

Section 5 Overview

This section describes the manner in which case records are composed, maintained, and expunged. This section also explores a person's access to records and case transfer procedures.

The following guidelines relate to the sharing of confidential information maintained by the Division. Staff shall share confidential information using the guidelines provided for the specific type of information sought.

For policy regarding a client's right to insert a statement into his/her record, refer to Section 1 Chapter 2.8 Client's Right to Insert a Statement into His/Her Case Record.

Chapter 3 Overview

This chapter provides procedures to follow when a family or child with whom we are working moves from the case manager county, or who remains in the county but changes Children's Service Worker. This chapter also includes procedures to follow when resource home supervision is transferred between agencies.

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3.1 Intact Family Moves From County

When an intact family 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;
3. Record all activities, up to the date of last contact, within ten working days.

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3.2 Intact Family Remains In State

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

1. Evaluate the current risk factors and determine if Children's Division (CD) can end its involvement with the family. Supervisory consultation is required;
2. If the evaluation of current risk factors indicates CD should continue to work with the family, the Children's Service Worker must telephone the Division office in the county of the family's new residence. The worker should provide a brief summary of CD involvement with the family and the current risk factors;

NOTE: If the child is considered to be at high risk, contact the Division office in the new county of residence without delay.

3. Complete and forward an e-mail message or form IM-42A 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 record to be transferred within ten working days;
5. Upon authorization to transfer (by phone, return of form IM-42A, or by e-mail response) from the new county of residence, complete form SS-63 and transfer the record. Form IM-42 will be completed by clerical staff and accompany the record.

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3.3 Intact Family Moves From State

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

1. Evaluate the current risk factors and determine if closure is appropriate. Supervisory consultation is required to assist in this determination;
2. If the current risk factors indicate closure would not be appropriate, 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. A summary of why CD was involved with the family; and
 - b. A summary of current risk factors.
3. Complete form SS-63 and close the record. The family record will not be transferred out of state.

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3.4 Child In Out-of-Home Care Is Placed Within State

When a child in out-of-home care is placed in another Missouri county, the Children's Service Worker in the sending county shall:

1. Reach an agreement with the receiving county (and any other Children's Service Worker involved as a case manager) regarding placement of the child;
2. Confirm placement by telephone, in writing, or by e-mail;
3. Complete the IM-42 and SS-61, record all contacts and complete a transfer summary;
4. Send a duplicate family record to the case manager within ten working days after placement (if the sending worker is not the case manager). The case manager will send the duplicate family record to the receiving county within five working days after assuring that current information about the family/child is in the record.
5. Close CS-67A's for any services the child is receiving.

NOTE: When a child moves to another county and is expected to continue to receive services, the Children's Service Worker will close the CS-67A's and enter the new county code and new address, if known, on the CS-67 to transfer that form to the new county. The new county will update eligibility information on the CS-67 and complete new authorizations via the CS-67A.

NOTE: The authorizing worker in the new service county will reauthorize services for the child as needed and available.

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3.5 Child In Out-Of-Home Care Is Placed Out Of State

When a child in out-of-home care is placed outside of Missouri, the Children's Service Worker in the sending county shall:

1. Refer to ICPC placement procedures Section 4, Chapter 25.
2. Complete IM-42, SS-61, close any CS-67A's, record all contacts, and complete a transfer summary.
3. Transfer the duplicate family record to the case manager county within ten working days if the child was not in the county of court jurisdiction.

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3.6 Parent Of Child In Out-Of-Home Care Moves Within The State

When a parent of a child in out-of-home care moves to another county, the Children's Service Worker shall:

1. Confirm with the parent or collateral that the parent has moved.
2. Notify the CD office by telephone or letter depending upon the evaluation of risk to any other children in the home or the need for immediate services. Request confirmation within five days.
3. Receive confirmation to transfer the record, complete an IM-42 and SS-63, close any active CS-67A's, and attach a memo giving the status of the family and the name of the Children's Service Worker who verified the residence. Complete the recording of all contacts and a transfer summary.
4. Transfer a duplicate family record to the case manager within ten days, if the record was in a service county and is being transferred to another service county. Once received, the case manager will transfer a duplicate family record to the new service county within five days, after assuring that current information on the family is in the record.

The Children's Service Worker in the receiving county shall:

1. Confirm the family's residence and notify the sending county within five days.
2. Update the SS-63 or the SS-61 when the family is assigned to a Children's Service Worker.
3. Reauthorize any necessary Children's Treatment Services or PS child care, if these services are still necessary and available.

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3.7 Parent Of Child In Out-Of-Home Care Moves Out Of State

When a parent of a child in out-of-home care moves out of state, the Children's Service Worker shall:

1. Confirm with the parent or collateral that the parent has moved.
2. Notify the case manager of the move, if there is a service county.
3. Complete an IM-42, an SS-63, close any active CS-67A's, record all contacts and complete a transfer summary. Transfer the family record to the case manager within ten days of the move.
4. Write to the public child welfare agency in the state where the parent resides to initiate services. If the initial contact is via telephone, a letter must follow.

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3.8 Change In Court Jurisdiction

When there is a change in court jurisdiction, and the child will have a new case manager, the current case manager shall:

1. Contact the eligibility specialist (ES) in writing within five days to explain that the child's record is being transferred.
2. Indicate:
 - a. The child's name as it appears on the SS-61;
 - b. The child's DCN; and
 - c. The county that has taken jurisdiction and, the date of transfer.

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3.9 Family/Child Changes Children's Service Worker

If the family and/or child have not relocated but the family or child's Children's Service Worker changes, the following activities shall be completed by the new worker:

1. Thoroughly review the family and child's entire case record and if possible, consult with the family or child's previous Children's Service Worker and/or supervisor.
2. Update the SS-61 and/or SS-63 in FACES to reflect the new worker assignment.
3. Notify all Family Support Team members and service providers of new worker assignment and contact information.

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3.10 Resource Home Licensure Supervision Transfers between Agencies

When a resource home licensure supervision transfers from an agency to a different agency, the following guidelines shall be followed:

1. Both agencies involved shall be notified in writing by the resource provider of their intent to transfer agencies. The notification will be placed in the case file.
2. The new agency has the option to not accept the license supervision transfer. The new agency will provide in writing to the current agency the reason(s) for not accepting the license supervision transfer.
3. A licensing file cannot be transferred to another agency when re-licensure is due in less than three (3) months.
4. License supervision cannot be transferred while a resource home is on Administrative Hold.
5. A resource home may only transfer agencies once during a 2 year licensure/approval period.
6. The new agency shall conduct a walk through safety inspection of the home utilizing the Resource Home and Safety Checklist, CS-45 before transfer of licensing case file is accepted by the new agency.
7. All licensing requirements as outlined in Section 6 Chapter 3 Attachment A and the Foster Family Home Licensing Rules, and all documents as outlined in [Chapter 1 Subsection 6](#) of this Section shall be current and present in the licensing file before the resource home transfer is accepted by the new agency.
8. The current agency will compose a concluding narrative that includes a summary of the status of the home and reason for the transfer of the licensing case and place it in the case file.
9. The entire file shall be copied and the copy sent to the new agency that is to begin supervision of the resource home license.
10. The original licensing file shall remain with the agency that developed the home.
11. It is the responsibility of the new agency to collect the certificate of licensure that was associated with the previous agency, and provide the new certificate of licensure. The obsolete certificate shall be placed in the provider's licensing file. The new certificate of licensure is to be displayed on the premises of the home per licensing rule, 13 CSR 35-60.010 (1)(C)(3).
12. The transfer of agency monitoring responsibility shall be completed within thirty (30) working days of receiving the resource provider's written request to transfer agencies. The transfer steps include all the guidelines contained in this subsection as well as computer data entry.

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