

	INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY	
	Chapter 5: General Case Management	Effective Date: December 1, 2021
	Section 02: Gathering Case Information	Version: 5

POLICY OVERVIEW

Family members are experts of their own families and gathering accurate and complete information about the child and family is an important step in identifying the functional strengths, underlying needs, and protective factors of the family.

PROCEDURE

The Indiana Department of Child Services (DCS) will gather as much information as possible about the child and the family, including identification of child and family supports and connections. This information will be used when identifying and conducting a diligent search for all adult relatives (including adult siblings) and kin, developing the Case Plan/Prevention Plan, planning for services, and establishing eligibility for federal funding.

Note: A referral to the DCS Investigators may be considered for assistance in locating absent parents, relatives, and/or other identified persons of interest to the case and/or assessment. In addition, the Incarcerated Parent Letter-Assessment, Incarcerated Parent Letter-Permanency, Incarcerated Parent Demographics, and Incarcerated Parent Information forms have been developed for use as tools for contact with the incarcerated parent and for gathering information. See Policy 2.26 Diligent Search for more information.

The Family Case Manager (FCM) will:

1. Strive to assess the functional strengths and underlying needs for each family member (including absent and incarcerated parents) in the following areas:
 - a. Safety,
 - b. Well-being,
 - c. Domestic violence,
 - d. Sexual abuse,
 - e. Living conditions, including the location of incarcerated parents,
 - f. Finances and employment,
 - g. Education,
 - h. Formal and informal supports available to caregivers,
 - i. Resources available to caregivers,
 - j. Interaction between caregivers and child,
 - k. Academic or developmental level of the child and the parent, guardian, or custodian,
 - l. Relationship between adult caregivers and child,

2. Collect pertinent information as soon as possible and throughout the life of the case. This includes information needed to assess the functional strengths and underlying

needs of each family member (including absent and incarcerated parents) and to complete necessary forms/documentation, including but not limited to:

- a. Preliminary Report of Alleged Child Abuse or Neglect (310),
- b. Assessment of Alleged Child Abuse or Neglect Report (311),
- c. Safety Assessments,
- d. Risk Assessments,
- e. Case Plan/Prevention Plan
- f. Transition Plan for Successful Adulthood
- g. Child and Adolescent Needs and Strengths (CANS) Assessment,
- h. All assessment information including case notes, photographs, and recordings,
- i. Educational information,
- j. Services in which a parent or caregiver participates,
- k. Provider reports,
- l. Medical Passport,
- m. Kinship Connection Diagram; and
- n. Documentation for determining eligibility for federal funding. See policy 15.01 Title IV-E Eligibility Overview for Field and Legal Staff for additional information.

3. Record all pertinent contacts and information gathered pertaining to the assessment and case in the case management system within three (3) business days. See policies 4.09 Interviewing Children, 7.03 Minimum Contact and 8.10 Minimum Contact;

Note: Any new allegations of Child Abuse or Neglect (CA/N) must be reported to the DCS Child Abuse Hotline (Hotline). See policies 4.36 Linking Child Abuse and/or Neglect (CA/N) Reports to Open Assessments and 4.38 Assessment Initiation and for more information.

4. Analyze all information as it pertains to the safety, stability, permanency, and well-being of the child, and discuss the information with the FCM Supervisor during regular staffing and clinical supervision.
5. Update the Safety Plan and/or Plan of Safe Care, as needed. See policies 4.19 Safety Planning, 4.42 Plan of Safe Care, and 5.21 Safety Planning for further guidance;
6. Provide a summary of all pertinent information to the Child and Family Team (CFT), for the purpose of developing or updating the Case Plan/Prevention Plan to meet the needs of the child and family. See policies 5.07 Child and Family Team Meetings and 5.08 Developing the Case Plan for more information; and
7. Complete needed service referrals in KidTraks and ensure all relevant information is included in the referral. See policy 5.10 Family Services for more information.

The FCM Supervisor will:

1. Ensure all pertinent information is gathered and entered in the case management system;
2. Review all information as it pertains to safety, stability, permanency, and well-being during regular staffing and clinical supervision with the FCM;
3. Review the Safety Plan and/or Plan of Safe Care and discuss any changes that may be necessary to ensure the safety of the child; and
4. Ensure the family's service needs are met by reviewing the Case Plan/Prevention Plan with the FCM and discussing any changes in services that may be necessary.

LEGAL REFERENCES

- [IC 31-34-19-7 Placement of child; relative; evaluation; background checks](#)

RELEVANT INFORMATION

Definitions

Clinical Supervision

Clinical Supervision is a process in which an individual with specific knowledge, expertise, or skill provides support while overseeing and facilitating the learning of another individual.

Functional Strengths

Functional strengths are 'the buildable' strengths of our families; they help us build toward goal achievement.

Protective Factors

Protective factors are characteristics in families that, when present, increase the safety, stability, permanency, and well-being of children and families. Protective factors are directly connected to the strengths of the family and can be used as a resource to learn new skills and solve problems. See Protective Factors to Promote Well-Being document for additional information.

Underlying Needs

Underlying needs are the root source of an individual and/or family's challenges. An underlying need determines the appropriate use of services or interventions.

Forms and Tools

- [Assessment of Alleged Abuse or Neglect Report \(SF 113\) \(311\)](#)
- Case Plan/Prevention Plan (SF 2956) – Available in the case management system
- [DCS Hotline email](#)
- DCS Hotline phone number: 1-800-800-5556
- [Incarcerated Parent Letter-Assessment](#)
- [Incarcerated Parent Letter-Permanency](#)
- [Incarcerated Parent Demographics \(SF 56538\)](#)
- [Incarcerated Parent Information \(SF 56539\)](#)
- Initial Family Risk Assessment – Available in the case management system
- Initial Safety Assessment – Available in the case management system
- In-Home Risk and Safety Reassessment – Available in the case management system
- [Kinship Connection Diagram](#)
- Medical Passport (DCS PAM 036) – Available in hard copy
- Out-of-Home Risk and Safety Reassessment – Available in the case management system
- [Plan of Safe Care \(SF 56565\)](#)
- [Preliminary Report of Alleged Child Abuse or Neglect \(SF 114\) \(310\)](#)
- [Protective Factors to Promote Well-Being](#)
- [Safety Plan \(SF 53243\)](#)

Related Policies

- [2.01 Notice of Assessment Outcome](#)
- [2.02 Administrative Review Process](#)
- [2.05 Administrative Appeal Hearings](#)
- [2.26 Diligent Search](#)

- [4.09 Interviewing Children](#)
- [4.19 Safety Planning](#)
- [4.36 Linking Child Abuse and/or Neglect \(CA/N\) Reports to Open Assessments](#)
- [4.38 Assessment Initiation](#)
- [4.42 Plan of Safe Care](#)
- [5.07 Child and Family Team Meetings](#)
- [5.08 Developing the Case Plan/Prevention Plan](#)
- [5.10 Family Services](#)
- [5.19 Child and Adolescent Needs and Strengths \(CANS\) Assessment](#)
- [5.21 Safety Planning](#)
- [7.01 Child at Imminent Risk of Removal](#)
- [7.03 Minimum Contact](#)
- [8.10 Minimum Contact](#)
- [11.06 Transition Plan for Successful Adulthood](#)
- [15.01 Title IV-E Eligibility Overview for Field and Legal Staff](#)

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