

CHILD PROTECTION SERVICES
STANDARDS FOR EFFECTIVE PRACTICE

STANDARDS FOR ONGOING PROTECTIVE SERVICES

3.7 ASSIGNMENT OF REOPENED CASES

Council on Accreditation Standard

The Council on Accreditation Standard S10 (Child Protective Services) links to and supports Standard 3.7 *Assignment of Reopened Cases*.

Administrative Code

There are no Administrative Code Rules that directly address Standard 3.7 *Assignment of Reopened cases*.

I. Philosophy

The factors which lead to child abuse and neglect are complex and often difficult to ameliorate. For this reason, cases may recidivate. CFSA's believe that effective case management for a family previously involved with the CFSA is best handled by the professional(s) most familiar with that family. Such practice reflects sensitivity to the concerns of family members who are asked to share highly personal information. CFSA's recognize that there might be exceptions to the use of caseworker continuity for cases which recidivate. While a caseworker may have worked with a family in the past, the relationship of the caseworker and family may adversely impact current service delivery, thus outweighing the benefits of greater knowledge and familiarity. Supervisors must use their professional judgment to determine case assignment.

II. Outcome

Children and families who recidivate are assigned to workers based on previous relationships and specific needs.

III. Evaluation

FACSIMS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- number of children that recidivate per year;
- number of recidivated cases that are assigned to the former worker.

IV. Standards for Implementation

- 1) When the decision is made to reopen a case for services, the supervisor should decide whether or not it is in the best interest of the child and family to reassign the case to the staff who last provided services.
- 2) When the previously assigned caseworker is not able to provide services to the family, the case (including all previous records and documentation) should be transferred to the supervisor last responsible for the family for assignment within the unit.
- 3) When the previous staff and supervisor are not able to accept the reopened case, the CFSA should distribute the case according to CFSA case assignment protocol.

V. Financial Implications

Costs associated with Standard 3.7, *Assignment of Reopened Cases* are assumed to be similar to that of conducting an investigative assessment:

$\$98.65 \times 14.38 \text{ hours} = \$1,418.59$ per Investigative Assessment and Interviews
(see Standard 2.4, *Intake Assessments and Interviews*)