

Child Welfare Services
PROTOCOLS FOR CONTRACTUAL SERVICE
Home-Based Services Coordination and Family Skills Training
For Families With “Open” Child Welfare Services Cases

The following protocols describe the coordination required of the Contractor’s service provider and the Child Welfare Services’ (CWS) social worker when working together to provide services to families for whom a case has been officially opened in Child Welfare Services.

1. Within the first month from the referral date, the Contractor’s service provider, the CWS social worker and the family will work together to develop the service plan and assign individual tasks and responsibilities. Confidentiality and disclosure issues will be discussed and the appropriate agreements signed before the services begin.
2. Upon completion of the service plan, it will be submitted immediately for approval to the County’s Program Service Coordinator for this contract. The Coordinator will, within five days, review and approve the service plan as to its appropriateness within the program’s scope.
3. The CWS social worker will provide the appropriate release of information form(s) to the parent(s), in accordance with regulations, and obtain a signed consent. Upon receipt of the signed form(s), the social worker will provide the following to the Contractor:
 - a. All identifying information regarding the family;
 - b. The completed Risk Assessment and, if needed, the Safety Plan;
 - c. A brief summary of the case issues and restrictions; (i.e., no contact orders in domestic violence cases).
4. If the Contractor’s service provider is unable to reach or obtain a response from the CWS social worker within two (2) business days, the service provider will first attempt to contact the social worker’s supervisor and then the Program’s Service Coordinator.
5. The Contractor’s service provider will consult with the CWS social worker about questions or concerns s/he has about the family.
6. The Contractor’s service provider will provide services and coordination of services according to the jointly agreed upon service plan and shall not exceed this plan or the contractual Scope of Services.
7. **Collaboration in Emergency Situations:** When an emergency situation occurs, the Contractor’s service provider will immediately contact the CWS social worker/supervisor. (For emergencies that occur after 5 p.m. and/or on weekends/holidays, the after-hours hotline phone number

should be used.) If children are at imminent risk, the Contractor's service provider will call CWS Screening and/or the Police Department.