

# Contacts - SW and Other Service Providers

(Revised 11/8/19)

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## Service Providers

Service providers include, but are not limited to:

- Medical and dental providers
- Public Health Nurse
- Group home staff
- Mental health providers
- Substance Use Disorder treatment provider
- Domestic violence treatment providers
- Infant developmental specialist
- Educational providers
- Parenting Education programs
- Foster Family Agencies staff
- Tribal Social Services providers
- SW's or services providers from other counties, states, and/or countries
- Visitation providers

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## Objectives

**Objectives of contacts between the SW and other service providers are to:**

- Determine what services the agency provides and the availability of their services.
  - Confer/collaborate toward the most effective, efficient identification and meeting of the family's needs.
  - Monitor the safety of the child and obtain their perception of the child's well-being.
  - Determine whether the parent is following through with the case plan.
  - Monitor parents' progress in ameliorating the situations that brought their family to the agency's attention.
  - Document Reasonable or Active efforts required for ICWA cases, to provide services for the parent and the child.
  - Make sure that the service providers know the objectives listed on the case plan, and are focusing their efforts specifically toward reduction of the risk factors
  - Make sure the providers understand the statutory time limits for reunification.
  - Talk to the providers monthly, to assess the progress of the parents on the case plan, and get a written report from all service providers at least every 6 months.
  - Collaborate to help families overcome any resistance to engaging in services.
  - Get input, as appropriate, when considering lifting supervision or returning a child home.
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**Frequency of contacts**

There are no minimum requirements for contacts between the SW and service providers, but the SW shall make contacts as necessary to achieve the objectives listed above.

Document all contacts with service providers on the **Associated Services** page of the CWS/CMS Contact Notebook.

The SW shall ensure that written reports from other service providers who provide services in accordance with the service plan are received and documented into CMS/CWS and placed in the file. In addition, the social worker should consider attaching any form of written reports to the next court report so that it may be distributed to all parties if applicable E.g. Foster Family Agency quarterly reports, CASA, TERM Update report, Group treatment notes and/or parenting provider. If a written report cannot be obtained, a verbal report shall be obtained and documented in the Contact Notebook and court report when applicable.

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**Alignment with SET**

This policy supports the following SET value:

- [Value 4](#): Building trusting relationships with the community to keep families and children safe and sharing the responsibility with community to ensure resources are accountable, responsive, and culturally sensitive.
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