

FAMILY SERVICES
MANDATORY AGENCY RECORDING
TIMELINES AND POLICY

Proposed July 13, 2001

WINNIPEG CHILD AND FAMILY SERVICES AND ITS STAFF ARE PROFESSIONALLY AND PUBLICLY ACCOUNTABLE FOR SERVICES PROVIDED. ACCOUNTABILITY IS DEMONSTRATED IN AND MEASURED BY INFORMATION AND MATERIALS CONTAINED WITHIN FORMAL CASE RECORDS. ACCORDINGLY, CASE RECORDS WILL BE STANDARDIZED IN TERMS OF CASE RECORDING CONTENT AS WELL AS ORGANIZATION AND MAINTENANCE OF FILE RECORDS. ADHERENCE TO THIS AGENCY STANDARD WILL BE MONITORED BY MEANS OF REGULARLY SCHEDULED FILE AUDITS (Agency policy 1996).

While we might all hold to higher professional standards in an ideal world, we recognize the reality of existing caseloads and workloads and outline what is believed to be minimally acceptable recording expectations for which we can individually and collectively be held accountable. This file recording needs to reflect sound social work/child welfare practice including assessment and planning as well as service intervention.

The enclosed binder provides a copy of each of the Mandatory Family Services Recording Forms, the User Guides (where appropriate) and examples of these completed forms.

It is proposed that all forms referenced can also be located on the Agency T drive (T:\...Winnipeg Child and Family Services \Mandatory Agency Recording \Forms.

The following outlines the Agency policy and expectation as to how and when these forms will be completed.

I. Mandatory Forms:

Family Services--Protection and Voluntary Service Files

1. Contact Notes will be written legibly on loose-leaf or typed within 24 hours of the contact and placed on file or in a contact binder. The social worker will initial each page and include a date and the name of the case reference. You are encouraged to use both sides of the loose leaf. Every three months, contact notes will be organized and placed on the family file as per the Administrative filing policy.

2. At 6 months from the assignment date, a Family Assessment and a Service Plan will be typed and completed by the family service worker, signed off by the social worker and Unit Supervisor and placed on the family file.

Every six months thereafter a Family Assessment and Service Plan will be typed and completed/updated by the family service worker as long as the file is open to the Agency.

3. An Apprehension form will be typed within 24 hours of a child being apprehended and faxed/emailed to the Agency Legal Dept. A copy will go on the family and the child's file.

Particulars Summary (A.K.A Short Form Particulars) will be typed within 48 hours after an apprehension of a child and faxed/emailed to the Agency Legal Dept. A copy will go on the family and the child's file. This form will constitute an Opening Summary for the child's file.

Court Particulars (A.K.A Long Form Particulars) will be typed when requested by council (as needed) and submitted within the time frames requested by the Agency Legal Department (at least 3 days notice will be minimally provided in order for these particulars to be completed). Court Particulars will be reviewed by the Unit Supervisor prior to being faxed/emailed to the relevant lawyer. A copy will be placed on both the family and the child's file with a copy being attached on both CFSIS files.

4. The CBT Risk Assessment Tool or the Manitoba Risk Estimation Scales will be completed by the Family Service Worker, signed off by the Supervisor and placed on file (refer to the January 1994 policy by Phil Goodman for particulars):

- During the course of every substantiated abuse investigation.
- Must be utilized for any child in care due to abuse prior to that child being discharged home.
- For all apprehensions of children under 12 years of age where *serious neglect* was present prior to the return of the children to the home.

*The MRES tool is not presently computerized .

The Agency Child Abuse Incident Report and the Winnipeg Police Child Abuse Intake Form also subsequently need completion if a child physical or sexual abuse investigation has been completed.

It is recommended that the Agency Child Abuse Incident Report be completed within 30 days of the completion of a child abuse investigation (substantiated or not) and a copy along with a plan forwarded to the Agency Abuse Coordinator and the original placed on the child's file.

The Winnipeg Police Child Abuse Intake Form will be completed after an investigation and faxed to the Winnipeg Child Abuse Unit in all cases of suspected child abuse.

5. A Transfer Summary will be typed and completed and signed off by the social worker and the Unit Supervisor when a transfer is being requested (as per the Agency Transfer Policy). A copy of the summary will be attached on CFSIS and the signed copy placed on the family file, and child's file if she or he is in care, as per the Administrative Filing Policy.

A Closing Summary will be typed and completed within 30 days/1 month once a Social Worker and a Unit Supervisor agree a file will be closed. The closing will be signed off by both the Social Worker and the Unit Supervisor. The Unit Supervisor will sign off the closing within 5 working days of receipt of that summary and the file. The summary will be attached on CFSIS as well as a signed copy being placed on the family file and child's file if the child is being discharged at the same time, as per the Administrative Filing Policy.

Child's File

A child's file will be opened at the Administrative level and provided to the Family Service's Worker within 4 days of that child coming into Agency care, as per the Administrative File Policy.

1. A Child Assessment (or a complete Social History) and a Service Plan will be typed and completed at 60 days/2 months after a child is brought into Agency care under an apprehension, a supervisory order, a temporary order, a voluntary placement agreement or a permanent order.

A Child Assessment and Service Plan will be typed and completed annually thereafter as long as the child remains in Agency care regardless of their legal status.

2. A Social History will be typed on a child when a treatment foster home or a residential group home is being requested. A copy will be faxed/mailed to the placement desk. The signed original will be placed on the child's file and a copy attached to the child's CFSIS file.
3. A Child's Closing Summary will be typed and completed within 30-days/1 month of a child being discharged from Agency care. The closing will be signed by the Social Worker and Unit Supervisor and placed on the child's file as well as being attached on CFSIS.
4. Child Care Instruction Sheets (A.K.A Green Sheets) will be completed by the Apprehending or Assigned Social Worker within 24 hours of any change on a child in care and submitted to the Unit Administrative Assistant for processing.

II. Optional and As Needed Forms:

1. Safety Assessment tool can be used at any time to assess the safety of a home or as a tool to help assess risk.
2. Service Contracts must be completed as per the Agency Service Providers Guide; located on the T:\...Winnipeg Child and Family Services \ Service Providers drive.

3. Child Service Plan is completed when requesting a special rate for a foster placement and is recommended to be completed with the foster parent, foster care worker and the assigned family service worker after the child has been in that home for at least one month.
4. And so on...