



Volume 1: Agency Standards
 Chapter 1: Case Management
 Section 1: Intake

1.1.1

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14. **Another Agency Involved** – Consistent with section 7 of the *Joint Intake and Emergency Services by Designated Agencies Regulation*, on determining that another child and family services agency is currently providing services to a family or has a child in care, the intake worker notifies the other agency of the intake referral by the end of the next working day and, with that agency, develops a plan for providing services.
15. **Reviews of Intake Reports** – The supervisor reviews all intake reports that conclude a child may be in need of protection within two working days of receiving the report. The supervisor ensures that appropriate action has been taken, including the development of a safety plan when required. When necessary, the supervisor also assigns a worker to complete the intake process.
16. **Client Contact at Intake** – When there are protection concerns in a case, the intake worker or, if the case has been transferred to another agency or another worker, the assigned worker has direct contact with the person or family within 10 working days of receiving the referral for service. Also see Contact with Children in Section 1.1.0, Case Management.
17. **Immediate Placement of Child** – When immediate out-of-home placement of a child is required, the intake worker:
- when possible, involves the family and child in the decision and choice of placement and assists them in making an informed choice by sharing non-identifying information on potential caregivers
 - involves other service providers or agency staff as necessary in identifying alternate caregivers
 - implements the preferred choice of the family and child when possible unless that choice is known to put the child at risk of requiring protection or is clearly not in the best interests of the child
 - places the child in accordance with place-of-safety standards
- This standard also applies to the planning stage.
18. **Placement Priorities** – In deciding on a placement resource, the intake worker considers the following caregivers in order of priority:
- immediate or extended family regardless of residence
 - other families within the child's community of origin
 - other families of the same region or tribal council as the child



- other families of the same racial, cultural or linguistic group as the child
- former care givers
- a placement resource that facilitates contact with a parent or guardian
- alternatives that meet the child's needs

This standard also applies to the planning stage.

19. Post-adoption Requests – For post-adoption service request, the intake worker:

- ensures all requests for non-identifying information are in writing
- forwards any completed post-adoption registration forms to the post-adoption registry within five working days of receiving the form
- notifies the post-adoption registry within one working day when a registration is withdrawn or there is a change in circumstances such as an address, a name or a death

20. Authority Determination Protocol – If ongoing service is indicated, the intake worker administers the ADP, if not completed prior to this intake, to determine which child and family services authority is responsible for providing services. The intake worker may complete a new ADP when a case has been closed for more than a year or when there has been a change in a spouse or partner.

Intake Disposition

21. Intake Worker Recommendations – On completing the intake report, the intake worker notifies the intake supervisor within one working day with a recommendation to either open the case for ongoing service or close it at intake. If the recommendation is to open the case for ongoing services, the worker also makes recommendations with regard to an appropriate case category, transferring the case to the appropriate child and family services agency when applicable, and the timing of the transfer (see Section 1.1.6, Service Completion).

22. Case Decision and Referral – Within two working days of receiving the report, the intake supervisor authorizes an intake disposition and, when required, ensures that a written request to transfer the case is sent to the appropriate child and family services agency (the receiving agency) along with all relevant information and documentation. The supervisor also ensures that the intake decision is consistent with ADP requirements and transfer standards.