

DEPARTMENT OF CHILDREN AND FAMILY SERVICES
POLICY GUIDE 2020.10
PROCEDURES 302.388
INTACT FAMILY SERVICES UNSUCCESSFUL CASE CLOSINGS

DATE: June 22, 2020

TO: All POS & DCFS Intact Family Service Workers and their Supervisors, Managers and Administrators

FROM: Marc D. Smith, Acting Director

EFFECTIVE: Immediately

I. PURPOSE

The purpose of this Policy Guide is to revise the process for the unsuccessful closing of Intact Family Services cases. This Policy Guide amends Procedures 302.388(g)(15) Family Withdrawal of Voluntary Consent After Initiation of Intact Family Services and 302.388 (m) Intact Family Services Case Closing. Instructions for identifying and staffing unsuccessful case closings are added. The intent is to provide a multidisciplinary consultation to Intact Family Services Workers and Supervisors when a family disengages from Intact Family Services.

Amendments to Procedures 302.388 are being prepared and will be issued soon.

II. PRIMARY USERS

The primary users of this Policy Guide are POS & DCFS Intact Family Service Workers, and their Supervisors, Managers and Administrators.

III. BACKGROUND

The recommendations of the Chapin Hall evaluation of Intact Family Services and results of Department Quality Improvement reviews identified unsuccessful case closings as a point of risk.

IV. INSTRUCTIONS

a) The following case closing reasons are considered unsuccessful and require a file review by the IFS Unit to determine the need for a closing staffing. Unsuccessful voluntary withdrawals of case closing include, but are not limited to:

- 1) Moved From Area;
- 2) Non Active Family;
- 3) Unable To Locate; and
- 4) Other Reason.



- b) Prior to case closure submission to the IFS Unit, the Intact Family Services Worker and Supervisor shall:
- 1) IFS Worker and Supervisor shall discuss and document in a SACWIS case note ongoing needs of the family and any risk and/or safety threats to the child/children. (Note: If safety threats are present, the IFS Worker and/or Supervisor shall make a report to the DCFS Hotline);
 - 2) If the investigation is still pending, the IFS Supervisor shall notify the referring Division of Child Protection (DCP) Area Administrator and discuss appropriate actions to take due to family's refusal to accept Intact Family Services;
 - 3) If the investigation is closed, the Intact Family Services Worker or the Intact Family Services Supervisor shall notify the referring DCP Area Administrator and POS Program Manager or DCFS Intact Regional Administrator and document the notification in a case note; and
 - 4) Ensure all aspects of Procedure 302.388(g)(15) "Family Withdrawal of Voluntary Consent after Initiation of Intact Family Services" and Procedure 302.388(m) "Case Closing Decision" are met.
- c) Once case dynamics dictate that the Intact Family case will close unsuccessfully, the Intact Family Services Supervisor shall:
- 1) Review the SACWIS case to ensure all case notes, assessments, and CERAPs are completed;
 - 2) Document the rationale for the decision in a SACWIS case note and indicate the case is being submitted for review of that decision. The IFS Worker shall **not close the case**;
 - 3) For POS assigned cases, POS agencies will, within 24 hours of the decision, send the case name, case information and CYCIS ID to the DCFS.OIFS@illinois.gov mailbox and title the Subject Line **INTACT CLOSURE REVIEW REQUEST**. The assigned Agency Performance Team Monitor and Supervisor must be carbon copied in the email request;
 - 4) POS IFS Supervisor will document in a SACWIS case note what appropriate next steps will be taken and the outcome of the case closing staffing;
 - 5) For DCFS managed cases, the IFS Supervisor will within 24 hours request a case closing file review with the respective DCFS Intact Administrator; and
 - 6) DCFS IFS Supervisor will document in a SACWIS case note what appropriate next steps will be taken and the outcome of the case closing staffing.

- d) The Intact Utilization Unit will be responsible for reviewing case closing requests for private agency managed cases. Upon receipt of the request the Office of Intact Family Services will:
- 1) Review the case and complete a case closing review document within 72 hours of request; and
 - 2) Following the review of the case, the IFS Supervisor will communicate the following determination to the POS agency based on the review:
 - A) Approval to close the case based on review of file.
 - B) Direct POS on follow up steps or actions needed before closure.
 - C) Inform Worker if a staffing is necessary in order to further review and discuss the case prior to closure.

Note: The case closing staffing will include the Caseworker, Supervisor, Agency Performance Team Supervisor or designee and any other stakeholders deemed appropriate.

- e) The DCFS IFS Regional Administrator will be responsible for reviewing case closing staffing requests for DCFS managed intact cases. Upon receipt of the request the Administrator will:
- 1) DCFS IFS Regional Administrator will review the case and complete a case closing review document within 72 hours of request; and
 - 2) Following the review of the case, the IFS Supervisor will communicate the following determination to the POS agency based on the review.
 - A) Approval to close the case based on review of file.
 - B) Direct POS on follow up steps or actions needed before closure.
 - C) Inform Worker if a staffing is necessary in order to further review and discuss the case prior to closure.

Note: The case closing staffing will include the DCFS IFS Caseworker, Supervisor, Child Protection Area Administrator and/or Child Protection Supervisor and any other stakeholders deemed appropriate.

- 3) DCFS IFS Regional Administrator will notify the Intact Utilization unit of the request and results of the case closure conference.
- 4) The Office of Intact Family Services will maintain a record of all case closing staffing requests and outcomes.

V. NEW, REVISED OR OBSOLETE FORMS

None

VI. QUESTIONS

Questions regarding this Policy Guide may be directed to the Office of Child and Family Policy at 217-524-1983, email to DCFS.Policy on Outlook or email the Office of Intact Family Services at DCFS.OIFS@illinois.gov. During the Department's response to COVID-19 the listed phone number to the Office of Child and Family Policy is being checked remotely, but we do ask that if you need immediate assistance Monday – Friday (8:30 – 5:00) please utilize the email address provided.

VII. FILING INSTRUCTIONS

Place this Policy Guide immediately after page 48 of Procedures 302.388, Intact Family Services.