

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, California 95814



July 3, 2007

ALL COUNTY INFORMATION NOTICE: I-34-07

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CHILD WELFARE SERVICES PROGRAM MANAGERS

SUBJECT: **RECORDING SOCIAL WORKER CONTACTS IN THE CHILD WELFARE SERVICES/CASE MANAGEMENT SYSTEM**

**REASON FOR THIS TRANSMITTAL**

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by  
One or More Counties
- Initiated by CDSS

The enactment of Assembly Bill 636, Steinberg, Ch. 678, Statutes of 2001, placed increased importance on the need for accurate, timely, and complete Child Welfare Services (CWS) data. The Child Welfare Services Case Management System (CWS/CMS) is the primary source of information for the Quarterly County Data Reports for the California Child and Family Services Review (C-CFSR) for each child welfare agency. This All-County Information Notice (ACIN) is intended to assist counties in meeting critical CWS program documentation, data reporting, and program performance measurement requirements. This and future ACINs will provide information to assist counties in uniformly following program policy and data entry protocols to continuously improve data in CWS/CMS.

**Measure Requiring Clarification:**

## Social Worker Contacts with Children

This measure is a process measure designed to determine if social workers are seeing the children in accordance with Manual of Policy and Procedures (MPP) Division 31 Section 31-320 (Social Worker Contacts with the Child). This measure is being modified to reflect the percent of completed visits for all children with an approved case plan. The previous methodology only showed county compliance for children who required a monthly contact and did not track the percentage of visits completed with children who were to be seen on a less frequent basis (i.e., two, three or six month exception frequencies). The validity of this measure relies on the importance of social workers entering their completed contacts correctly in the CWS/CMS. Please note that attempted contacts do not satisfy the requirements for this process measure. For a contact to be considered completed it must be recorded in CWS as "in person" with the status of "completed".

The MPP Division 31, Section 31.206.24 requires the social worker to establish a case plan that includes a schedule of "planned social work contacts and visits with the child". The contacts must take place in accordance with Section 31-320 (social worker/probation officer contacts with the child). Refer to this section in the MPP for detailed requirements of these child contacts and visits.

The MPP Division 31, Sections 31-320.4 and 31-320.412 provide for less than monthly visit exceptions if certain conditions are present. Visit exceptions are primarily based upon the stability of the child in their current foster care setting and the effectiveness of the services provided to meet the child's needs. A visit exception is to be granted if the conditions set forth in Division 31 are met and is only applicable to the placement home in which the child is placed at the time the exception is approved. Therefore, if a child's placement changes, the exception is no longer valid and the requirement for social worker

visits with the child becomes monthly until a new visit exception is approved. The following three provisions considered together inform this interpretation. Given the placement stability requirement of a three-month visit exception (MPP Division 31, Section 31-320-411 (b)), the role of the social worker when the child changes placement (MPP Division 31, Section 31-405.1 (a)), and the purpose of the social worker contacts with the child (MPP Division 31, Section 31-320.11), there is no basis for allowing an automatic extension of the six-month visit exception when a child moves. The social worker must visit the child in their new home and a new contact exception must be reviewed and approved by the supervisor. Furthermore, prevailing federal policy and accountability standards prescribe more frequent social worker visits with the child.

### **Data Entry Instructions**

The Outcomes and Accountability Data Subcommittee has developed detailed data entry instructions for this measure. The data entry instructions along with the appropriate screenshots from CWS/CMS can be found in Attachment A. All counties are strongly encouraged to review these instructions and implement any changes necessary to improve the data for this measure.

### **Methodology**

A detailed description of the currently agreed upon methodology for this process measure is provided in Attachment B. To determine if the child should be evaluated for a frequency other than one month, the measure will check the following frequencies from the CWS/CMS case plan notebook (planned service activity table): Daily, Weekly, Every two weeks, Monthly, Every two months, Every three months, or Every six months. If this field is blank it will default to monthly for Measure 2C.

Runaway/Abducted Children, Interstate Compact on the Placement of Children (ICPC) Outgoing and ICPC Incoming cases are not being included in the universe of cases that for social work visits with children. For non-dependent guardian children, the contact frequency is assumed to be six months.

If you have questions or need further information, please contact your C-CFSR Consultant at (916) 651-8100 or send an e-mail to [chldserv@dss.ca.gov](mailto:chldserv@dss.ca.gov).

Sincerely,

### ***Original Document Signed By:***

MARY L. AULT  
Deputy Director  
Children and Family Services Division

Attachment



## All County Information Notice I-34-07

Outcome Measure 2C

Timely Social Worker visits with child

### **Measure 2C: Timely Social Worker visits with child**

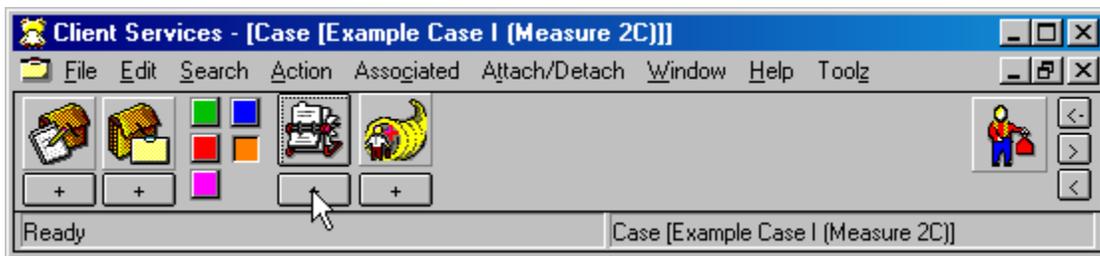
The following instructions outline the corresponding fields and values that are being utilized for Outcome Measure 2C. There are other mandatory and non-mandatory fields in CWS/CMS specifically used in the completion of a Contact notebook that are not included in the data collection for Outcome Measure 2C.

#### **Create a Contact**

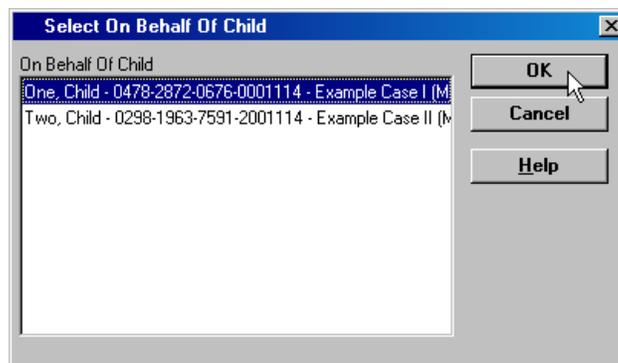
*Assumptions:*

*These instructions assume the user has:*

- ✓ Opened the Client Services (Teddy Bear) application.
- ✓ Opened an Existing Case Folder icon
- ✓ Clicked the Service Management Section button.



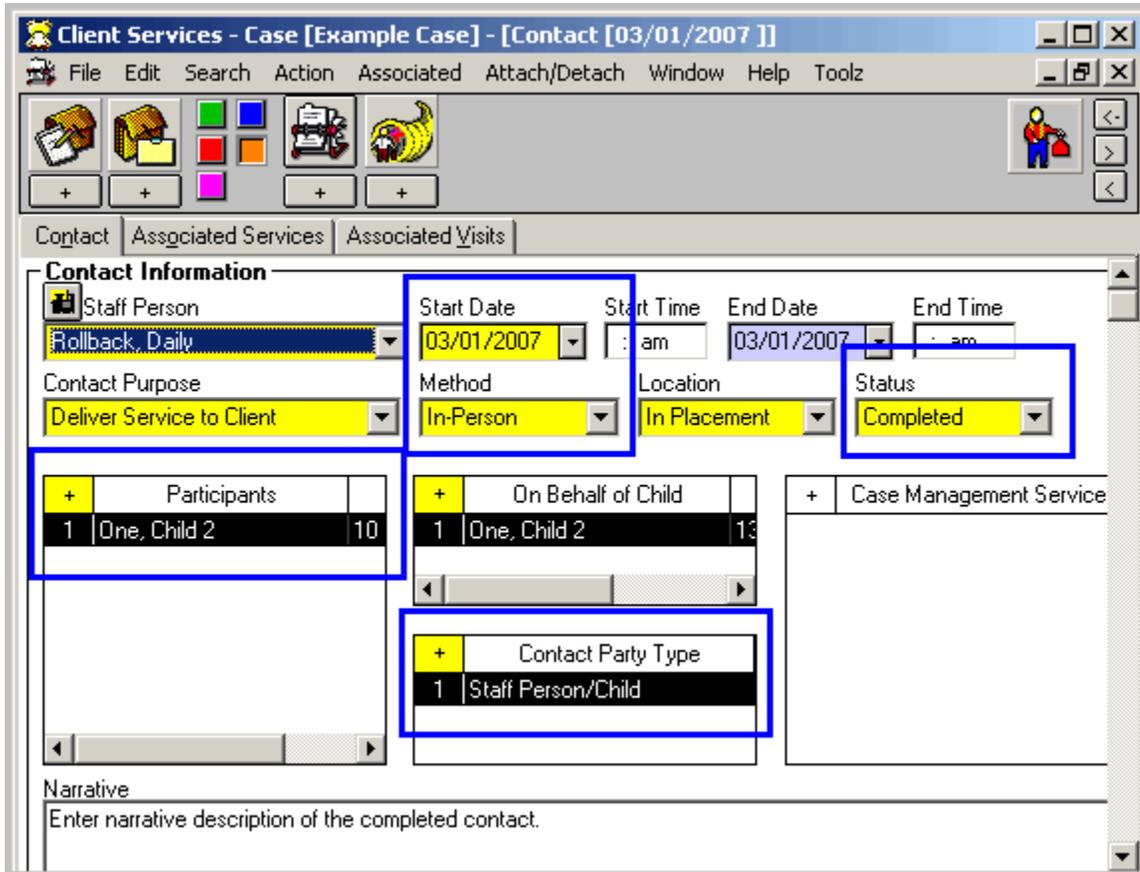
1. Click the "+" to create a new Contact notebook.



2. Select the child (ren) the contact is on behalf of and click the OK button.

**Create a Contact (Continued)**

Service Management Section, Contact notebook, Contact page



Complete the Contact page:

3. Click on the Staff Person field to select the staff person that made the contact.

CWS/CMS fields:	Specific data used for Outcome Measure 2C as outlined in blue in the screenshot above.
✓ Start Date	Date (mm/dd/yyyy)
✓ Method	In-Person
✓ Status fields.	Completed
✓ Participants grid <i>Select the clients with whom contact was made.</i>	Child's name
✓ Contact Party Type	Staff Person/Child

**SW Plan Contact Frequency**

In addition, to utilizing the data from the Contact notebook, data from the Case Plan notebook is being used to determine the required frequency of the “SW Plan Contact” with the child.

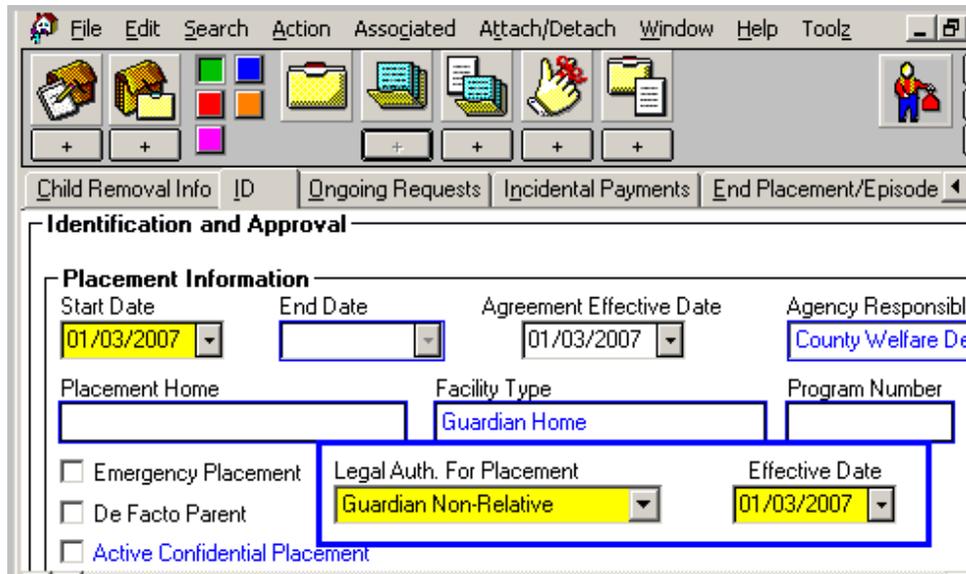
Case Management Section, Case Plan notebook, Case Mgmt Svcs page

CWS/CMS fields:	Specific data used for Outcome Measure 2C as outlined in blue in the screenshot above.
✓ Start Date	Date (mm/dd/yyyy)
✓ End Date	Date (mm/dd/yyyy)
✓ Frequency	<p>Daily</p> <p>Weekly</p> <p>Every 2 Weeks</p> <p>Monthly</p> <p>Every 2 Months</p> <p>Every 3 Months</p> <p>Every 6 Months</p> <p>If this field is blank it will default to monthly for Measure 2C.</p>

**Non-Dependent Legal Guardianships**

Non Dependent Legal Guardianship cases require face to face contacts once every six months. The CWS/CMS fields being used to determine if the case is a Non Dependent Legal Guardianship are shown below. **Both** the Legal Auth. for Placement and Placement Facility Type are used to determine if the case is a Non Dependent Legal Guardianship.

Placement Management Section, Placement notebook, ID page

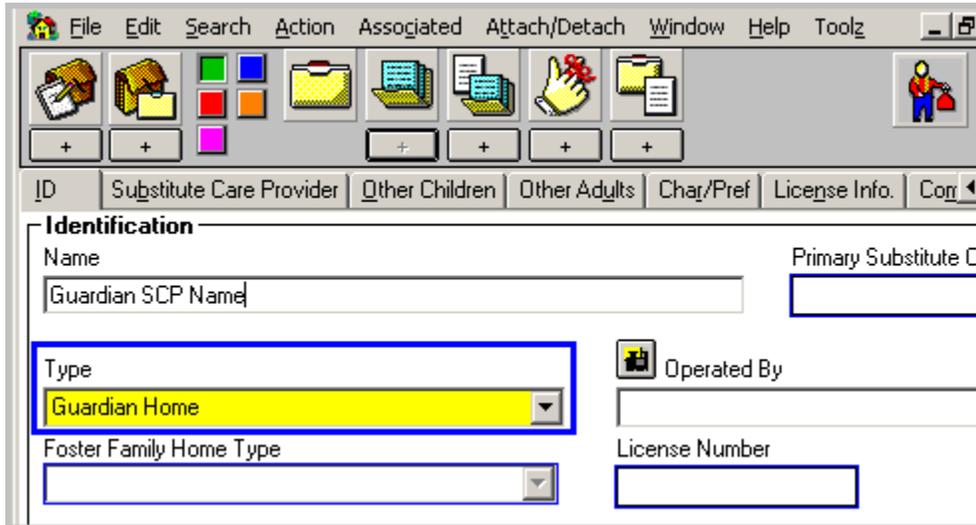


CWS/CMS fields:	Specific data used for Outcome Measure 2C as outlined in blue in the screenshot above.
✓ Legal Auth. for Placement	* <b>Guardian Non-Relative</b> , Child/Agency Agreement, Out-of-State ICPC, Out-of-Country, Parent-Agency Agreement, Relinquishment, Legal Authority Not Yet determined, Findings Never Made, Guardian Relative Kin-Gap
* <b>Guardian Non-Relative</b> is the correct entry for a Non Dependent Legal Guardian placement; however, the other Legal Auth. for Placement options listed above will also be considered in the data collection for Outcome Measure 2C.	
✓ Legal Authority Effective Date	Date (mm/dd/yyyy)

**Non-Dependent Legal Guardianships (Continued)**

➤ AND ◀

Placement Management Section, Placement Home notebook, ID page



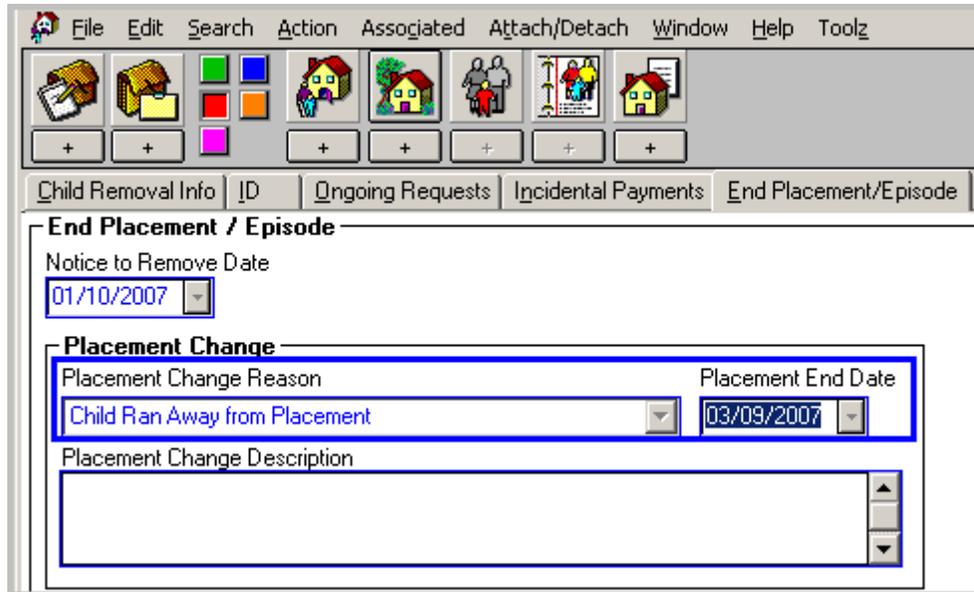
CWS/CMS fields:	Specific data used for Outcome Measure 2C as outlined in blue in the screenshot above.
✓ Facility Type	Guardian Home

**Exclusions**

Runaway/Abducted Children, ICPC Outgoing and ICPC Incoming cases are not being used for Outcome Measure 2C. The following screenshots illustrate the fields in CWS/CMS that are being utilized to exclude cases from Outcome Measure 2C.

***Runaway (AWOL) or Abducted Children (Out of Home Placement)***

Placement Management Section, Placement notebook, End Placement/Episode page



CWS/CMS fields:	Specific data used to exclude a child’s case from Outcome Measure 2C is outlined in blue in the screenshot above.
✓ Placement Change Reason	Child Ran Away From Placement Child Abducted
✓ Placement End Date	Date (mm/dd/yyyy)

**Exclusions (Continued)**

> OR <

Case Management Section, Case Plan notebook, Case Management Services page

**Schedule for Service**  
 Verify your Start and End Dates  
 Start Date: 01/01/2007    End Date: 07/01/2007  
 Occurrences: 1  
 Frequency: Every 6 Months  
 Contact/Visitation Waivers: Child's Whereabouts Unknown

CWS/CMS fields:	Specific data used to exclude a child's case from Outcome Measure 2C is outlined in blue in the screenshot above.
✓ Contact/Visitation Waiver	Child's Whereabouts Unknown
<b><i>Runaway (AWOL) or Abducted Children (NOT in Out of Home Placement)</i></b>	

Case Management Section, Case Plan notebook, Case Management Services page

**Schedule for Service**  
 Verify your Start and End Dates  
 Start Date: 01/01/2007    End Date: 07/01/2007  
 Occurrences: 1  
 Frequency: Every 6 Months  
 Contact/Visitation Waivers: Child's Whereabouts Unknown

CWS/CMS fields:	Specific data used to exclude a child's case from Outcome Measure 2C is outlined in blue in the screenshot above.
✓ Contact/Visitation Waiver	Child's Whereabouts Unknown

## Exclusions (Continued)

### ***ICPC Outgoing (Children placed out of state)***

*Assumptions:*

To enable the “+” on the ICPC -100B page in CWS/CMS the user must have:

- ✓ Opened the Client Services (Teddy Bear) application.
- ✓ Opened an Existing Case Folder icon
- ✓ Created a row in the grid on the ICPC 100-A page.
- ✓ Generated the ICPC 100-A document.

Case Management Section, Case Information notebook, ICPC 100 B page

The screenshot shows the 'Client Services - [Case [Example Case]]' application window. The menu bar includes File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, and Toolz. The toolbar contains various icons for document management. The main area shows a tabbed interface with 'ICPC-100B' selected. Below the tabs is a grid titled 'ICPC - 100B' with the following data:

	Date Sent	State	Administrator
+	03/01/2007	Alabama	Harmon, Lou

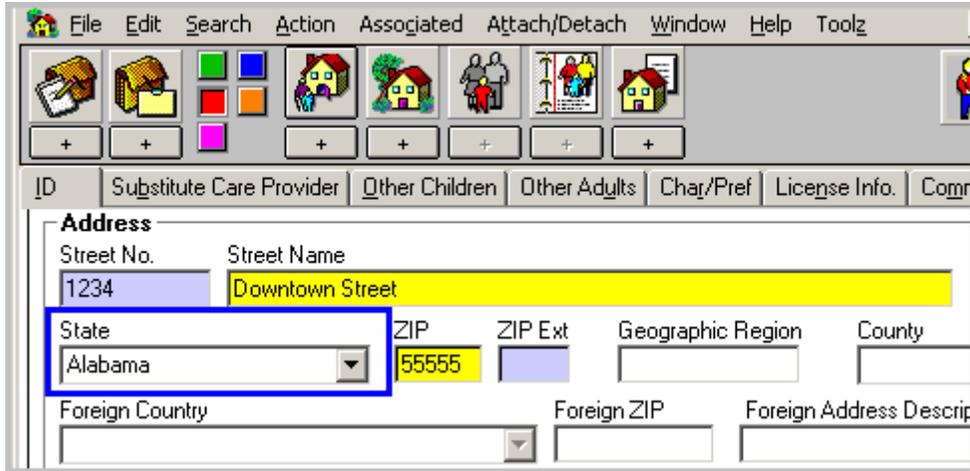
Below the grid, there are three dropdown menus: 'Date Sent' (03/01/2007), 'State' (Alabama), and 'Administrator' (Harmon, Lou). The 'State' dropdown is highlighted in yellow. There is also an 'Adoptions' checkbox.

To eliminate the Out of State ICPC cases from this Outcome Measure an indicator is being used. The indicator is set by a row in the grid on the ICPC 100 B page.

**Exclusions (Continued)**

➤ AND ◀

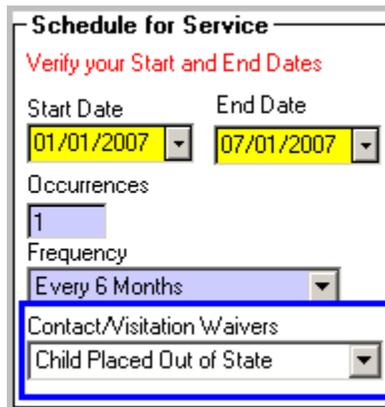
Placement Management Section, Placement Home notebook, ID page



CWS/CMS fields:	Specific data used to exclude a child’s case from Outcome Measure 2C is outlined in blue in the screenshot above.
✓ State	All states except California.

➤ OR ◀

Case Management Section, Case Plan notebook, Case Management Services page



CWS/CMS fields:	Specific data used to exclude a child’s case from Outcome Measure 2C is outlined in blue in the screenshot above.
✓ Contact/Visitation Waiver	Child Placed Out of State

***ICPC Incoming (Children placed from other states in California)***

Incoming ICPC cases do not have a Primary Assignment. A case must have a Primary Assignment to be counted in this Outlook Measure 2C.

**Methodology**

The compliance rate will be equal to the percentage of children requiring a social worker contact who received the contact in a timely manner. The reporting period will be one month. No partial month cases will be included in the measure. The measure will also be based on a client (not case) level.

**Denominator:**

The denominator will:

- Include Child Welfare Department supervised (not Kin-GAP or Probation) children with an open case during the reporting month (case start date must begin on or before the first day of the month and case end date must be open or have occurred on or after the last day of the month)
- Include all cases open for at least 30 days as of the end of the reporting month
- Exclude children who are placed out of California via ICPC, where the ICPC status field in the case table is equal to "Yes" and the state code in the placement home table (address notebook) is not in California.
- Exclude children who are placed in California via ICPC (where there is no primary assignment and only a secondary assignment in the assignment table)
- Exclude children with an open placement episode, but do not have a current placement setting as of the reporting month and the reason that the last placement closed was: the child was abducted or ran away
- Exclude all partial month cases either opened or closed.

**Numerator:**

The numerator is the count of non exempt children with:

- Completed contact (status code from the delivered services table is "C")
- The contact in-person (communication method from the delivered services table is equal to 408)

- Contact type is “staff person to child” (contact party type from the contact party delivered services table is equal to 425)
- Contact has occurred after the child’s case start date began (i.e. don’t count contacts that occurred for prior cases)
- Contact has been made in accordance with required frequencies (**See below**).
- Excludes all partial month cases either opened or closed

Note that required contact frequencies for children are assumed to be one month unless the service frequency from the case plan notebook contains a larger interval (2, 3, or 6 months), or in cases of non-dependent guardians. For non-dependent guardian children, the contact frequency is assumed to be 6 months. To determine if the child should be evaluated for a frequency other than one month, we will check the following frequencies from the case plan notebook (planned service activity table):

<b>Service Activity Frequency Type</b>	<b>Required Interval</b>
1704 - Daily	One Month*
1705 - Weekly	One Month*
1706 - Every 2 Weeks	One Month*
1707 - Monthly	One Month
1708 - Every 2 Month	Two Months
1709 - Every 3 Months	Three Months
1710 - Every 6 Months	Six Months
Blank	One Month

These frequency types depend on the case plan notebook being kept up to date.

The detail report will be created for counties by frequency type, including non-dependent guardian children, in addition to the summary report.

\* These codes are computed using a one month interval because Division 31 regulations do not mandate frequencies less than one month.