

Section 3 Overview

This section focuses on the actual delivery of treatment services to the family. The information in this section will assist staff in understanding procedures used throughout the entire service delivery process, from opening to termination. Including other professionals in the service delivery process is often vital for improved family functioning. This section will provide procedures for accessing and utilizing contracted services. Another important aspect of the service delivery process includes case evaluation and clinical supervision. Information pertaining to these topics can also be found in this section.

Chapter 9 Overview

This chapter provides procedures required when a family moves from the service county to another county in Missouri or to another state. It also provides procedures to follow when the family or child does not move from the area but is assigned a new Children's Service Worker.

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Memoranda History:

9.1 Family Moves from the County

When a family in treatment has moved from the county, the Children's Service Worker shall:

1. Confirm with the family or collateral that the family has moved, or determine when the family is moving;
2. Obtain the new address or location of the family; and
3. Within ten (10) working days record all activities up to the date of last contact.

9.1.1 Family Remains in the State

If the family remains in Missouri, the Children's Service Worker shall:

1. Evaluate the current risk factors and determine if the case can now be closed. Supervisory consultation is required to obtain approval to close the case;
2. If the evaluation of current risk factors indicate the case should remain open, the Children's Service Worker must telephone the Division office in the new county of the family's residence to provide a brief summary of why the case is open and the current risk factors;

If protection of the child is considered at a high-risk level, contact the Division office in the new county of residence without delay.

3. Complete and forward an e-mail message and form CD-175, Service Worker / Case Transfer Request with required collateral information to the Division office in the new county of residence to request verification of the new residence;
4. The new county of residence shall verify residence and authorize the case to be transferred within ten (10) working days; and
5. Upon authorization from the new county of residence to transfer the family (by phone, return of Form CD-175, or an e-mail response) update the Family-Centered Services Information screen, SS-63 in FACES and transfer the case record.

9.1.2 Family Moves from the State

If the family has moved out of Missouri, the Children's Service Worker shall:

1. Evaluate the current risk factors and determine if the case closure is appropriate. Supervisory consultation is required to assist in this determination;
2. If the current risk factors indicate the case closure would not be appropriate if the family had remained in Missouri, contact the public child protection agency in the new state of residence by letter or phone, depending on the evaluation of risk. Provide the following information:
 - A summary of why the case was opened, and
 - A summary of current risk factors.
3. Complete form the Family-Centered Information Screen, SS-63 and close the case. The case record will not be transferred out of state.

9.1.3 Family Remains in the County, but the Children's Service Worker Changes

If the family has not relocated, but the family's Children's Service Worker changes, the new Children's Service Worker shall:

1. Thoroughly review the family and child's entire case record and if possible, consult with the family's previous Children's Service Worker and/or supervisor.
2. Update the the Family-Centered Information Screen,SS-63 in FACES to reflect the new worker assignment.
3. Notify all Family Support Team members and/or service providers of new worker assignment and contact information.

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