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Chapter:	Working with Families	
Subject:	Frequency and Quality of Social Worker Visits	Page 1 of 6
Approved:	Cynthia K. Walcott, Deputy Commissioner	Effective: 12/12/13
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Purpose

The relationship between a social worker and a child/youth, his or her family and caretaker is central to assuring safety and achieving permanency. The value of social worker contact has been affirmed by the findings of the Federal Child and Family Services Reviews, which concluded social worker contact was the single most important way to promote and achieve positive outcomes for children and youth¹.

This policy provides general guidelines for the quality of social worker contact with children, families and caregivers and required standards for the frequency of face-to-face, in-home or in-placement visits.

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Policy

Role of the Social Worker

In order to promote the safety, permanency, well-being and law abidance of the children and youth we serve, regular contact by the social worker is critical. Often, other service providers are contracted to provide additional therapeutic and supportive services. Contact by these service providers cannot substitute for regular contact with division social workers. However, it is important to note that if a Child and Family Support Contract provider is

¹ Administration for Children and Families. U.S. Department of Health and Human Services, Findings from the Initial Child and Family Services Reviews, 2001-1004, available at <http://www.acf.hhs.gov/programs/cb/monitoring/results/index/htm>.

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actively working with a family their contact can be counted two times annually as a face-to-face contact.

Minimum face-to-face, in-placement setting contact requirements with children and youth in custody have been established by the federal government. This policy emphasizes those home visits as a necessary form of contact for children, families and caretakers.

Visiting parents in their own homes (custody or non custody cases) enables the social worker to better assess safety and to build relationships with families that enable them to successfully work towards achievement of the case plan goal.

Visiting children in their own homes or in placement allows the social worker to see the interaction between the child/youth, family members and caregivers and helps them to successfully work towards achievement of the case plan goal.


Guidelines for Quality of Contact

There are several key elements quality visits should include (See National Conference of State Legislators at The Role of Child Welfare and the Importance of Case worker Visits). When possible visits should be:

- primarily held in the child or youth’s living situation (family or foster home) at times convenient for children/youth and caretakers;
- planned in advance of the visit and used as an opportunity to discuss issues pertinent to case planning, service delivery and goal attainment;
- used to complete a formal or informal assessment of the issues that impact safety and other issues or goals identified in the case plan;
- used as opportunities for open dialogue and meaningful consultation with and by children/youth, parents and caretakers;
- individualized whenever possible, such as providing separate time for discussion with children/youth, parents and caretakers; and
- supportive and skill-generating, in order that children/youth and families feel safe in dealing with challenges and change, and are provided skills and tools to take advantage of resources and services.

Contact Standards

Based on federal requirements and current research, one face-to-face contact per month with child/youth, parent and caretaker by the social worker is the contact minimum, with the majority of the visits conducted in the placement setting.

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Additional recommended monthly contacts, based on factors such as increased risk or change of circumstance may be necessary. Together, the social worker and the supervisor should decide if additional contact is needed. The supervisor should document agreements about increased contact on the Supervisory Contact Summary FS-261.

In determining the appropriate level of contact over and above the minimum (see chart on page 3), the following factors should be considered:

- The current level of risk² to the child or youth in his or her living situation and, for youth on probation, the level of risk to the community³;
- the level of contact needed to monitor the child's situation (younger children placed at home may require more frequent visits), to minimize the risks and to improve the capacity of the child or youth's caretaker to provide safe, appropriate care; and
- major life events, such as reunification, termination of parental rights, adoptions and passage to adulthood.

The supervisor may also approve alternative plans for parent contact when the child is in out of home placement and the safety of the social worker is an issue. These agreements should be documented on the Supervisory Contact Summary FS 261.

Contact standards go into effect immediately upon case opening.

² The level of risk in CPS family and CPS custody cases is measured by the SDM Risk Assessment.

³ The level of risk in probation cases is measured by the YASI

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**Contact Standards for Children/ Youth in Custody and their Parents and/or Caretakers
(Excludes out of state ICPC placements)**

In State and out of state Placement	Time Frame	Child/Youth Contact	Parent Contact (Parental Rights Intact)	Caregiver Contact
Non-crisis placement (Home, Foster Home, Residential)	First 30 days	1 face to face visit in the placement setting within the 1 st week after placement, and two more contacts in the first 30 days	3 contacts overall, with 1 face to face visit in the home if the goal is reunification.	<u>Foster Home</u> : 3 contacts overall, with 1 face to face visit in the home. <u>Residential</u> : weekly phone contact
Non-crisis placement (Home, Foster Home, Residential)	After the first 30 days	1 face to face visit in the placement setting per month, and 1 phone contact per month (when developmentally appropriate)	2 contacts overall, with 1 face to face visit in the home if the goal is reunification.	<u>Foster Home</u> : 2 contacts overall, with 1 face to face visit in the home. <u>Residential</u> : 2 contacts overall, with 1 face to face visit on site
Any crisis/emergency residential placement	First 30 days and there after	1 face to face visit in the placement setting within the 1 st week and monthly thereafter, and twice weekly phone contact	1 face to face visit in the home if the goal is reunification and weekly phone contact.	<u>Placement</u> : 1 face to face visit on site within the 1 st week and monthly thereafter, and twice weekly phone contact.


The requirements for face to face contact with the child, parent and caregiver may be met with one contact in which both are seen as long as the contact includes a formal or informal assessment of the issues that impact safety and risk, progress toward achieving the case plan goal and whenever possible, provides separate time for discussion with child/youth, parents and caretakers. These components must be documented in case notes.

For any child on runaway, the social worker will maintain appropriate efforts to locate the child, as per Policy 155, Runaway, Abducted and Missing Youth.

Contact Standards for Youth who are Placed out of State and Supervised by ICPC

This section applies to youth placed out of state in the following: placements with parents, relatives, pre-adoptive homes or foster homes.

Children and youth placed out of state and supervised by ICPC are required to be seen monthly by the supervising state as part of their federal contact requirements. The FSD

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social worker should document monthly phone contact with the supervising state. Assuming the supervising social worker had face to face contact with the child or youth, the case note should reflect that. In that case, the contact can be coded as face to face.

As well, the FS social worker should receive quarterly written reports on each visit from the supervising state and then document these visits in FSDNet.

The FSD social worker in collaboration with their supervisor may determine it is appropriate for the FSD social worker to visit the child/youth as well in their out of state placement. The frequency should be determined by the social worker and supervisor based on the case plan goal, progress in the home and any concerns/issues that are determined to need a face-to-face meeting.

Contact Standards for Youth who are placed in a Residential Setting Out of State

ICPC does not provide supervision to youth who are placed in a residential facility out of state. Family Services is responsible for seeing those youth on a monthly basis.

For additional information about ICPC’s see Policy 181, Interstate Compact on the Placement of Children

Contact Standards for Open Family Cases (non custody)

For non custody cases the risk level, as determined by the Family Risk Assessment, will guide the decision to close or open a case for ongoing services (See Policy 56, Substantiating Child Maltreatment) and will determine the contact standards. Contact standards go into effect immediately upon case opening.

Monthly contact for *substantiated* cases with very high or high risk levels and for *unsubstantiated* cases with very high risk levels are three contacts overall with one face to face visit in the home.

Contact Standards for Youth on Probation (non custody cases)

Research shows youth who possess the highest likelihood of achieving negative outcomes (i.e. recidivism) need intensive services and that youth who are low risk need only minimal services. The Youth Assessment and Screening Instrument (YASI) determines the level of risk so resources can be effectively allocated. Contact standards go into effect immediately upon case opening.

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Contact Standards for Youth on Probation (non custody cases)

Risk Level	Contact Requirement (any setting)
Low	1 contact per month
Low Moderate	1 contact per month
Moderate	1-2 contacts per month
Moderate High	1-3 contacts per month
High	2-3 contacts per month
Very High	2-4 contacts per month