



<b>1235 CASE CONTACT POLICY</b>	
Chapter: <b>Child Protective Field Services</b>	Section: <b>CPS Family Services</b>
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: <b>08-08</b> Effective Date: <b>May 2008</b> Scheduled Review Date:
	Approved:  Maggie Bishop, DCYF Director
Related Statute(s): <a href="#">RSA 169-C</a> Related Admin Rule(s): Related Federal Regulation(s): <a href="#">PL 109-239, Sec 6 (a)</a>	Related Form(s): Bridges' Screen(s) and Attachment(s):

The Risk Assessment provides reliable, valid information on the risk to children of continued abuse and neglect. Appropriate use of this assessment data is key to ensuring better protection of children. Therefore, for cases that have been opened for Family Services, the risk level is used to set the minimum amount of contact required with the family each month. This policy is considered "best practice" and helps to focus staff resources on the highest risk cases.

### Policy

There is a policy for in-home cases and one for children in placement. CPSWs should use their professional judgment in each case to determine whether more contacts than the minimum number of one face-to-face visit per calendar month in the child's home, foster home or residential facility is needed. The definition and purpose of a face-to-face "contact" is: to monitor developments in the case, to observe interaction between the caregiver and the child(ren), to facilitate implementation of the Case Plan, and to assess progress with the plan.

### Types of Referrals/Cases

The Case Contact Guidelines apply to all Family Services cases.

### Responsible Staff Person(s)

The Family Services CPSW uses the Case Contact Policy.

### Decision

The Case Contact Policy determines the minimum number of contacts the Family Services CPSW must have with the family.

### Time Frames

Case Contact Policy is used throughout the life of an open case in response to changes in the risk level.

### Use

- I. In-Home Case Contact Policy
  - A. Find the column that corresponds to the assessed level of risk, and follow the matrix across to determine the minimum number of contacts required with the family.
- II. Child(ren) in Placement Case Contact Policy

A. Policy for children in placement is described in levels according to placement type. Identify the appropriate service level according to the placement type to determine the minimum number of contacts required with the child.

III. NOTE: If one or more child (ren) are in placement, and the goal is reunification, "in-home case" case contact policy describes activity that the Family Services CPSW has with family, and "child (ren) in placement" case contact policy describes activity the Family Services CPSW has with the child (ren).

<b>In-Home Case Contact Policy</b>			
<b>Risk Level</b>	<b>Overall Contact</b>	<b>Family Services CPSW Minimum Contacts</b>	<b>Guidelines</b>
<b>Low</b>	1 face to face contact in the child's home or placement with the children and caregiver(s) at least once every calendar month, and  1 Collateral contact per month by the CPSW.	The Family Services CPSW must have face-to-face contact in the child's home or placement with all children and caregiver(s) at least once every calendar month.*	
<b>Moderate</b>	2 face-to-face contacts with the children and caregiver(s) per month, and  2 collateral contacts per month by the CPSW.	The Family Services CPSW must have face-to-face contact in the child's home or placement with all children and caregiver(s) at least once per calendar month. *	
<b>High</b>	3 face-to-face contacts with the child(ren) and caregiver(s) per month, and  3 collateral contacts per month by the CPSW.	The Family Services CPSW must have face-to-face contact in the child's home or placement with all children and caregivers at least once per month*  Two face-to-face contacts with either the children or the caregiver(s) by a service provider may be applied to the overall contact requirement.	Every effort should be made to meet with the child(ren) separate from the caregiver(s) during the visit.
<b>Very High</b>	4 face-to-face contacts with child(ren) and caregiver(s) per month, and  4 collateral contacts per month by the CPSW.	The Family Services CPSW must have face-to-face contact in the child's home or placement with all children and caregiver(s) at least once per calendar month. *  Three face-to-face contacts with either the children or the caregiver(s) by a service provider may be applied to the overall contact requirement.	Every effort should be made to meet with the child(ren) separate from the caregiver(s) during the visit.

\* If the child(ren) and caregiver(s) are seen together in one visit, one face-to-face contact is satisfied.

## Out-Of-Home Placement Case Contact Policy

	Placement Type	Minimum Contacts	Additional Guidelines
Service Level	Level 1 Relatives (In-state)	The Family Services CPSW must have one face-to-face contact in the child's relative home with the child and the family with whom the child resides once every calendar month and have one collateral per month	For out-of-state relative placements, the minimum contacts in the child's relative home remain the same but may be met by the receiving state agency, when approved by the direct supervisor. Documentation of all contacts with the child made by the out-of-state agency must be forwarded to the assigned CPSW and documented in Bridges.
	Level 2 Foster Home (In-state)	The Family Services CPSW must have at least one face-to-face contact in the child's foster home with the child per calendar month and have one collateral per month	Face-to-face contact with the child must take place in the foster home where the child is placed.  For out-of-state foster home placements, the minimum contacts remain the same but may be met by the receiving state agency, when approved by the Supervisor. Documentation of all contacts with the child made by the out-of-state agency must be forwarded to the assigned CPSW and documented in Bridges.
	Level 3 Residential (in-state) or Residential (MA/VT/ME)	The Family Services CPSW must have one face-to-face contact in the child's residential placement per calendar month.	Best efforts must be made by the assigned Family Services CPSW to visit the child, but visits may be made by other Family Services CPSWs or DCYF staff directly responsible for case management.  For out-of-state residential placements other than MA/VT/ME, the minimum contacts in the child's residential placement remain the same. (PL 109-239, Sec 6 (a) allows visit services to be purchased from a private agency or the child welfare agency where the child is placed.)  Documentation of all contacts with the child made by the out-of-state agency must be forwarded to the assigned Family Services CPSW and documented in Bridges.
	Level 4 State Child Placing Agency/ Therapeutic Foster Care	It is the responsibility of the Child-Placing Agency Social Worker to maintain intensive face-to-face contacts with the child, based on case needs.  The Family Services CPSW must have face-to-face contact with the child in the child's home or foster home a minimum of once per calendar month and it must be documented in Bridges.	Documentation of all contacts with the child made by the child-placing agency must be forwarded to the assigned Family Services CPSW and documented in Bridges.