



# St. Johns County Board of County Commissioners

Health and Human Services | Community Based Care Division

## Case Review Staffings

Effective Date: 12/1/17	Aligns With:	Operating Guideline: QM-OG08
Supersedes: N/A	Applicable to: All FIP staff	Pages: 1 of 4

### Purpose

It is the procedure of the Family Integrity Program, to effectively address child safety and serve the needs of child and family through a coordinated approach that engages all parties in the service planning and utilization of services, attempts to find permanency for the child, and attempts to maintain area children in the community near family and familiar surroundings to the greatest extent possible.

With regard to reunification, case closure, and other critical decision points in the life of a case, it is the intent of this policy to initiate a methodical approach to case review which allows for sharing decision-making and appropriate utilization of resources.

To ensure this procedure is carried out, the following is in effect pursuant to 65C-30.007, CFOP 175-38 (8)c, 65C 30.13(6)(a)(4), CFSR Permanency Outcome 1, item 6.

### General Requirements

1. An ongoing mechanism for case review is fundamental to the quality assurance process and appropriate utilization of resources.
2. FIP recognizes that there are multiple levels of decision-making. One is a "consultation" typically held between the case manager, and their supervisor; the other is a formal "staffing", which can include multiple participants from various agencies. The purpose of the consultation or staffing is to facilitate decision-making and assure appropriate utilization of available resources. In either venue it is imperative that information-sharing among and decisions made by service delivery agencies and case management, is documented in entirety in the case in FSFN.
  - a. A consultation is an informal discussion of pertinent facts that will assist in decision-making process related to issues not requiring a formal setting. For example, children moving from relative placement to foster care placement is a natural occurrence and may not require a formal setting to make arrangements for the move.
  - b. A Case Review Staffing is a more formal setting where individuals from services agencies, the Guardian Ad Litem, foster and birth parents, relatives and non-relatives, teachers and

counselors, the client (if age appropriate), and all interested parties gather to discuss issues from multiple perspectives and to develop an agreed upon plan of action to be followed. The plan addresses the necessity of and cost-effectiveness of services, with special care given to circumstances that require a restriction of the child's freedom of choice. A Case Review Staffing can have multiple functions, including Reunification Staffing, Permanency Staffing, Separated Sibling Staffing, etc.

**\*\*\*\*Consultation**

1. This exercise is an informal gathering of staff and information sharing, with outcome approval of the Agency Supervisor, in order to make a naturally occurring decision which may not require a formal group meeting:

a) *Out of Home Care Placements* - when there is agreement among the parties as to the appropriateness of the placement and telephone communication with all interested parties has confirmed agreement; when this is an initial placement from an emergency shelter into a foster care placement.

b) *Residential Placements, Step Down Placements* - when there is clear agreement about the appropriateness of and necessity for a residential center or step down residential plan, and telephone communication with all interested parties has confirmed agreement; when there is a need to create a cost share plan.

c) *Group Home Placements* - when there is clear agreement about the appropriateness of placement at a Provider or Lead Agency group home.

d) *Medical Placements* - where the focus is finding appropriate medical care, when the facilities are accredited, and when the time factor (for scheduling a formal staffing) may be critical in order to facilitate an appropriate placement in a medical facility or assessment center.

e) *Adoptions Transfer* - moving a case to Adoptions for continuing services, after Termination of Parental Rights has been granted by the court.

f) *Goal Change* - as part of a Permanency Staffing combination initiative.

2. In an informal consultation, communication must occur with the Investigation Agency if the investigator has an open case. Written confirmation of the Investigating Agency's opinion regarding a decision under consideration must be submitted in advance of decision-making to insure that the viewpoint of the investigator is given its full weight.

3. In an informal consultation, a decision is reached and the Case Review Staffing form is completed and circulated for signature among the parties to the decision.

4. In an informal consultation, preliminary information must be collected from and the resulting decision must be communicated to the court, attorneys, parents, Guardian Ad Litem, and all other interested parties.

## Case Review Staffing

1. Events requiring a staffing include, but are not limited to, those listed below. In an emergency situation, the formal staffing process can be abbreviated or set off schedule with approval of the lead agency management team. Case Review Staffings include:

- a) *Post-Consultation* - times when a consultation occurs and the outcome is agreement that a staffing is necessary.
- b) *Complex Placement* - when there are multiple factors impacting a placement decision, when the risk may be increased, or when there have been multiple placements in the past and the placement pattern is one of failure.
- c) *Visitation Plan* - changes in the visitation plan where we are measuring the level of risk, i.e., from supervised to unsupervised (daytime/evening), from unsupervised to graduated extended overnights and weekends, and then prior to reunification. Any extended visitation plan beyond weekends should be developed at the time graduated overnight and weekend visitation is approved and can be described and planned for during the staffing.
- d) *Change in Level of Care / Reduction in Contacts* - when measuring the level of risk and proposing a reduction in contacts below FIP standard.
- e) *Substance Abuse Mental Health (SAMH) Committee* (formerly known as Multi-disciplinary review committee) - requesting residential services outside FIP standard service delivery model.
- f) *Case Closure* - considering case closure, based on successful completion of the case plan, prior to judicial review.
- g) *Multidisciplinary Staffing/Assessment*- A child should experience no more than two different placements during an episode in out of home care. To ensure placement moves are made only when necessary, the child's needs and the appropriateness of each placement should be thoroughly assessed.

2. The Case Review Staffing form is prepared prior to the staffing, completed during the staffing with signatures obtained during the staffing.

## Staffing

1. The Lead Agency Management Team or designee will chair the Case Review Staffing.
2. The staffing team consists of, Lead Agency Management Staff, the Case Manager and Supervisor, if/when appropriate a Placement Specialist, and other Provider professionals as appropriate to the purpose of the staffing.
3. Staffings will be held as needed for the effective and efficient monitoring of cases, but at a minimum of every 90 days.

4. The Case Manager will complete their portion of the Case Review Staffing form and submit it with supervisory signature, along with any required supporting documentation, to the Lead Agency administrative support staff.
5. Lead Agency administrative support staff will maintain a published agenda for all meetings, and new cases for the weekly agenda will be entered in order of request. The agenda will be published to all interested parties, including the Case Management Providers, Lead Agency, Guardian Ad Litem, Investigation Agency, etc.
6. Interested parties will be invited to attend the staffing to provide input into the decision-making process. Interested parties include the birth parents, foster parents, child (if age appropriate), teachers, counselors, Nurse Case Manager, and others.
7. The Case Management Provider Team is expected to present the case and issues. Under normal circumstances, the Agency Supervisor or Program Manager will attend the staffing in a supervisory capacity. All trainees must have supervision during the staffing.
8. All information gleaned from and the recommendations of the Case Review Staffing will be recorded, with staffing notes filed in the appropriate case file and distributed to participants as requested.
9. A duplicate copy of the completed Case Review Staffing forms will be filed in a chronological notebook for Lead Agency reference.
10. An automated recording system will be developed and implemented by the Lead Agency (as FIP automation evolves) to track outcomes and recommendations follow-up for quality assurance purposes.
11. Staffings and notifications will be documented on the attached forms.

### **Staffing Follow-up**

1. The Case Manager/Supervisor, Placement Provider if appropriate, and others (as indicated) are responsible for following through on staffing recommendations. The Case Manager/Supervisor will be responsible for following through and documenting all changes/modifications to service delivery, changes in level of risk, changes in visitation, reunification, closure, etc., as described on the completed staffing form.
2. If a SAMH committee staffing is the recommendation as a result of the Case Review Staffing, the Case Manager will collect and formalize all documentation needed by the SAMH committee and will proceed according to the work flow process as described in related policy and

procedure .The SAMH review committee staffing will be initiated only when the Case Review Staffing confirms that the behavior/mental health needs of the child exceed the ability of FIP to provide within its array of residential options.