



NEW JERSEY DEPARTMENT  
OF CHILDREN AND FAMILIES

## New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	II	Intake, Investigation and Response	
Chapter:	C	Initial Response	3-16-2009
Subchapter:	1	Case Assignment	
Issuance:	200	<b>Office of Supervision</b>	

### Purpose:

This issuance establishes the policy and procedures on determining the office of Supervision for CP&P cases.

### Authority:

### Policy:

#### A) CP&P Structure

The Division of Child Protection and Permanency provides supervision and case management services to children and families in all twenty-one (21) counties in New Jersey. While some counties have one Local Office which serves the entire county, several large or densely populated counties are supported by more than one Local Office and are, therefore, divided into catchment areas to facilitate case management and service provision.

#### B) Consolidation of Supervision

Each service active family member is assigned to one CP&P Local Office (LO). In most cases all family members are supervised by the same office, which is known as the "office of supervision." A case goal of "select home adoption" may necessitate the involvement of, or supervision by, two or more offices with one biological family following the termination of parental rights to one or more children.

#### C) Dual Management Cases

There are other circumstances which necessitate the involvement of, or supervision by, two or more offices as outlined in this subsection. These cases are known as "dual management" cases.

The Division stopped routinely establishing dual management on May 25, 2001.

Cases established as dual management before May 25, 2001, may be dual managed until the mother or primary caregiver moves outside the catchment area or the case is closed. No new dual managed cases are to be established between LOs, with the exception of certain children with a goal of select home adoption. See [CP&P-II-C-1-200](#), Locating and Accessing Services in Other Catchment Areas.

## **Procedures:**

### **D) DETERMINING OFFICE OF SUPERVISION 4-28-2008**

The Local Office supervising the mother or primary caregiver is considered the office of supervision. This office maintains full case management responsibility and supervision when a child is placed by CP&P in a different catchment area. This may cause an increase in travel for staff, but provides consistent case practice and minimizes intrusion into families' lives.

If an emergency situation develops, the Casework Supervisor from the office of supervision notifies the Casework Supervisor from the office covering the catchment area where the child resides, that an Immediate or 24-hour field response by their office is necessary to assure the safety of the child.

The Casework Supervisor in the office covering the catchment area where the child resides or is placed responds immediately, via telephone or e-mail, to any requests for services. After responding, document the information, and forward it to the office of supervision. Notify staff, if follow-up is necessary. The Casework Supervisor in the office of supervision confirms any services agreed upon, in a follow-up e-mail.

### **E) Temporary Residence at Time of Referral/Application 4-28-2008**

If a child is in a temporary residence at the time of application/referral/report to SCR, the office of supervision remains/becomes the office in whose catchment area the child and/or family makes its domicile, i.e., permanent, legal residence.

Examples of temporary homes or facilities are:

- Juvenile-in-crisis shelters,
- Detention centers,
- Shelters,
- Hospitals (public and private),

- Battered women's facilities,
- Substance abuse treatment facilities, and
- Group care homes.

If a child is in a catchment area different from that of his domicile at the time of report to SCR, and there is a need for an Immediate Response, SCR assigns the report to the Local Office responsible for the jurisdiction where the child victim is located at present.

If the child's family is service-active in another county/catchment area, SCR advises that office of the report that requires an Immediate Response. The office of supervision provides the responding LO with information which will facilitate "courtesy" investigation and case handling. The responsibility for the Immediate Response rests with the office in whose catchment area the child at risk is physically located at the time of SCR's receipt of the report. The office of supervision may request to complete the child protective services investigation itself.

The safety of children must take precedence over jurisdictional/response disputes.

CPS 24-hour response or CWS referrals assigned to office of supervision - For CPS reports coded 24-hour response and ALL CWS referrals, SCR assigns the intake to the office of supervision. The Casework Supervisor from the office of supervision may request assistance/response from the Casework Supervisor of the office covering the catchment area where the child is physically located, to assure the safety of the child.

Placement of the child and preparation for court are done by the office where the parents reside, unless doing so would entail sufficient delay so as to jeopardize the safety of the child. Seek advice from a Deputy Attorney General when there is question of court jurisdiction.

**F) Family/Child Leaves County Before Initial Field Response Complete**  
4-28-2008

When in-person field response/child protective services investigation activity has begun in response to a referral/report on a new or reopened case, but the family changes its county of domicile before the initial field response is completed (i.e., before the child, siblings, parents and alleged perpetrator are seen), the CP&P office assigned the referral/report maintains responsibility for:

- Stabilizing the immediate case situation (or working with the other county to stabilize the case); and

- Completing incident reports (the investigation write up, Investigation Summary, DCF Form [2-1](#), documented in NJS).

These activities must be completed during initial response ([CP&P-II-A-1-100](#)), before transferring responsibility for the investigation of the report to the new county of domicile or processing the case for closure.

Case Transfer Liaisons from the two field offices negotiate case handling while the referral/report is at intake. The LO in the new county of domicile may provide:

- Courtesy assistance
- Immediate action/emergency intervention, if the family is in crisis or the child is at risk
- The two offices may conduct a joint investigation

Factors which may affect these arrangements include, but are not limited to:

- The physical distance between the two counties
- The urgency of the situation/need for timely CP&P field intervention, face-to-face contact with the child/family
- Whether there is a need for local county-based service/resource referral to stabilize the family
- Whether litigation may be necessary (originated by the county of domicile, filed by the respective DAG)
- Appropriate and practical use of CP&P field staff resources from both respective field offices

#### **G) Family/Child Leaves County Before Field Contact Made 4-28-2008**

If the family relocates from the county/Local Office jurisdiction to which State Central Registry assigned the CPS report/CWS referral for response BEFORE field staff from that Local Office succeeds in making in-person contact with ANY member of the client family, responsibility for field intervention and completing incident forms is assumed by the LO in the new county of domicile.

A copy of SCR's DCF Form [1-1](#), Screening Summary, updated, as appropriate, to include documentation of all collateral contacts and attempts to contact the family within the Initial Response Program (60 calendar days of case assignment from SCR), is sent by electronic transmission to the Local Office of domicile

within 24 hours of confirming the family's relocation. The county of domicile initiates field intervention, as appropriate.

The CPS investigation/CWS assessment is reassigned to the county of domicile in NJ SPIRIT. No other transfer documentation case recording is required.

Discuss/negotiate any response, policy compliance, registration, or jurisdictional issues in good faith between the two Local Office Case Transfer Liaisons.

#### **H) Determination in Complex Cases** 4-28-2008

In cases with complex circumstances, e.g., multiple siblings residing with different relative caregivers in distant catchment areas, determining the office of supervision may be difficult and not easy to define. Therefore, office of supervision decisions are made on a case-by-case basis to reflect the best interest of the child and his/her family.

Factors to consider for decision-making purposes include, but are not limited to:

- Do the siblings have the same father, but a different mother, with whom they reside?
- Do the siblings have limited family connection or interaction?
- Is the placement free or paid?
- Did CP&P make the relative placement?
- Are there relationships that need to be preserved, that would make it beneficial for the children involved to have the same Worker?
- How long has the child been in the home with this relative/caregiver?
- Do the siblings in separate households have different case plans and/or goals?
- Is adoption a case goal for one or more of the children?

Casework Supervisors, in the catchment areas of each office involved, conference, discuss and reach an agreement as to how the children's needs in the case will be best served, i.e., different case numbers and different offices of supervision for separate family constellations or family units, and same office of supervision when the case will be served as one family unit. It is important to always keep in mind the best interests of the children involved in the case when making a decision and reaching an agreement.

The Casework Supervisors reach a mutual agreement as to which office will become the office of supervision and take full responsibility for the case. The

Casework Supervisor from the office of supervision completes a CP&P Form [26-52](#), web-based Contact Sheet, documenting and confirming the agreed-upon roles and responsibilities of each office. The other office obtains a copy of the documentation from the web application. If the Casework Supervisors are unable to reach a mutual agreement, the case is referred to the respective LO Managers, or the Area Director(s) for a final determination.

When "Adoption" becomes a goal for children, the case is transferred to the Adoption Worker. The litigation remains in the catchment area of origin. Case handling responsibility for siblings who do not have adoption as a goal remain the responsibility of the Permanency Worker.

**I) Setting up a Separate Household** 4-28-2008

Policy aims to establish when a young adult, age 18 or older, with a child or children of her own, known to CP&P files, may be opened as a separate household, rather than continuing as a household member in her parents' CP&P case. Staff are encouraged to weigh the benefits in making this determination.

When faced with this situation -- either at screening of a report/referral at SCR or when providing ongoing case management -- consider the following:

- If the young adult needs, or is receiving continued, paid services from CP&P to address her own needs (example: out-of-home placement for the young mother and her infant child), consider maintaining her as a "child" family member on her parents' case.
- If the young mother's child or children are receiving paid services under a current case number, consider maintaining the young mother and children as household members in that case (i.e., the "grandparent's" case).
- If the young mother sets up a separate household from her parents, consider whether to establish a new case, with the mother (father, if present/known), and her/their children as household members/participants.
- If the case is in closed status, and CPS allegations are being made against the young mother, father, or paramour, consider opening a separate, "new" case on the young family (particularly if they reside in a county or jurisdiction other than that of the original case).

The benefits to opening a new, separate case include:

- The father(s) of the child can be readily identified in NJS.
- Case history can be established on the "new" family.

The detriments to opening a new case include:

- Family history may be "lost" -- i.e., harder to find in an on-line record search -- in that prior intakes or services for the 18 year old and her children will not be associated to the "new" case in NJS.
- Separate case records will be made for household members common to both cases, which may cause confusion in searches in NJS, case recording, etc.

**J) Determination in Cases of Referrals from Correctional Facilities on Behalf of Pregnant Inmates**      4-28-2008

If a referral is received from the Department of Corrections on behalf of a pregnant inmate desirous of resource family home or adoption placement following the birth of her child, SCR assigns the CWS referral to the office in whose catchment area the pregnant inmate maintained a legal residence prior to incarceration, where she intends to live upon release. The Local Office, responsible for that jurisdiction, is named the office of supervision.

For example: SCR assigns the Western Essex Central Local Office the referral/application for a woman incarcerated in Somerset County whose legal residence is East Orange, who plans to return to East Orange upon her release. The Western Essex Central Local Office assumes responsibility for all case management activities, service provision, securing a resource family home, and placing the infant following birth and discharge from the hospital.

**K) Determination for Institutional Abuse Investigation Cases**      3-16-2009

Reports of institutional abuse or neglect regarding children placed in facilities, resource family homes, or other out-of-home care settings who are service active in a Local Office, are investigated by the Institutional Abuse Investigation Unit Regional Office responsible for the catchment area in which the facility/home is located. The child's CP&P office of supervision does not change.

Reports of institutional abuse or neglect regarding children who are either unknown to CP&P or no longer in active status are likewise investigated by the IAIU Regional Office in whose catchment area the facility, resource family home, or other out-of-home care setting is located.

The IAIU may request the assistance of a Local Office to:

- Conduct a joint investigation
- Notify a child's birth family of the report
- Facilitate child safety planning or emergency placement

- Facilitate medical care/treatment or a pre-placement health/medical assessment/examination
- Transport a child
- Provide case history/background information regarding the child

If a birth or adopted child in the resource family home may be abused or neglected, the IAIU Investigator initiates a report to the State Central Registry, for assigning a CPS-Family report to the Local Office for investigation. (This also applies to a child for whom Kinship Legal Guardianship was awarded to a relative/caregiver by court order.)

**L) Exceptions When Naming the Office of Supervision** 4-28-2008

There will be, on occasion, circumstances which do not allow for ready application of the general policy for determining office of supervision. Therefore, for the following situations, the office of supervision is the office in whose county/catchment area the child lives:

- The parents' whereabouts are unknown;
- The parents reside out of state;
- CP&P has a surrender of custody, guardianship, or parental rights have been terminated;
- Certain children with a case goal of Select Home Adoption

For Safe Haven infants SCR assigns the CWS referral to the Local Office responsible for the jurisdiction where the hospital is located. If CP&P learns the identity of the birth parent(s), and he, she or they are in active case status, consult the DAG. If the infant was abused or neglected, contact SCR, to initiate a CPS report. SCR assigns the CPS report back to the Local Office as a child protective service investigation.

**M) Locating and Accessing Services in Other Catchment Areas** 4-28-2008

To facilitate the timely and thorough provision of services to children in out-of-home placement, particularly those placed in a resource family home, the Casework Supervisor in the office of supervision contacts the Casework Supervisor in the Local Office covering the catchment area where the child is placed, to advise of the child's placement and to request assistance in locating and accessing local services, including services or placement slots contracted specifically for that office.

Local services include, but are not limited, to the following:



- Day care,
- Camps,
- After school programs,
- Adolescent services, including self-sufficiency and transitional services;
- Big Brother/Big Sister programs,
- Therapy providers, i.e., psychologists, psychiatrists,
- Evaluators or diagnostic services, i.e., psychologists, psychiatrists,
- Medicaid providers for medical or dental care,
- Transportation services for visitation, etc.,
- Homemaker services,
- Women, Infants and Children Program (WIC), and
- Youth Advocate Program (YAP).

The Casework Supervisor in the office of the catchment area where the child is placed facilitates timely response to requests for services. (Based on case-by-case considerations, some responses may need to be immediate.) This Casework Supervisor identifies a vendor or program providing the service need requested by the Casework Supervisor in the office of supervision. This Casework Supervisor also advises or informs the Casework Supervisor in the office of supervision about the vendor's or program's referral process.

The child's Worker in the office of supervision completes all necessary forms or applications as directed by his or her Casework Supervisor and forwards any required information pertaining to the case and/or child. The Casework Supervisor in the office of the catchment area where the child is placed assists in facilitating the service based on regular procedures utilized in their office. The assigned Worker (in the office of supervision) coordinates the service delivery with the resource parents, provides follow-up, monitors, and ensures that service delivery continues to meet the child's needs.

The office of supervision retains financial responsibility for any service for the child/family requiring payment. Any difficulties in accessing and establishing services for children out of the office of supervision's catchment area may be brought to the attention of the requesting Local Office Manager or, if necessary, the appropriate Area Director.

**N) Procedures for Locating and Accessing Services in Other Catchment Areas**  
4-28-2008

Responsibilities and Actions Required:

Casework Supervisor (Office of Supervision):

1. Notify the Casework Supervisor, in the catchment area where the child is placed, within one week of the child's placement.
2. Request assistance, via telephone or e-mail, from the Casework Supervisor in locating and accessing a specific service, program, or vendor for the child.

Casework Supervisor (Catchment Area of Placement)

3. Advise or inform the Casework Supervisor in the office of supervision about the referral process. Request information, as needed, and forward forms to Casework Supervisor for completion by assigned Worker, if required.

Assigned Worker (Office of Supervision)

4. Complete all forms or applications, as requested. Gather all requested information and forward to the Casework Supervisor in the office where the service is requested.

Casework Supervisor (Catchment Area of Placement)

5. Assist in facilitating the service based on the standard procedures for the Local Office. Make the initial contact with the service provider, as necessary.
6. Ensure service delivery is established.

Casework Supervisor (Office of Supervision)

7. Confirm, via e-mail, any services agreed upon.

Assigned Worker (Office of Supervision)

8. Coordinate service delivery with the resource parents; provide them with information regarding the service.
9. Provide follow-up, monitor, and ensure that service delivery continues to meet the needs of the child.

Casework Supervisor (Office of Supervision)

10. Resolve any difficulties or delays in establishing service provision for the child.

LO Managers (Area Directors, if necessary)

11. Resolve any inter-office conflicts.

#### **O) Jurisdiction in Reports/Referrals Received After-Hours 4-28-2008**

CP&P Special Response Unit (SPRU) staff handle referrals/reports coming to the attention of the State Central Registry after hours (nights, weekends and State holidays). Responsibility for any necessary field intervention after hours lies with the SPRU Worker in the county in which the child is physically located at the time of the report/referral. Thus, if a child is located in a county other than the county of supervision and/or residency, SCR will refer the emergency to the SPRU Worker covering the county in which the child is located at present. This rule applies to abuse/neglect investigations, out-of-home placement disruptions, as well as other crisis situations.

Cooperation between SPRU staff and day staff from the county of supervision is vital, to assure that any interim/emergency plans made by SPRU are in the best interests of the child and in accordance with the established case plan.

If placement of a child becomes necessary after hours, or a child must change placements, SPRU staff from the county of supervision may assist with resource identification, and effectuating the emergency, after-hours placement.

#### **P) Transfer of Case Management Between Offices 4-28-2008**

Whenever a service-active family moves from the catchment area of one Local Office to the catchment area of another, the responsibility for the supervision of the family is transferred to the new office within two weeks of the move.

NJS - Assignments and reassignments, i.e., inter-office case transfers, will be made in NJ SPIRIT (NJS), once this functionality is available.

When the mother or primary caregiver of the children moves from the catchment area of the current Local Office of supervision to a permanent address in a different catchment area, the supervision of the entire case (including all children/siblings in free or paid placements who may be residing with different caregivers in different catchment areas, as well as cases in the intake stage) is transferred to the Local Office responsible for the catchment area where the mother or primary caregiver relocates.

If a case is in litigation, this requires a change of venue for court proceedings to the county in which the CP&P case is transferred. The Casework Supervisor from the Local Office transferring the case advises the assigned DAG of the need

for a change of venue or of existing special circumstances which may preclude a change of venue for the litigation aspect of the case, e.g., the mother or primary caregiver is known to move frequently, the legal aspects of the case are complicated, etc.

For cases with complicated family dynamics, consider whether the households are separate family units and whether separate case numbers should be established for some family members. Many factors are weighed, including whether the family members have a limited connection, what the plan is for each child, etc. To determine the office of supervision in complex cases

For case management continuity purposes, if the mother or primary caregiver living in a multi LO county moves from the catchment area of the office of supervision to another catchment area in the same county, but the children remain under supervision in the first location, consider not transferring the case.

The office Transfer Liaison determines which office the case is to be transferred to, and coordinates and oversees the transfer-related activity. The receiving Supervisor reads transfer cases and assigns them within two working days of receipt. Transfer cases receive the same attention as intake case assignments.

#### **Q) Transfer of Cases in Litigation 4-28-2008**

Transfer of any case which is involved in litigation does not take place unless the court, the sending and receiving offices, and their Deputy Attorneys General have been advised and do not object. Notify the court as soon as the decision to transfer is made.

If there is a protective service custody order, there should be no less than three (3) months left on the order. A copy of the order must be in the case record.

#### **R) Transfer of CPR Jurisdiction 4-28-2008**

Child Placement Review Board jurisdiction is established according to law, based upon the child's CP&P office of supervision. Therefore, the general rule is that a CPRB in the county in which the child's CP&P office of supervision is located, is the Board (county) of CPR jurisdiction. A change in CPR jurisdiction, however, requires approval of the court (order).

Cases which have been transferred are reviewed on schedule by the sending office when the case has been transferred within 30 calendar days of the review due date. The receiving office is invited and encouraged to attend.

#### **S) Local Offices 4-28-2008**

CPR jurisdiction is determined by the child's office of supervision unless there is a court order to the contrary.

Notify the CPR Board when a child moves AND his or her case is transferred from a reviewable placement in one county/catchment area to a reviewable placement in another county/catchment area. CPR transfers jurisdiction unless the court decides to retain jurisdiction. See [CP&P-IV-A-3-200](#), Determining CPR County of Jurisdiction.

#### **T) Exceptions to Transfer 4-28-2008**

Circumstances may occur in which it is more expedient to provide services to a family/member based on proximity to the current office of supervision rather than county/catchment boundaries. Such exceptions are considered when:

- The mother or primary caregiver of a multi-member family moves into a contiguous or nearby county/catchment area and, for continuity of services, it would be beneficial NOT to transfer the case (the office in whose catchment area the mother or primary caregiver resides should be notified of their presence).
- A principal in a protective services investigation is residing in, or moves in close proximity to, the current office of supervision, even though physically in the catchment area of another office.
- A legally free child who meets all of the following criteria:
  1. Goal is select home adoption,
  2. Current placement is a family setting (resource family or treatment home),
  3. Placement is 50 or more miles from the sending office, and
  4. Current placement has been stable for at least 45 calendar days and removal is not imminent.

The office of supervision does not change, i.e., the case is not transferred, under any of the following circumstances:

- The mother or primary caregiver of a multi-member family moves to a temporary address in another catchment area and may, in fact, return to the former catchment area and, for continuity of services, it is beneficial not to transfer the case;
- One or more (but not all) service-active family members move to another catchment area, unless the mother or primary caregiver relocates to a permanent address in another Local Office's catchment area;
- A child is placed in an institution, whether legally free or not, regardless of distance from the Local Office, i.e., a residential facility, a group home,

etc., in another county/catchment area. (There will be situations, however, requiring that Local Offices work out cooperative agreements regarding child-specific recruitment for children in institutional care. When this occurs, a rule of reasonableness should apply, so that permanency is not unduly delayed.)

- A child's case is service active in a Local Office and an institutional abuse or neglect report is made or a violation of standards is reported to the Office of Licensing (OOL);
- A court order or pending litigation requires the continued involvement of the office currently providing case management.

It is best practice to achieve case goals, including termination, when possible, within three months of CP&P' initial involvement with children and families. After three months, if the case goal has not been met, transfer the case to the new catchment area.

When there are two or more Local Offices in a county, the Local Office Managers who oversee those offices may develop a protocol for the assignment and transfer of cases between their jurisdictions. The protocol is subject to Area Director approval.

All exceptions to transfer are discussed with, and approved by, the Transfer Liaison of the office of supervision. A memo outlining the reasons for maintaining supervision is sent by the office retaining supervision as soon as that office is aware of the move. The Transfer Liaison in the other office establishes a tickler folder for receipt of information concerning the case.

A memo is not required for protective services investigations completed for another LO or for institutional abuse/neglect investigations.

#### **U) Transfer Liaison 4-28-2008**

The Local Office Manager appoints either himself or a member of the professional staff to assume the duties of office Transfer Liaison. The Transfer Liaison's role is to facilitate case transfer and continuity of services to clients.

The Liaison's duties include:

- Reviewing and approving all outgoing and incoming transfer cases, to ensure that the terms of the policy have been executed.
- Ensure that transfer cases contain all documents, forms, and NJS case recording, including completed Structured Decision Making Forms, as required, and accepting responsibility for them at the time of transfer out of the office.

- Making the case assignment/reassignment in NJ SPIRIT (NJS).
- Ensuring that any outstanding bills received prior to transfer are also processed prior to transfer.
- Ensuring that any bills incurred prior to transfer or within 30 days after transfer are paid by the sending office regardless of the bill receipt date.
- Ensuring that telephone calls regarding transfers are responded to within 24 to 48 hours. Those initiating calls should make it clear that the call is regarding a transfer case.
- Working with the Administrators, LO Operations, to adjust the foster care budget allocations between offices, if transfers result in a substantial shift of financial responsibility (if this task is delegated to the Transfer Liaison by the Office Manager).

When a case is transferred from one office to another, fiscal responsibility is also transferred, i.e., the cost of services provided after the transfer is charged against the cost center of the receiving office. The receiving office becomes responsible for processing all fiscal related documents within 30 calendar days of successful case transfer.

**V) Deficits/Gaps in Case Records Transferred Between Local Offices**  
4-28-2008

The sending Liaison is responsible to assure a case record contains complete and accurate information prior to transfer. If incomplete, attempt to obtain the needed information. When necessary, prepare a memo to the receiving Liaison explaining that the record is lacking information and the attempts made to obtain such. The receiving Liaison assures continuity of services to the child/family while working with the sending Liaison to obtain needed information.

The receiving Liaison calls the sending Liaison when he or she first discovers that a case record has incomplete or missing documents, forms, and/or information. Request the missing information be obtained and forwarded. Send a memo to document the conversation.

If no response is received from the sending Liaison within ten working days, the receiving Liaison sends a second memo. Address the memo to the sending office's Casework Supervisor and copy both Local Office Managers, indicating it is a second request notice. Within ten working days, the Casework Supervisor and Local Office Manager ensure that a proper and timely response is made.

If the missing information is not received, the receiving Local Office Manager refers the matter, in writing, to the Area Office.

If the receiving Liaison determines that the case record is seriously deficient in case documents, forms, or information, copy and maintain the material necessary to operate. Send the actual record back to the originating office for corrections. Document action in a memo from the receiving Liaison to the sending office's Casework Supervisor with a copy to both Local Office Managers.

#### **W) PRE-TRANSFER CONSIDERATIONS 4-28-2008**

Whenever a Worker becomes aware of circumstances which may necessitate transfer of case responsibility to another office for supervision, the case is conferenced with the Supervisor. A Worker may not transfer any case without the approval of both the Supervisor and the Transfer Liaison.

Consideration is given to the appropriateness of transfer, e.g., is the move permanent or temporary, is the case in litigation, is continued agency intervention necessary and appropriate, based on the level of risk assessed utilizing the CP&P Form [22-23](#), SDM™ Risk Assessment? Consider closing the case, if risk level is moderate or low risk.

The Worker discusses with the family their intention to resettle in the new county/catchment area and enters documentation in the case record.

All family members are to be seen within 30 days prior to transfer. The families of children in residential placement are also seen within 30 days prior to transfer.

Verify the new address of the family prior to case transfer. Possible methods of verification include:

- A home visit;
- A signed receipt from Return Receipt Requested mail; or
- Confirmation by the County Welfare Agency.

If verification by the sending office is impossible or impractical, assistance from the receiving office may be requested.

When a family/member is missing, document efforts to locate the family/member in the case record.

For cases in which a missing family/member surfaces in another county/catchment area, and case documentation reflects efforts to locate them, the receiving office accepts the case without the sending office making face-to-face contact.

If there is no documentation of the sending office's efforts to locate a missing family/member who has surfaced in another county/catchment area, the receiving office notifies its Manager in writing and forwards a copy of the memo



to the Area Office and to the sending office. The sending office updates the record, as appropriate, to reflect efforts made to date. The case is accepted in the receiving office and services are provided.

## **X) Case Record Preparation and Documentation** 4-28-2008

Case records are to be comprehensive and up to date at the time of transfer. The sending office is responsible for updating case recording and related documents and preparing the following within two weeks prior to case transfer:

- An updated CP&P [26-81](#), Family Summary/Case Plan, clearly specifying all case activity, reasons for transfer, and worker safety issues regarding the case situation, if applicable.
- The CP&P Form [26-57](#), Case Summary for Closing/Transfer, in lieu of the above, when appropriate.
- Complete and update regular and transfer related NJS paperwork.
- All other case record documentation, including LO transfer checklist
- Child Placement Review requirements. See [CP&P-IV-A-3-200](#), including CP&P Form [18-35](#), Child Placement Review Notice of Change. Include copies of all CPR documents in the case record. Document the Child Placement Review schedule in the case record.
- School transfer activities, when appropriate.
- Medical and health related information.
- Case documentation, affidavits, and evaluations for cases in litigation or cases which may require court action in the future
- Title IV-E determination, for placement cases.
- Referral for child support determination, for placement cases.
- Required Structured Decision Making forms. See [CP&P-III-B-6-600](#).

It is the responsibility of the sending office to process all outstanding bills which have been received in the sending office prior to case transfer.

Entering the new supervising office in NJS is done by the sending office on the same day the case record is put in inter-office mail.

Although the receiving office will appear responsible for the case in NJS, the sending office retains responsibility for the management of a case until the

turnaround documents and case record are in the possession of the new office. The Transfer Liaison in the receiving office contacts the sending office when turnaround documents are received, but the case record does not follow.

The Worker notifies the family and the substitute caregiver, as well as other individuals, agencies, or professionals who are actively involved in the case or who provide ongoing services, of the impending transfer and provides them with the name, address and telephone number of the receiving office.

**Y) Primary and Secondary Offices of Supervision in Dual Management Cases Established Prior to May 25, 2001** 4-28-2008

When dual management was established for a case prior to May 25, 2001, the primary office retains case management responsibility for the parents and litigation responsibility for the family. The receiving office or offices provide services to the child and the resource parents and assists with permanency planning services to the parents. These responsibilities/activities are entered on the CP&P Form [26-52](#), Contact Sheet, in New Jersey SPIRIT. Review the terms of the agreement at least once every six months. Renegotiate, when necessary, based on changes in casework plans, goals, or circumstances.

If there are multiple siblings in placement in different catchment areas, and subsequent to their placement the parents' whereabouts become unknown, the primary office of supervision does not change, provided that at least one of the children remains in that catchment area.

**Z) Responsibilities of the Secondary Office of Supervision in Dual Management Cases Established Prior to May 25, 2001** 4-28-2008

The office responsible for supervising the child in dual management cases established prior to May 25, 2001, is known as the secondary office of supervision. Some of the responsibilities of the secondary office of supervision are:

- Scheduling, arranging and holding placement conferences
- Providing services to the child and resource parents
- Coordinating parental or sibling visits
- Ensuring the scheduling and coordination of court ordered evaluations, etc., pertaining to the child

Complete the appropriate section of the CP&P Form [26-81](#), Family Summary/Case Plan, with information pertaining to the child's placement and adjustment. Forward the completed document to the office of primary supervision for incorporation into the final version of the form. The Child Placement Review Board receives a copy prior to the annual hearings. The

offices responsible to supervise each child holds the scheduled placement conferences. The Worker for the parent(s) participates in the conference.

The office supervising the child assumes responsibility for the cost of any evaluations or other services required by the child, the Child Placement Review Board, or ordered by the court for the child.

If the child's placement fails or his circumstances become such that he must leave the home, the secondary office of supervision assists the primary office in facilitating another placement.

If an emergency placement is needed before five working days have passed, the LO supervising the child is responsible for implementing an emergency placement.

**AA) Pre-Transfer Case Conference 4-28-2008**

Increased communication between offices facilitates smooth case transfer and continuity of services to families.

Cases which would benefit from a pre-transfer, face-to-face case conference include:

- Cases in litigation,
- Those with large, multi-member families with different goals,
- Those cases for which other agencies are providing intensive or extensive support services, and/or
- Those which reflect elements of risk/danger to the personal safety of CP&P field staff.

When a case situation suggests the need for clarification of case information or requires special planning, a pre-transfer conference may be arranged by the Liaisons. Those attending include the sending Worker and Supervisor and the receiving Worker and Supervisor. The Transfer Liaisons may attend.

Conference participants discuss all psycho/social, permanency, safety, risk aspects of the case. All of the agreed upon activities and responsibilities may be entered on a CP&P Form [26-52](#), Contact Sheet.

**BB) Problem Resolution 4-28-2008**

If, during any part of the transfer process, the Liaisons have a disagreement they cannot resolve, they refer the matter to the respective Local Office Managers, who contact each other to resolve the issue. If the Local Office Managers cannot resolve the issue, the matter is referred to the Area Office(s) for resolution.

If any circumstances are identified which preclude provision of necessary or required services by the receiving office (see Exceptions to Transfer, above), an exception to the policy is negotiated between the offices and a copy of the memo outlining the terms of the agreement is sent to both Local Office Managers.

**CC) Procedures for Inter-Office Case Transfer Between Local Offices**  
4-28-2008

Responsibilities and Actions Required:

Worker

1. Advise Supervisor as soon as aware of impending move.

Worker, Supervisor and Transfer Liaison

2. Conference to determine appropriate date of case transfer and discuss with Transfer Liaison.

Transfer Liaisons (Sending and Receiving)

3. Negotiate exceptions to policy and prepare memo outlining exception(s).
4. Send copy of memo to respective Local Office Managers.

Worker

5. See all family members in open case status within 30 days prior to transfer.
6. Verify new address.
7. Document efforts to locate missing family/member.
8. Update/complete case recording documents/NJS within two weeks prior to case transfer:
  - CP&P Form [26-81](#), Family Summary/Case Plan,
  - CP&P Form [26-57](#), Case Summary for Closing/ Transfer,
  - CP&P Form [26-52](#), Contact Sheet,
  - Required SDM™ Forms (see [CP&P-III-B-6-600](#)), and
  - Any other case recording documents/NJS screens, or related case materials.

9. Complete case documentation, affidavits, and evaluations for cases in litigation or cases which may require court action in the future. See [CP&P-IX-L-1-500](#), Protective Services Litigation Manual and New Jersey Spirit (NJS) for the appropriate forms.
10. Complete CPR requirements (see [CP&P-IV-A-3-200](#)), including CP&P Form [18-35](#), Child Placement Review Notice of Change, and ensure copies of all CPR documents are in case record.
11. Update and complete regular and transfer related NJS documents.
12. Arrange school transfer, if necessary.
13. Send letter notifying family and other involved parties of impending transfer.

#### Supervisor

14. Review case record materials.
15. Review, sign, and date CP&P Form [26-81](#), Family Summary/Case Plan, CP&P Form [26-57](#), Case Summary for Closing/Transfer, SDM™ forms, out-of-home assessment forms, and NJS forms, as applicable.

#### Transfer Liaison

16. Determine receiving office.
17. Contact Transfer Liaison in receiving office and discuss impending transfer, including need for face-to-face conference.
18. Coordinate and oversee transfer related activity.
19. Review case record materials and documents.
20. Make the case assignment in NJS (i.e., make a primary assignment to the Transfer Liaison in the receiving office).
21. Forward all materials to clerical unit.

#### Clerical Unit

22. Ensure that all materials are properly fastened in the appropriate sections in the case record.
23. Complete NJS data entry on day of transfer to receiving LO.
24. Forward record to new LO of supervision.

**DD) Procedures Related to Deficits or Gaps in Case Records Transferred  
Between Local Offices 4-28-2008**

Responsibilities and Actions Required

Sending Transfer Liaison

1. Attempt to locate missing information prior to transfer of case.
2. For unavailable/irretrievable information, write memo to receiving Transfer Liaison explaining situation.

Receiving Transfer Liaison

3. Call sending Liaison requesting missing information; send memo per conversation to sending Liaison.
4. If no response is received within 10 working days, send memo to sending office Casework Supervisor with copy to both Local Office Managers.

Casework Supervisor, and Local Office Manager (Sending Office)

5. Ensure response within 10 working days.

Local Office Manager (Receiving Office)

6. If missing information is not received, refer in writing to the Area Office.

Receiving Transfer Liaison

7. For seriously deficient records:
  - o Copy materials necessary to service family/member.
  - o Return case record to sending office.
  - o Send memo documenting above to sending office Casework Supervisor with copy to both Local Office Managers.

**EE) Procedures For Problem Resolution 4-28-2008**

Responsibilities and Actions Required

#### Transfer Liaisons (Sending and Receiving)

1. Refer disputed issue to Local Office Managers.

#### Local Office Managers (Sending and Receiving)

2. Contact one another to clarify and resolve issues.
3. If there is no resolution, refer matter to the appropriate Area Office(s).

#### **Key Terms (Definitions):**

**"Office of Supervision"** refers to the office in whose county/catchment area the family is domiciled. See Legal Basis and Determining Municipality at Application in Unusual Situations at [CP&P-III-C-1-200](#).

**"Service-Active"** refers to a family member/client with whom a CP&P Office develops a service contract in which the family member/client has the principal responsibility for successfully implementing the case plan.

#### **Forms and Attachments:**

#### **Related Information:**

None