



Administrative Policies and Procedures: 31.3

Subject:	Case Transfer Guidelines Between Regions, Agencies, and Facilities
Authority:	TCA: 37-5-105 (3); 37-5-106
Standards:	None
Application:	To All Department of Children's Services CPS Case Workers, Family Service Workers and Field Customer Care Representatives ¹
Policy Statement:	
The Department of Children's Services shall ensure that children/youth transferred within a region, county, or to another facility shall receive continuation of services and supervision.	
Purpose:	
To ensure a process for continuation services and supervision when a transfer is deemed appropriate.	
Procedures:	
A. Social Services, and Family Support Services Non-Custodial Cases	<ol style="list-style-type: none"> 1. The Regional Administrator of the "sending" region or county must request, via email, that the "receiving" Regional Administrator accept the transfer of a case. The "sending" RA also includes in the request verification the name and address where the child(ren)/youth resides as a part of this case transfer. 2. When the "receiving" RA agrees to the transfer, the case is re-assigned in TFACTS to a new primary Team Leader (TL) and primary Family Service Worker (FSW) by the "receiving" TL. The "receiving" RA notifies the "sending" RA of the re-assignment and simultaneously notifies the "sending" TL and FSW. NOTE: If the "receiving" RA does not agree with the transfer, the request is sent to the applicable Deputy Commissioner/designee who has ten (10) days to resolve the issue. Until the issue is resolved, the "sending" region continues to work the case. 3. The TL and FSW of the "sending" region or county are responsible to ensure that ALL casework is completed and fully documented in the Case Record and in TFACTS. 4. Refer to the DCS Policies listed below for casework specific time frames. <u>The TL and FSW have ten (10) working days from the date of the transfer request</u>

¹ Title formerly known as Field System Administrator (FSA)

	<p><u>to complete all required case work documentation:</u></p> <ul style="list-style-type: none"> ◆ <u>16.31 Permanency Planning for Children/Youth in the Department of Children's Services Custody</u> ◆ <u>31.1 Family Permanency Plans</u> ◆ <u>31.9 Conducting Diligent Searches</u> <p>NOTE: The “Sending” TL gives their FSW’s a secondary assignment in TFACTS in order to allow for the completion of documentation and un-assign the caseworkers when the case is transferred.</p> <ol style="list-style-type: none"> 5. The “sending” TL and FSW complete form CS-0638, Case Transfer Checklist that will accompany the case file. 6. The “receiving” TL notifies the “sending” RA of the receipt of the case file. 7. The “sending” RA notifies their TL and Field Customer Care Representative (FCCR) of the transfer approval and receipt of the case file. The “sending” FCCR notifies the “receiving” FCCR of the transfer. 8. The “receiving” FCCR is responsible for updating the “Organization” field in TFACTS. 9. The “receiving” TL is responsible for changing the case assignments in TFACTS. 10. The “sending” FSW collaborates with the “receiving” FSW to set up the Transfer/Transition Meeting and each party documents that it was scheduled and completed.
<p>B. CPS Cases</p>	<ol style="list-style-type: none"> 1. The CPS TL of the “sending” region or county notifies and/or requests by phone or email the need for a case transfer to the “receiving” CPS TL. The “sending” TL also includes in the request verification the name and address where the child(ren) or youth resides as a part of the case transfer. 2. When the “receiving” TL agrees to the transfer, the case is re-assigned to a new primary CPS Case Manager. The “receiving” TL notifies the “sending” TL of the re-assignment and simultaneously notifies the “sending” RA. 3. The CPS TL and CPS Case Manager of the “sending” region or county is responsible to ensure that ALL casework is completed and fully documented in the Case Record and in TFACTS. 4. Refer to DCS Policies <u>14.4, CPS: Locating the Child and Family</u>, and <u>14.18, Family Support Services Program</u> for casework specific time frames. The TL and FSW have <u>ten (10) working days</u> from the date of the transfer request to <u>complete all case work documentation.</u> <p>NOTE: If the “receiving” RA does not agree to the transfer, the issue is sent to the applicable Deputy Commissioner or their designee who has forty-eight (48) hours to resolve the issue. During the forty-eight (48) hour time frame, the “sending” region continues to work the case.</p> <ol style="list-style-type: none"> 5. The “sending” CPS TL and CPS Case Manager completes form CS-0638, Case Transfer Checklist that accompanies the CPS case file.

	<ol style="list-style-type: none"> 6. The “<i>receiving</i>” CPS TL notifies the “<i>sending</i>” CPS TL of the receipt of the case record. 7. The “<i>sending</i>” CPS TL notifies the CPS Case Manager and FCCR of the transfer approval. The “<i>sending</i>” FCCR notifies the “<i>receiving</i>” FCCR of the case transfer. 8. The “<i>receiving</i>” FCCR is responsible for updating the “Organization” field in <i>TFACTS</i>. 9. The “<i>receiving</i>” CPS TL is responsible for changing the case assignments in <i>TFACTS</i>. 10. The “<i>sending</i>” CPS Case Manager collaborates with the “<i>receiving</i>” CPS Case Manager to set up the transfer/transition meeting and each party documents that it was scheduled and completed.
<p>C. Juvenile Justice</p>	<p>For all Juvenile Justice transfers (to include probation, aftercare and the youth development center) refer to DCS Policy <u>13.9, Juvenile Justice Case Transfers Within and Between Regions</u>.</p>
<p>D. Resource homes</p>	<ol style="list-style-type: none"> 1. The re-classification or active transfer of a resource home between agencies (private to private, private to DCS, DCS to private, region to region) requires direct coordination and agreement between the “<i>sending</i>” and “<i>receiving</i>” entities. 2. Refer to <u>Protocol for Re-Activation or Re-Classifications of Foster Homes</u> and DCS Policies <u>16.4 Foster Home Selection and Approval</u>, and <u>16.8, Responsibilities of Approved Foster Homes</u>. 3. When transferring a resource home file, form CS-0638, Case Transfer Checklist is completed and accompanies the resource home file.
<p>E. Juvenile Court Jurisdiction Transfer</p>	<p>Contact the DCS attorney assigned to the case for assistance and guidance.</p>
<p>F. Transfer of Native American child to a Tribal Title IV-E agency or an Indian Tribe with a Title IV-E agreement</p>	<ol style="list-style-type: none"> 1. When a child is determined to be of Native American Heritage, as outlined DCS Policy <u>16.24 Children of Native American Heritage</u>, and is transferring to a Tribal title IV-E agency or an Indian Tribe with a Title IV-E agreement; at a minimum the <u>following documents</u> must be provided to the agency/tribe: <ol style="list-style-type: none"> a) All judicial determinations to the effect that continuation in the home from which the child was removed would be contrary to the welfare of the child and that reasonable efforts described in section 471(a)(15) of the Act have been made; b) Other documentation the State agency has that relates to the child’s Title IV–E eligibility under sections 472 and 473 of the Act; c) Information and documentation available to the agency regarding the child’s eligibility or potential eligibility for other Federal benefits; d) The case plan developed pursuant to section 475(1) of the Act, including health and education records of the child pursuant to section 475(1)(C) of

	<p>the Act; and</p> <p>e) Information and documentation of the child's placement settings, including a copy of the most recent provider's license or approval.</p> <p>2. The Tribe or Tribal agency is consulted during the process to ensure that IV-E eligibility or receipt of services is not affected by the transfer of the child.</p> <p>3. In the event Title IV-E eligibility has not previously been established, a Title IV-E eligibility determination is made at the time of transfer.</p>
<p>G. Case file organization</p>	<p>Refer to the DCS policies, protocols, and forms listed below for guidelines and instructions on case file organization:</p> <ul style="list-style-type: none"> ◆ <u>14.11, Child Protective Services Case File Organization, Documentation and Disposition</u> ◆ <u>16.23, Foster Home Case Files</u> ◆ <u>31.5, Organization of Family Case Files</u> ◆ <u>CS-0726, CPS/Non-Custodial Case File Documentation and Organization Checklist</u> ◆ <u>Protocol for Adoption Assistance Case File Contents</u>
<p>Forms:</p>	<p><u>CS-0638 Case Transfer Checklist</u></p> <p><u>CS-0726 CPS/Non-Custodial Case File Documentation and Organization Checklist</u></p>
<p>Collateral documents:</p>	<p><u>14.4, CPS: Locating the Child and Family</u></p> <p><u>14.18, Family Support Services Program</u></p> <p><u>14.11, Child Protective Services Case File Organization, Documentation and Disposition</u></p> <p><u>16.4, Foster Home Selection and Approval</u></p> <p><u>16.8, Responsibilities of Approved Foster Homes</u></p> <p><u>16.23, Foster Home Case Files</u></p> <p><u>31.5, Organization of Family Case Files</u></p>
<p>Glossary:</p>	
<p>Term</p>	<p>Definition</p>
<p>Sending region/ county:</p>	<p>The region or county the case is being transferred from.</p>
<p>Receiving region/ county:</p>	<p>The region or county the case is being transferred to.</p>