



New Hampshire Division for Children, Youth and Families Policy Manual

1501 FAMILY ENGAGEMENT DURING A CASE

Chapter: **Case Management Standards for CP and JJ Field Services**

Section: **Engaging Families**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **22-29**

Effective Date: **April 2022**

References Of Note

Federal Authority: [42 USC 675](#) and [45 CFR 1356.21](#)

Statutes: [RSA 169-B](#), [RSA 169-C](#), [RSA 169-D](#), [RSA 170-C](#), [RSA 170-G](#), [RSA 170-H](#), [RSA 260:14 III](#), and [RSA 463](#)

Administrative Rules: [Saf-C 5602.06](#)

Case Law:

This policy establishes the requirements for engaging families involved with the Division for Children, Youth and Families (DCYF) through an open case.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. Child Protective Service Workers (CPSWs) and Juvenile Probation and Parole Officers (JPPOs) shall continually assess for risk and danger relevant to all children in the home throughout the course of their involvement with a family.
- II. CPSW/JPPOs make concerted efforts to engage all children who are part of the identified household (including non-identified siblings who reside in the home or who visit the home frequently) around their safety, permanency, and well-being needs. These efforts shall:
 - A. Be made regardless of the legal or placement status of the child;
 - B. Continue for the life of the case unless it has been determined it would not be prudent to do so in consultation with a Supervisor or is otherwise ordered by the Court; and
 - C. Be made a minimum of once per month, in the child's home/residence, and consist of face-to-face contact unless there are mitigating circumstances that prevent face-to-face contact from occurring or necessitate meeting outside the home.
 1. Mitigating circumstances may include the mental health needs or unavailability of a child.
 2. Additional contact shall be made as necessary to support children and address concerns of safety and risk.

- III. CPSWs/JPPOs must immediately notify their Supervisor of any situation where a child reported to be in the home or known to have previously resided in the home cannot be located (at any point during the case).
 - A. If the child is reported to have moved to the custody or care of another parent or adult, the CPSW/JPPO must obtain confirmation as to the child's whereabouts from the current caregiver or a third party such as the child's school, law enforcement, or another state's child welfare agency.
 - B. If the child is believed to have run away, escaped or absconded from parole, or to have been abducted, the CPSW/JPPO shall refer to policy 1558 Missing Children.
 - C. If information emerges that indicates the child may be a victim of or witness to abuse or neglect, the CPSW/JPPO must make arrangements to ensure a timely safety assessment with child welfare services where the child is located.
- IV. Monthly visits with children include:
 - A. A thorough assessment of safety and well-being, as well as permanency needs as applicable; and
 - B. One-on-one time apart from parents/guardians whenever possible.
- V. If a child enters placement, they shall be visited at their placement provider no later than the end of the calendar month and then at least monthly.
- VI. CPSW/JPPOs make concerted efforts to identify, locate, and engage all parents/guardians whose children are involved with the Division around meeting the safety, permanency, and well-being needs of their children. This includes custodial parents, non-custodial parents, stepparents who reside in the home or who provide care for the child(ren), missing parents, and guardians.
 - A. Specific to a court-involved Child Protection case, CPSWs shall notify any non-accused parent of their right to seek a Parental Fitness Hearing as outlined in RSA 169-C:19-e as soon as possible.
- VII. Efforts to identify and locate missing parents shall:
 - A. Be made regardless of the placement status of children;
 - B. Include at least 2 attempts at the onset of the case or if placement is likely;
 - C. Be made a minimum of once per month ongoing;
 - D. Include a variety of approaches when necessary to ensure engagement; and

- E. Continue for the life of the case unless it has been determined it would not be prudent to do so in consultation with a Supervisor or is otherwise ordered by the Court.
- VIII. Once a missing parent has been located, they are considered a non-custodial parent.
- IX. Efforts to engage all parents/guardians shall:
- A. Be made a minimum of once per month;
 - 1. Contact with custodial parents/guardians consists of face-to-face contact in the home unless there are mitigating circumstances that warrant an alternative plan;
 - 2. Contact with non-custodial parents occurs monthly unless there are mitigating circumstances;
 - B. Be made regardless of the placement status of children; and
 - C. Continue for the life of the case unless it has been determined it would not be prudent to do so in consultation with a Supervisor or is otherwise ordered by the Court.
- X. Monthly contact with parents/guardians includes:
- A. Assessment of safety and risk within the home and of all family members;
 - B. Assessment of family needs and consideration of community and paid resources to meet those needs;
 - C. Discussion of the case plan goals, including permanency as appropriate, with a focus on celebrating success and identifying barriers/ongoing needs; and
 - D. Creation/review of written Action Plans, as appropriate, to address ongoing needs and any barriers to success that include family supports and available resources/services.
- XI. In instances of co-occurring cases with Child Protection and Juvenile Justice Services, the CPSW and JPPO work together to engage the family as outlined in 1555 Joint Case Planning and Case Management.
- XII. All efforts with parents/guardians and children shall be thoroughly documented, in a timely manner, in the DCYF electronic information system.

Standard Operating Procedures

SOP	Title	Applicable Disciplines
1501.1	Engaging Children-CPS Case	CPS
1501.2	Engaging Youth-JJS Case	JJS
1501.3	Engaging Parents/Guardians-CPS Case	CPS
1501.4	Engaging Parents/Guardians-JJS Case	JJS
1501.5	Missing Parents-CPS Case	CPS
1501.6	Missing Parents-JJS Case	JJS

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log

PD	Modification Made	Approved	Date
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