCS staff;</li> <li>b) Suitability of the home including sanitation and available space;</li> <li>c) Character and reputation of the individual(s) being investigated;</li> <li>d) Financial ability of the individual(s) to provide for the youth;</li> <li>e) Other resources available based on the youth's needs.</li> </ol> </li> <li>2. If the new home is deemed satisfactory, the case will be promptly transferred following the procedures as outlined in <i>Section F</i> of this policy.</li> </ol>
<b>B. Youth and family</b>	<ol style="list-style-type: none"> <li>1. When a youth and his/her family change their residence to an area within</li> </ol>

<p><b>change of residence to another region</b></p>	<p>another region, the supervising FSW will first discuss the case with his/her team leader.</p> <ol style="list-style-type: none"> <li>2. If circumstances merit continued supervision, the FSW will then request, via EMAIL, verification of the family's new residence and approval of a transfer of supervision by the receiving region.</li> <li>3. Upon receipt of the request for residence verification, the receiving region will assign the case to the appropriate FSW. The FSW will verify that the family has established residence in the new location and will reply to the sending region, via EMAIL, within ten (10) working days.</li> <li>4. Upon receipt of the residence verification and acceptance of supervision, the sending FSW will promptly transfer supervision following the procedures as outlined in <i>Section F</i> of this policy.</li> </ol>
<p><b>C. Youth relocation due to placement with individuals other than parents in another region</b></p>	<ol style="list-style-type: none"> <li>1. If a youth requests permission to reside in another region with someone other than his/her parents, the supervising FSW shall first discuss the request with his/her team leader.</li> <li>2. If the youth's request has merit, the FSW shall request, via EMAIL, a placement investigation. This investigation should be conducted prior to the youth being given permission to move.</li> <li>3. Upon receipt of the request for an investigation, the receiving region will assign the investigation to the appropriate FSW. The investigating FSW will report his/her findings, via EMAIL, within ten (10) working days. An investigation must include, but not be limited to:             <ol style="list-style-type: none"> <li>a) Willingness of the individual(s) to accept the youth into the home and work with DCS staff;</li> <li>b) Suitability of the home including sanitation and available space;</li> <li>c) Character and reputation of the individual(s) being investigated;</li> <li>d) Financial ability of the individual(s) to provide for the youth;</li> <li>e) Other resources available based on the youth's needs.</li> </ol> </li> <li>4. If the new home is deemed satisfactory, the case shall be promptly transferred.</li> <li>5. As soon as the case is accepted, the receiving case manager is responsible for supervision of the youth immediately.</li> <li>6. The youth will be on maximum supervision for the first thirty (30) days of the transfer, unless a lower level of supervision is approved by the receiving Team Leader.</li> <li>7. If the home is deemed unsatisfactory and the youth is living in the home, the case MAY NOT be denied for supervision. The FSW shall take the necessary steps to assist the youth in finding appropriate placement. The youth will be supervised as long as they are residing in the home. The FSW will assist the youth and family with any needed services.</li> </ol>
<p><b>D. Additional</b></p>	<ol style="list-style-type: none"> <li>1. If it is necessary to transfer a case, a CFTM must be convened between the</li> </ol>

<p><b>requirements for the transfer of supervision of youths in out of home placements</b></p>	<p>sending FSW and the facility case manager.</p> <p>2. The facility case manager shall be given the youth's new address, telephone number and contact information for the youth's new FSW.</p>
<p><b>E. Reasons for non-transfer</b></p>	<p>Supervision may not be transferred if the youth voluntarily enters a public or private residential treatment program located in another region.</p>
<p><b>F. Documentation regarding transfer cases</b></p>	<ol style="list-style-type: none"> <li>1. All contacts made with the youth and family during the verification period will be documented on the appropriate screens in <b>TFACTS</b>. If a face-to-face visit is made with the youth, it must be documented in <b>TFACTS</b>.</li> <li>2. The FSW conducting the home verification will document the visit and a face-to-face contact with the youth on the appropriate screens in <b>TFACTS</b>. If the home is verified prior to the face-to-face contact with the youth, the case will be promptly accepted and the sending region notified.</li> <li>3. The sending FSW shall ensure that all case records are current and that information relating to the transfer is included on the appropriate screens in the <b>TFACTS</b>.</li> <li>4. The sending FSW shall ensure that all appropriate computer entries are made in <b>TFACTS</b>.</li> <li>5. Before a case can be transferred, a case summary will be written on the appropriate screens in the <i>current child welfare information system</i>. The sending FSW will complete a <b>Transfer Checklist (form CS-0638)</b>.</li> <li>6. If applicable, form <b>CS-0476, Notification of Change of Circumstances</b> shall be sent to the child welfare benefits counselor.</li> </ol>
<p><b>G. Transfer disagreements</b></p>	<p>Any conflicts or disagreements between the transferring and receiving FSW's about the appropriateness of the transfer should be submitted to their team leaders for resolution. If the disagreement is not resolved at this level, the matter should be sent immediately to the corresponding Juvenile Justice regional coordinator in each region for resolution.</p>
<p><b>H. Documentation</b></p>	<p>Unless other requirements are specified in policy for documentation, or events not documented elsewhere or requiring a broader explanation, all information required to be documented on the appropriate screens in <b>TFACTS</b> must be entered within thirty (30) days from the date of the contact or occurrence.</p>

<b>Forms:</b>	<a href="#"><u>CS-0476, Notification of Change of Circumstances</u></a> <a href="#"><u>CS-0638, Case Transfer Checklist</u></a> <a href="#"><u>CS-0862, Request for Home Verification</u></a>
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<b>Collateral documents:</b>	<i>None</i>
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