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Chapter:	Transferring Cases	
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Approved:	Cynthia K. Walcott, Deputy Commissioner	Effective: 10/15/2014
Supersedes:	Family Services Policy No. 211	Dated: 7/22/2010

## Purpose

This procedure clarifies the reasoning, expectations, and responsibilities inherent in the process of transferring a family's case from one Family Services district to another.

## Policy


Reasons for a case transfer between districts:

1. The family moves to a town in another district.
2. There is a conflict in the sending district.
  - a. Conflict for the family
  - b. Conflict for the district

The process for transfer will be initiated immediately upon notice that a client has changed their legal residence on what may be a long-term basis or upon identification of a conflict which may warrant case re-assignment. When planning a transfer, District Directors of the sending and receiving districts or their designees will discuss the details of the transfer based on the child's best interest, without concern for money, workload, etc. If there are upcoming events such as reviews, court hearings, etc., planning should occur between districts to address these events.

The process to transfer a case to another district is rarely clear cut. Generally, unless extenuating circumstances exist, cases should be transferred when a family moves from one district to another on what could be a permanent basis. If the family is residing in permanent housing, the case should be transferred to the receiving district as soon as the move occurs. If the family is residing in temporary housing in the new district, case transfer will occur after family resides in new district for 60 days absent a compelling reason for the current district to retain the case.

If a court hearing or an administrative review is scheduled within 30 days, they should be scheduled and held in the sending district, with the receiving worker attending. There may special circumstances which make it advisable to transfer a case before all court matters or administrative reviews have been completed, or to delay transfer until all court proceedings have been completed. Such circumstances should be discussed between the sending and receiving district, with the expectation that the decision will serve the child's best interest.

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Districts may choose to utilize the Family Safety Planning (FSP) format as a structured way to discuss these issues, however, the scheduling of this meeting should not delay the process of transferring the case to the receiving district.

If agreement cannot be reached over the details of the transfer, the involved directors or their designees will contact their Operations Managers to assist them in resolving the case transfer. The Operations Manager(s) has/have final authority. Operations Managers will oversee all transfers of conflict cases.


**Transferring Child Safety Interventions (CSI Investigation/Assessment):**

Regardless of the reason a CSI needs to transfer to another district, the CSI **MUST** be commenced within the 72 hour time-frame or a waiver must be processed when appropriate.

1. The case was wrongly assigned to a district (incorrect address, error, etc.
  - a. Decision between supervisors in districts or CIES to transfer (discussion will occur by the end of the business day on which the intake is accepted).
  
2. Family moves to a new district while case is still open as a CSI
  - a. Once a CSI has been commenced (see definitions), the CSI will not be transferred to a new district unless/until it is determined the case will open for ongoing services. The district where the family resides will support the district that holds the case. This support may include but is not limited to: interviewing parents and children, conducting home visits, visiting/licensing potential caretakers, other tasks upon request.
    - i. Exception: If CSI is commenced by phone and the phone call reveals that the family resides in another district, then #1 above would apply.
  - b. Case transfer of a CSI will be considered only as a last resort to ensure child safety. In cases where a transfer is needed, district supervisors will decide how to transfer the CSI.
  - c. District directors or their designees act as arbiters in case of disagreement.
  
3. Case may be a conflict for sending district
  - a. District or CIES supervisor contacts Operations Manager to evaluate the conflict and if a transfer will occur.

**Transferring Family Support Cases (CF and UY):**

1. Family moves to a new district
  - a. Sending District Director or their designee sends Inter District Case Transfer


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Summary to receiving District Director or their designee via email. Additional information should be included as available (most recent: Case determination, case plan, FSP, risk assessment/reassessment, assessments of child/family, etc)

- b. Receiving District Director or their designee will respond to sending District Director's request within 2 business days.
  - c. Within 72 hours of the case being accepted by the receiving district, a supervisor/point of contact in the receiving district will be identified AND arrangements for the paper file to be sent will be made.
  - d. In cases of disagreement, or if the receiving district director or their designee does not respond within policy timeframes, notify the Operations Manager.
2. Case may be a conflict for the sending district
- a. District Director or their designee contacts Operations Manager to evaluate the conflict and if a transfer will occur.
  - b. When Operations Manager notifies receiving District Director or their designee of decision to transfer the case, the case is the responsibility of the receiving district.

**Transferring Court Involved Cases (CS, CC, UC, DC, DP, DY):**

1. Family moves to a new district
  - a. Sending District Director or their designee sends Inter District Case Transfer Summary to receiving District Director or their designee via email. Additional information should be included as available (most recent: Affidavit, case determination, case plan/disposition report, risk assessment/reassessment, assessments of child/family, etc)
  - b. Receiving District Director or their designee will respond to sending District Director's request within 2 business days. Arrangements for the paper file to be sent will be made after the receiving district accepts the case transfer.
  - c. Within 72 hours of the case being accepted by the receiving district, a supervisor/point of contact will be identified.
  - d. In cases of disagreement, or if the receiving district director or their designee does not respond within policy timeframes, the Operations Manager should be notified.
2. Case may be a conflict for the sending district
  - a. District Director or their designee contacts Operations Manager to evaluate the conflict and if a transfer will occur.
  - b. When Operations Manager notifies receiving District Director or their designee of decision to transfer the case, the case is the responsibility of the

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receiving district.

### **Managing Special Case Circumstances**

#### Transferring Cases from RLSI to the District

There are times when, at the end of a CSI assigned to RLSI, the case may need to be opened for ongoing services in a district. The RLSI will notify the Operations Team in these cases and the Operations Managers will decide which district the case should be assigned to, being mindful of any existing or perceived conflicts.

#### Supporting Youth Over Age 18

When a youth has signed an Extended Care Agreement (Part A) and resides outside of the district which their parents reside in, the home and receiving district will consult to determine which district should manage the child’s needs. The case may transfer.

#### Supporting Youth Who Have Youthful Offender Status

When a youth is determined by the court to meet criteria and is offered Youthful Offender status, the case shall be overseen by the district in which the youth lives (regardless of where the youth’s parents’ live). Exceptions to this could be considered in situations where there is a social worker continuing to work with the youth’s parents/family and the resources to support the youth outside of the district are available to the existing worker.


#### Supporting Children and Families Who Reside in Multiple Districts

There are often times where children are in the shared custody (physical or legal) of two parents who reside in two different districts. The directors of the two districts involved should discuss which district makes the most sense for the family. In cases of disagreement the above protocols can be followed. Criteria for determining in which district a case should be assigned might include:

- The district where the parent with majority legal or physical custody resides, if any.
- The district where the child attends daycare or school.
- The district where the protective parent/non-perpetrating caretaker resides.
- The district where the perpetrating caretaker resides if there are other children in the home who reside in that district full-time.

#### When a Case Does Not Transfer/Cross-Over Between Districts

There are times when a family moves to another district and the district decides not to transfer the case based on the needs of the family. The home district should notify the district the family lives in to let them know the family is residing in their district, but that the home district will continue to provide services. The home district should also be clear with service providers and schools that the local district is not providing services.

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There are also times where the court may give custody to a person that resides in another district while the parent continues to reside in their home district. The home district should notify the district the custodian resides in when these circumstances arise.

## Tasks:

### **Sending Social Worker:**

- Completes Inter District Case Transfer Summary FS-261, including attaching supporting case documents;
- Reviews file to ensure required material is present and current; and
- Routes file and Inter District Case Transfer Summary to their supervisor.

### **Sending Supervisor:**

- Review file and ensures all required material is present and current.
- Signs off on Inter District Case Transfer Summary, and sends it with file to district director or the designee.

### **Sending Director:**


- Reviews and signs Inter District Case Transfer Summary. Director may choose to include district Administrative Support Worker at this point.
- In the case of transfer due to conflict: Forwards the Inter District Case Transfer Summary to Operations Manager.
- Contacts receiving District Director or their designee within 2 business days of sending Inter District Case Transfer Summary to discuss details of transfer. (Operations Manager should be contacted if no response from receiving District Director or their designee after 2 days).
- Once the receiving District Director or their designee has accepted the case, arrangements are made for the paper file to be sent to receiving district. Paper file should include the IV-E file if applicable.

### **Operations Manager:**

- Review, approve, and assign cases that are identified as needing to be transferred due to a conflict with the family or the district.
- Arbitrate disputes between sending and receiving districts for all transfers.

### **Receiving Director:**

- Works with sending director or their designee to determine details of transfer within 2 business days of receiving the Inter District Case Transfer Summary via email.

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- Accepts responsibility for case upon acknowledgement of transfer email from sending District Director/Operations Manager. Director may choose to include district Administrative Support Worker at this point.
- Ensure that supervisor/point of contact is assigned within 72 hours of acceptance and updates Supervisory Tracking Form to reflect change.
- Ensures contact occurs between the involved social workers to assure a smooth transition.

**Receiving Social Worker:**

- Reviews all materials sent from sending district.
- Contacts previous social worker to discuss transition issues.
- Contact should, ideally, be in the form of a joint home visit. Other ways to facilitate contact between sending and receiving social workers are: Family Safety Planning meetings, team meetings, phone conversations, etc. The goal of this communication is to supports continuity of services to families. Use of available technology resources (FaceTime, conference calls, etc) is encouraged.
- Attends FSP (if one is scheduled) and other events (court, case plan reviews, home visits, etc) as negotiated between districts.