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# Case Compliance Contacts and Documentation

**Purpose**

To provide guidelines for mandated case contacts and contact documentation.

**Note:** For information on case contact requirements for young adults in extended foster care, refer to "Case Compliance Contacts" Policy section of Children and Family (CFS) Policy and Procedure (P&P) Extended Foster Care (J-0101).

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**Approved**

This policy was approved by Gary Taylor, Director of CFS, on June 3, 2014. *Signature on file*.

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**Most Recent Revision**

This revision of the P&P incorporates the following:

- Information from Senate Bill (SB) 342 which amended the Welfare and Institutions Code (WIC) regarding social worker contacts with children
- Duty of the social worker to inform children of the right to request a private discussion occur outside the residence of the out-of-home caregiver
- Trial Visit policy section provides that a home assessment be required within 30 calendar days prior to the start date of a trial home visit
- Unannounced Contacts policy section provides instruction for the documentation of unannounced home

visits
- Updates to Attachment 1—Contact Narrative Guidelines

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**Background**

Contacts and their accurate, timely, and complete documentation are an essential part of child welfare service. Timely social worker contacts with children is one of the California Department of Social Services (CDSS) outcome measures designed to align with Federal performance standards pursuant to the Adoptions and Safe Families Act of 1997 and the Child and Family Services Improvement Act of 2006 (Public Law (P.L.) 109-288).

The purpose of social worker contacts with children, parents/guardians, caregivers, and service providers, includes assessing and monitoring safety, gathering information to determine effectiveness of services, and monitoring progress in services and goal achievement.

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**Definitions**

For purposes of this Policy and Procedure (P&P), the following apply:

**Completed Child Contacts:** For a case compliance contact with a child to be completed, the contact must be made in-person (i.e., face-to-face) and the child must be physically present. Additionally, the contact must:

- Be recorded in CWS/CMS as “in-person”
- Have a status of “completed”
- Have either “Deliver Service to Client” or “Conduct Client Evaluation” chosen as the Contact Purpose
- Have significant, relevant information in the narrative for each participant selected in CWS/CMS
- Be case specific, accurately reflect the date the contact occurred and what happened during the contact
- Have “SW Plan Contact” chosen as a Case Management Service Type

**Out-of-Home Caregiver:** Relative, NREFM, foster parent (licensed or certified), or group home/Transitional Housing Placement Program (THPP) staff, including case managers and/or administrative staff who are responsible for providing regular care for foster children.

**Trial Visit:** An extended visit between a child in out-of-home care (Family Reunification (FR) or Long-Term Foster Care (LTFC) and the parent/legal guardian with the anticipation of the child being reunified with the parent/legal guardian under Family Maintenance (FM) supervision.

**Permanent Record:** A record (electronic and/or paper) of CFS involvement with a family as defined in CDSS MPP Division 31, Chapter 31, § 31-002(c)(5).

## POLICY

**Schedule of Planned Social Worker Contacts**

Per Division 31-206.24, the schedule of planned social worker contacts with the child and the family will be included in the case plan. Justification for contact exceptions will be documented in the child's Permanent Record.

**Contact Requirements**

**The assigned Senior Social Worker (SSW) is responsible for making contact with each child, parent/guardian, and out-of-home caregiver as indicated in the approved case plan.**

**Note:** In occasional circumstances, compliance contacts may be completed by a Social Worker I or Social Worker II (SWI or SWII) every other month (except the first month of contact), with supervisory approval.

A. **Children:**
In addition to ongoing assessment of safety and well-being, the purpose of social worker contacts with a child includes yet is not limited to the following objectives:

- Verify the location of the child and assess the home or living environment
- Monitor the child's physical, emotional, social, educational, and vocational needs and development
- Engage and involve the child and caregiver/provider in the development of the case plan and Transitional Independent Living Plan (TILP)
- Gather information about the child to identify needed services to be included in the case plan and TILP, and monitor the effectiveness of services provided

- Ensure the child is able to maintain a relationship with siblings, relatives, and adults important to them
- Establish and maintain a helping relationship to provide continuity and a point of stability
- Solicit the child's input on his/her future and discuss current as well as future placement and permanency plans
- Discuss progress in case plan and TILP goals and identify modifications to goals and/or additional support which may be needed for child to achieve goals

Children will be seen in-person at least once each calendar month unless there is a documented contact exception. Refer to "Contact Exceptions/Waivers" Policy section below for further direction on exceptions.

Pursuant to CDSS MPP Division 31-320.4, the majority (i.e., at least 51 percent) of SSW-child contacts will occur in the child's residence each calendar year. (**Note:** At least two consecutive SSW-child monthly compliance contacts will occur in the child's residence within each calendar year.)

**Note:** To assist in meeting the majority (i.e., 51 percent mandate), the first two SSW-child monthly compliance contacts following a case assignment or a placement change, and at least every other subsequent monthly contact, will occur in the child's residence (i.e., an out-of-home placement, or the home of a parent/guardian).

**Each child will be interviewed alone in a quiet and private setting for some portion of each in-person contact.**

**For children in out-of-home care, the following also apply pursuant to WIC §§ 16516.5 and 16516.6:**

The social worker will inform each child of the right to request a private discussion occur outside the residence of the out-of-home caregiver in a manner appropriate to the age and developmental level of the child.

- If a child requests a private discussion during a compliance visit, the discussion may take place at the same visit. An additional compliance visit is not required to accommodate the request.

The private discussion outside the residence of the out-of-home caregiver does not replace a required compliance visit in the home.

If the compliance visit does not occur in the residence of the out-of-home caregiver, the social worker will document the location of the visit and the reason the visit occurred outside the residence in CWS/CMS.

The contents of a private discussion will not be disclosed to the out-of-home caregiver, except when:

- The child may be in danger of harming themselves or others
- Disclosure is necessary to meet the needs of the child
- The child consents to the disclosure

B. **Parents/Guardians:**
The purpose of social worker contact with parents/guardians named in the case plan includes yet is not limited to the following objectives:

- Verify the location of the parent/guardian and assess the home or living environment
- Assess the parent's/guardian's functioning as it pertains to meeting the child's basic and special care needs and the safe maintenance of the child in the home, or the safe return to the home
- Gather information to assess the effectiveness of services provided to meet the needs of the parent/guardian
- Monitor the parent's/guardian's progress on meeting identified case plan goals
- Establish and maintain a helping relationship with the parent/guardian
- Counsel the parent/guardian as to the child's current placement and progress

1. Family Maintenance (FM) cases:

   a. A parent/guardian with a case plan goal of FM will be seen in-person at least once each calendar month.

   b. Per CFS policy, the home environment of each parent with a FM plan (not an enhancement plan) must be assessed on a monthly basis.

   **Note:** On rare occasions, parents that reside in separate households yet may have joint physical custody are each recipients of a court ordered FM plan. In this circumstance, both residences must be seen monthly. A SWI or SWII may be utilized to assist the assigned SSW in meeting compliance by alternating monthly contact to each parent's home.

2. Family Reunification (FR) cases:

   a. A parent/guardian with a case plan goal of FR will be seen in-person at least once each calendar month. (**Note:** If a parent/guardian is not available for in-person contact [e.g., incarceration, institutionalization, resides out-of-state or beyond contiguous counties, etc.], the assigned SSW will maintain monthly telephonic or written contact pursuant to "Monthly Contact" Policy section of CFS P&P Incarcerated and Institutionalized Parents [G-0308].)

   b. Per CFS policy, an in-person contact with the parent/guardian will occur **in the parent's home** at least once a quarter, to assess the home environment and functioning of the parent. Case history or circumstances (e.g., history of violence, homelessness, mental health status, parental refusal, etc.) which may preclude in-home contact will be discussed with and approved by SSSS and documented in CWS/CMS.

3. Permanent Placement (PP) cases:

a. Contact with a parent/guardian of a child with a PP case plan goal of Adoption, Legal Guardianship, or Long Term Foster Care (LTFC) is not necessary unless required by the court ordered case plan.

b. For Legal Guardianship—Dependent cases, the legal guardian will be seen in-person at least once each calendar month.

c. For Legal Guardianship—Non-Dependent cases, the legal guardian will be seen in-person at least once every six months.

d. The assigned SSW will assess whether additional in-person or telephone contacts between required in-person contacts are necessary to assess the guardian's ability to meet any special needs the child may have and support permanency.

C. **Out-of-Home Caregiver (refer to Definition section above):**
The purpose of social worker contact with out-of-home caregivers includes yet is not limited to the following objectives:

- Monitor and assess the quality of care provided, including the location and safety of the child
- Monitor and assess caregiver's ability to meet the child's basic, developmental, and special needs (e.g., health, education, independent living skills, etc.)
- Gather information to assess the effectiveness of services provided to meet identified goals
- Verify and synthesize data and information for court reports
- Maintain a case plan that is responsive to current and future needs
- Establish and maintain a mutually cooperative relationship
- Counsel caregiver as to progress on case plan/TILP

goals and support caregiver's involvement with assisting child with achieving goals

Per CFS policy, the following caregiver contact methods, frequencies, and guidelines apply:

1. The caregiver of a child in out-of-home care will be contacted monthly (in-person or telephonically), with in-person contact at a minimum of once every other month.

2. The assigned SSW will assess whether a higher frequency of in-person contact is necessary to assess the caregiver's ability to meet the child's needs and to support placement stability.

3. The assigned SSW will attempt to provide advance notice of in-home contacts with caregivers.

4. The caregiver will be notified in advance if the child will be seen by someone other than the assigned SSW (e.g., SWI or SWII).

D. **Service Provider:**
The purpose of social worker contact with service providers (e.g., Public Health Nurse, physician, therapist, social worker from other county, etc.) includes yet is not limited to the following objectives:

- Confer and collaborate toward the most effective and efficient means of meeting the child's/parent's needs
- Monitor safety of the child and obtain perception of the child's well-being
- Determine whether child/parent is following through with commitments
- Document reasonable efforts

The assigned SSW is responsible for making monthly telephonic, written, or in-person contact with each service provider working with a child, parent/guardian, or out-of-home caregiver as part of a case plan.

The assigned SSW will request written reports from each service provider working with the child, parent/guardian,

and out-of-home caregiver and the reports will be filed in the child's Permanent Record. If unable to acquire a written report, the assigned SSW will obtain a verbal report and will document information received in CWS/CMS.

**Note:** Refer to "Client Authorized Release of Information" Policy section within CFS P&P Confidentiality—CFS Client Records (F-0105) for guidance on exchanging client information with service providers.

**Trial Visit**

Per CFS policy, prior to a trial visit a home assessment must be completed by the assigned SSW within 30 calendar days prior to the start date of the trial visit. A description of the home environment will be documented in CWS/CMS. The description will include any safety hazards noted and discussion with the parent/guardian in the home per the guidelines outlined in the "Home Assessment" Policy section and Attachment1 of CFS P&P Abuse Investigations—Practice Guidelines (A-0412).

For additional direction on trial visits, refer to CFS P&Ps Family Maintenance Six Month Review Report (G-0315) and Periodic Review Reports (G-0311).

**Unannounced Contacts**

Per CFS policy, the SSSS and SSW will determine whether unannounced contacts or other actions, as appropriate, will be completed.

Consideration of unannounced contacts may include concerns with a parent's/guardian's or caregiver's care of a child or physical residence, which may impact the child's safety, health, emotional well-being, or placement stability, the assigned SSW will immediately discuss concerns with a SSSS.

When a decision is made to conduct an unannounced visit, the decision and the reasons for it will be documented in CWS/CMS.

Other actions may include yet are not limited to:

- Referral to Child Abuse Registry (CAR) pursuant to SSA Administrative P&P Mandated Suspected Abuse Reporting (D 16)
- Scheduling of Team Decision Making (TDM) Meeting pursuant to "Types of TDM Meetings" Policy section of CFS P&P Team Decision Making (D-0308)

A. **Family Maintenance (FM):**
Additional actions may include yet are not limited to:

- Coordination of child abuse investigations pursuant to CFS P&P Abuse Investigations—Open Case (A-0402)
- Coordination of child abuse investigations pursuant to "Emergency Response Referral on Open Case" Policy Section of CFS P&P Voluntary Family Services (VFS) and Informal Supervision (M-0106)

B. **Out-of-Home Caregiver:**
Additional actions may include yet are not limited to:

- Telephone call with email follow-up to Foster Home Licensing worker, assigned Relative Assessment Unit (RAU) worker, or Foster Family Agency (FFA) social worker, as applicable
- Initiation of the placement hold process pursuant to "Initiating a Placement Hold Status" Policy section of CFS P&P Placement Holds (K-0119)

**Contact Documentation—Narratives**

Contacts including children, parents, out-of-home caregivers, and service providers will be documented in the narrative section of the CWS/CMS Contact page.

Case narratives will include statements from all participants selected in CWS/CMS as being part of the contact (i.e., persons physically present or directly spoken to on the telephone) which may include the child, parents/legal guardians, caregivers, and service providers, as well as information about the child's safety, permanency, and wellbeing. Additionally, narratives may include, but are not limited to, the following information about:

- The child's:
  - Appearance and affect
  - Thoughts/feedback regarding placement/needs/services
  - Health and development
  - Educational progress and needs
  - Vocational progress/needs, as applicable
  - Emotional and behavioral status/needs
  - Adjustment to placement
  - Visitation
  - Progress in services, goal achievement

- Relationships with important persons and connections
- Community connections
- Long term goals and emancipation needs

**Note: Narratives will also include assessment of any current indicators of abuse or neglect.**

- The parent/ guardian's:
  - Progress and compliance with case plan
  - Visitation
  - Current employment and living circumstances
  - Progress in services, goal achievement
  - Military status

- The caregiver's:
  - Quality of care provided
  - Ability to meet child's needs
  - Observations of child/parent and child/sibling interactions
  - Observations of child's adjustment to placement
  - Support or resources needed to care for the child
  - Provision of any independent living program (ILP) services as outlined in "Documentation of ILP Delivered Services" Policy section of CFS P&P Independent Living Program (ILP) Services (D-0504)

- The service provider's:
  - Recommendation of effective treatment or service provision to match child's, parent/guardian's, or caregiver's needs
  - Perception of child's safety and well-being
  - Determination of whether child, parent/guardian, or caregiver is following through with service objectives

For more detailed information on what to include in contact narratives, refer to Attachment 1—Contact Narrative Guidelines.

**Additional Contacts**

The assigned SSW is responsible for ensuring any contacts made in addition to the monthly compliance contact (including in-person, telephone, written, etc.) are documented when significant information related to the progress of the case is provided or obtained (e.g., Girls/Boys Court, IEP, Regional Center, medical providers, probation/parole officers, etc.).

**Scheduled and Attempted Contacts**

The outcome of scheduled and attempted case contacts will be entered into CWS/CMS and will include a brief narrative explanation.

Scheduled contacts will be entered when a contact is scheduled but no attempt is made by the assigned SSW to complete the contact. Attempted contacts will be entered when an attempt is made by the assigned SSW to complete the contact, but is not successful.

**Documentation of Bilingual or Interpretive Services**

Pursuant to All County Letter (ACL) 08-65, when CFS has been informed that a child, parent, and/or caregiver needs bilingual or interpretive services, CFS must provide bilingual services or an interpreter at each contact.

When bilingual or interpretive services are necessary, documentation of the following will be made at the initial contact and updated annually or as needed (e.g., client requests change).

- The client's preferred or primary language, if non-English speaking or limited-English speaking
- That bilingual/interpretive services were offered and accepted or refused
- The language used in contacts and name and title of person who provided bilingual or interpretive services (e.g., bilingual assigned SSW, bilingual Social Worker II, contracted interpreter, telephone interpreter, client provided interpreter, etc.)
- Description of extenuating circumstance <u>each</u> time a child is used to translate

Documentation will also include the required advisement that the client was warned of possible ineffective communication and that *Certification of Confidentiality—Non-SSA Interpreter (F063-02-217)* was completed/signed by both client and interpreter. Once completed and signed, the form will serve as documentation throughout the case unless the client changes their non-SSA interpreter. This form does not need to be completed if already on file.

*Language Assessment (F063-25-468)* may be used for documentation of language needs and bilingual/interpretive services.

For further information regarding assessment, provision, and documentation of interpretive services, refer to CFS P&P Client Rights (B-0105).

**Contact Entry Timelines—CWS/CMS**

**Per CFS policy, monthly compliance contacts will be entered into CWS/CMS as soon as possible**, **and in the month that the contact occurred. In situations where a child's health or safety is a concern, the contact will be entered immediately**. For instruction on how to enter case contacts into CWS/CMS, refer to CWS/CMS Data Entry Standards—Qualifying Referral/Case Contact Instructions.

**Note:** The above contact entry timelines do not apply if program mandates or individual case circumstances require more restrictive time frames.

**Case Transfers**

If a case is transferred from one SSW to another on or before the 15th of the month, the receiving SSW is responsible for completing the child/parent/caregiver contact and related documentation. If a case is transferred after the 15th of the month, the sending SSW is responsible for completing the child/parent/caregiver contact and related documentation. For additional direction on the case transfer process, refer to CFS P&P Case Transfers (D-0302).

**Contact Exceptions/ Waivers**

The assigned SSW will follow the contact requirements listed above in the Contact Requirements section, unless prior approval for a waiver has been obtained. The *Program Manager Approval of Monthly Contact Waiver* (*F063-25-135)* identifies the criteria required for an exception/waiver to be approved for a monthly compliance contact with a child.

A contact exception is only applicable to the placement in which the child is placed at the time the exception is approved. If a child's placement changes, the exception is no longer valid and the requirement for social worker contact becomes monthly until a new contact exception is approved.

The assigned SSW and SSSS are responsible for completing and submitting the *Program Manager Approval of Monthly Contact Waiver* (*F063-25-135)* to obtain approval for an exception/waiver. When a waiver is in effect, the same contact expectations apply in any month that a contact is due.

The assigned SSW's Program Manager (PM) is responsible for reviewing and signing the *Program Manager Approval of Monthly Contact Waiver* (*F063-25-135)* and ensuring the exception/waiver is appropriate.

Six-month exceptions/waivers (i.e., the child is seen every sixth month) are allowed for Legal Guardianship—Non-Dependent cases pursuant to CDSS MPP Division 31-320.612 and require PM approval. When a waiver is in effect, the child will be seen at the legal guardian's residence.

PMs have discretion to implement additional restrictions or deny exception/waiver requests for individual cases or program circumstances.

**Note:** Waivers will not be granted for:

- Investigations cases
- Group Home cases
- Family Reunification (FR) cases
- Family Maintenance (FM) cases
- Voluntary Family Services (VFS) cases
- Long Term Foster Care (LTFC) cases
- Legal Guardianship—Dependent cases
- Cases with adoption plans in progress
- Newly assigned cases for a minimum of three months

Each child's Permanent Record will contain documentation of the justification for any exception allowed regarding contact frequency. The case plan in CWS/CMS will include the waiver requirements.

Refer to CWS/CMS Data Entry Standards—Contact Waivers in Case Plan for further direction.

**AWOLs and Abductions**

Monthly in-person contacts are not required for absent without official leave (AWOL) and abduction cases.

The assigned SSW must confirm and document in CWS/CMS that the child's whereabouts is unknown every 30 days from the date of initial discovery of the child's absence pursuant to CDSS MPP Division 31-320.711. CWS/CMS contact narratives will include:

- The date the child became AWOL or was abducted
- The date Juvenile Court was notified and the outcome (e.g., if a warrant was issued, etc.)
- Monthly efforts made to locate the child

The case plan will document the status of an AWOL/abducted child.

**Note:** For additional direction on this process, refer to CFS P&P Case Plans (D-0101) and CWS/CMS Data Entry Standards—AWOL/Abductions Contacts.

AWOL and abduction cases do not meet the CDSS MPP Division 31 waiver criteria and a waiver form is not required.

**ICPC Cases**

Monthly in-person contacts are not required for Interstate Compact on the Placement of Children (ICPC) cases pursuant to CDSS MPP Division 31-320.712, under the following circumstances:

- Child is a dependent with an approved case plan
- Child resides out of state in a relative, guardian, or foster home under the provisions of the ICPC
- Child is receiving services from the receiving state, and the receiving state is providing written or verbal reports, pursuant to ICPC Regulation 11, to the assigned SSW. Written or verbal reports will be documented in the child's Permanent Record by the assigned SSW.

**Note:** When a child is placed in an out-of-state residential or educational facility (i.e., AB 3632), or a group home, the CFS SSW is responsible for completing compliance contacts and documentation, with at least a two-week time frame between contacts pursuant to CDSS MPP Division 31-320.613.

The assigned SSW is responsible for documenting contacts completed by the receiving State for ICPC cases in CWS/CMS as outlined in CWS/CMS Data Entry Standards—ICPC Contacts – Entering Into CWS/CMS.

ICPC cases do not meet the CDSS MPP Division 31 waiver criteria and the waiver form is not required.

For further direction on the utilization of ICPC, refer to CFS P&P Interstate Compact on the Placement of Children (K-0502).

**Associated Visits**

Per CFS policy, associated visits monitored by CFS staff will be entered into CWS/CMS as soon as possible, and in the month that the visit occurred. The data entry for each associated visit may include multiple visits when they occur within the same month.

Associated visits not monitored by CFS staff will be documented in monthly compliance contacts (e.g., based on report by the child, parent, caregiver, etc.). For detailed direction on visitation requirements for families, refer to CFS P&P Visitation Guidelines (D-0313).

Associated visit information may be entered into CWS/CMS by the assigned SSW, SWI or SWII, or clerical staff.

The assigned SSW is responsible for ensuring associated visit information is accurately entered for each child on a monthly basis.

For additional guidelines on data entry for associated visits, refer to CWS/CMS Data Entry Standards—Child/Parent-Guardian Visits.

**Compliance Responsibilities**

SSWs are responsible for seeking supervisory consultation and guidance if having difficulty with adherence to any of the guidelines outlined in this P&P.

Supervisors will adhere to oversight responsibilities as outlined in CFS P&P Quality Assurance of Cases—Supervisory Responsibilities (D-0304) and provide case consultation and support to any SSW with an identified need.

## REFERENCES

**Attachments and CWS/CMS Data Entry Standards**

Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

- Attachment 1—Contact Narrative Guidelines

- CWS/CMS Data Entry Standards—Qualifying Referral/Case Contact Instructions
- CWS/CMS Data Entry Standards—Contact Waivers in Case Plan
- CWS/CMS Data Entry Standards—AWOL/Abductions Contacts
- CWS/CMS Data Entry Standards—ICPC Contacts – Entering Into CWS/CMS
- CWS/CMS Data Entry Standards—Child/Parent-Guardian Visits
- CWS/CMS Data Entry Standards—Military Status–Updating Client Notebook
- CWS/CMS Data Entry Standards—Family Engagement Efforts
- CWS/CMS Data Entry Standards—Transitional Planning Services Instructions

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**Hyperlinks**

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P Confidentiality—CFS Client Records (F-0105)
- CFS P&P Case Transfers (D-0302)
- CFS P&P Client Rights (B-0105)
- CFS P&P Incarcerated and Institutionalized Parents (G-0308)
- CFS P&P Interstate Compact on the Placement of Children (K-0502)
- CFS P&P Visitation Guidelines (D-0313)
- CFS P&P Team Decision Making (D-0308)
- CFS P&P Placement Holds (K-0119)
- CFS P&P Independent Living Program (ILP) Services (D-0504)
- CFS P&P Extended Foster Care (EFC) (J-0101)
- CFS P&P Quality Assurance of Cases—Supervisory Responsibilities (D-0304)
- SSA Administrative P&P Mandated Suspected Abuse Reporting (D 16)

**Other Sources**

Other printed references include the following:

None.

## FORMS

**Online Forms**

Forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

| Form Name | Form Number |
|---|---|
| Program Manager Approval of Monthly Contact Waivers | F063-25-135 |
| Language Assessment | F063-25-468 |

**Hard Copy Forms**

Forms that may be completed in hard copy (including multi-copy NCR forms) are listed below. ***For reference purposes only,*** links are provided to view these hard copy forms, where available.

| Form Name | Form Number |
|---|---|
| Certification of Confidentiality—Non-SSA Interpreter | F063-02-217 |
| Certification of Confidentiality—Non-SSA Interpreter (Spanish) | F063-02-217SP |

**CWS/CMS Forms**

Forms that may **only** be obtained in CWS/CMS are listed below. ***For reference purposes only,*** links are provided to view these CWS/CMS forms, where available.

| Form Name | Form Number |
|---|---|
| None. | |

**Brochures**

Brochures to distribute in conjunction with this policy may include:

| Brochure Name | Brochure Number |
|---|---|
| None. | |

## LEGAL MANDATES

California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Division 31-075 and 31-206 identifies the contents of the case record and case plan to include documentation of all contacts with the child, family or other individuals regarding the family, and justification for any exceptions allowed regarding contacts or visits.

CDSS MPP Division 31-320 outlines the provisions of social worker contact with a child. This section takes precedence over the Adoption Program Regulations section 35203 which allows for less than monthly compliance contacts for court dependents.

CDSS MPP Division 31-320.612 outlines the provision of social worker contact for Legal Guardianship Non-Dependent cases.

CDSS MPP Division 31-320.613 outlines the provision of social worker contact with a child in a group home.

CDSS MPP Division 31-320.711 outlines the provision of social worker contact with a child who is AWOL.

CDSS MPP Division 31-320.712 provides for the documentation of services for children under the provision of ICPC.

CDSS MPP Division 31-325 outlines the provisions of social worker contact with a parent/guardian.

CDSS MPP Division 31-330 outlines the provisions of social worker contact with an out-of-home caregiver.

CDSS MPP Division 31-335 outlines the provisions of social worker contact with service providers.

CDSS MPP Division 21-115 and 21-116 mandates counties provide and document bilingual/interpretive services to the non-English speaking population.

Welfare and Institutions Code (WIC) § 16516.5 mandates a foster child placed in a group home be seen by a social worker at least monthly. Includes additional mandates regarding private discussions and documentation.

WIC § 16516.6 mandates a social worker visit with a child in foster care include a private discussion and not be held in the presence or immediate vicinity of the foster parent or caregiver. Includes additional mandates regarding private discussions and documentation.

WIC § 16501.1(k) requires that the majority of monthly supervision contacts occur in the residence of the child.

CDSS All County Information Notice (ACIN) I-34-07 provides instruction for recording social worker contacts in the Child Welfare Services/Case Management System (CWS/CMS).

CDSS All County Letter (ACL) 08-65 provides instruction for the documentation of interpretive services.

CDSS ACIN I-43-11 informs counties of the monthly social worker-child contact regulations adopted July 2, 2011 and of compliance expectations.

CDSS ACL 09-11 provides a summary of federal requirements and instructions related to improving the frequency, location and quality of monthly social worker-child contacts.

CDSS ACL 10-19 provides instructions for recording Foster Family Agency (FFA) and Interstate Compact on the Placement of Children (ICPC) social worker visits.

ICPC Regulation 11 provides the responsibility of states to supervise dependent children and the child's living situation.