



Training Tip of the Week

Out of County Services- Responsibilities



When Out of County Services are provided, both the Primary Case Manager (CM) and the Out of County CM have responsibilities, according to the CBC Working Agreement. The Primary CM and Out of County CM must ensure that the child and family are receiving consistent, quality services and the information provided by the Primary CM and Out of County CM is not conflicting. It is imperative that communication between the Out of County CM and Primary CM occur immediately, and continue to occur monthly, at a minimum. Supervision should be coordinated, and may occur via telephone. Whenever possible Primary CM and the Out of County CM should both participate. Staffings also should include both Out of County CM and Primary CM so all parties stay on the same page.

Primary Case Manager Responsibilities:

- Request home study and/or Out of County Services in writing.
- Notify the Out of County CM of problems or potential disruptions and coordinate efforts to resolve concerns.
- Provide any missing documents within 60 days of initial Out of County Supervision request.
- Provide updated court orders, reports and assessments.
- Perform all court activities, keeping the Out of County CM aware of any court actions or changes.
- Take the lead in coordinating visits between siblings and parents.
- Request information or documents needed for Judicial Review preparation 20 days in advance.
- Immediately notify the Out of County CM of case closure or movement.
- Take primary responsibility for completion of run away or missing child requirements.

Out of County Case Manager Responsibilities:

- Initiate face to face contact with the child and family within 5 working days of assignment to the Out of County CM.
- Ensure the number of face to face contacts required based on level of risk are conducted each month.
- Notify the Primary CM of problems or potential disruptions and coordinate efforts to resolve concerns.
- Alert the Primary CM to extraordinary activities or occurrences (e.g. incident reports, runaway, delinquency, needed surgery, needed psychotropic or other medication) via email or telephone call.
- Provide any documents or reports requested by the Primary CM within 10 working days.
- Assist in arranging visits with siblings and parents.
- Obtain updated photographs and fingerprints.
- Participate in DJJ hearings, staffings and transition planning with the child.
- Assist the Primary CM in completing requirements if the child runs.
- Ensure all visit notes in FSFN contain:
 - Physical condition of the home.
 - Observed behavior of the child.
 - Interactions between the child, other children in the home, caregivers, parents, etc.
 - One on one conversations with the child.
 - Medical information – appointments, medications, copies of medical records.
 - Changes in family situation and concerns.
 - Parent's progress or obstacles on case plan.
 - Mental health provider information – appointments, copies of reports, contact information.
 - School information – name of school, grade, attendance, behaviors at school, progress, copies of IEP and other school reports.
 - Visitation – exact dates details of parent and sibling contacts.
 - Caregivers progress or obstacles on case plan

All Primary CM and Out of County CM correspondences (TC, email, letters, etc) and case activities MUST be documented in FSFN within 2 working days.