

# Contacts - SW and Resource Parent(s)

(Revised 11/22/19)

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## Policy

**The majority of SW/child visits must occur in the home where the child lives. This requirement applies to ALL out-of-home children.**

Per Division 31 regulations (31-330), when a child is placed out-of-home, the SW will:

- Monitor and assess the quality of care provided including the location and safety of the child and the ability of the out of home care provider to meet the child's basic and special needs, if any (e.g. health and educational needs).
- Gather information to assess the effectiveness of services provided to meet identified goals. Verify and synthesize data and information for court report. Maintain a case plan that is reflective of the child's current and future needs.
- Establish and maintain mutually cooperative relationship between the social worker and the caregiver.
- Counsel the caregiver as to progress.

**NOTE:** If concerns are identified with the placement, the percent of unannounced and announced home visits shall also increase.

See Foster Home and Approved Resource Family Investigation Protocol if allegations of abuse occur in the placement.

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## SW responsibilities

In addition to the Per Division 31 regulations (31-330), the SW is also responsible for the following:

- Ensure that the caregiver is working with the parent toward reunification when applicable (i.e. facilitating visitation, notifying parents of child's appointments, etc.).
  - Deliver the placement documents to the caregiver. See Placement Needs and Services Plan for these specific documents.
  - Share the contact information including address, email, telephone numbers, fax etc. for social worker, social worker's supervisor, and all other professionals on the child's case (child's attorney, CASA, therapist, etc.)
  - The name, address, juvenile court case number and department of the juvenile court in which the child's juvenile court case is pending.
  - Obtain information regarding the child's recent medical, developmental, dental, therapeutic appointments.
  - Remind caregiver to bring HEP and Health Visit Report (04-343) forms to all medical appointments and verify that they were sent to the CWS PHN after completed.
  - Make unannounced and announced visits for regular monthly contacts.
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**SW  
Responsibilities  
(Continued)**

- Discuss concurrent planning and whether there are any barriers to achieving the permanent plan.
- Review the case plan objectives and services for the child with the caregiver, document progress, and address any barriers.
- Assess the needs of the caregiver and child and provide referrals and resources.
- Encourage and assist in maintaining the child's connections with friends, extended family members, and previous caregivers (if in best interest).

All contacts between the SW and the caregiver will, at a minimum, address the items above and all relevant issues listed in the Contact Elements Guide.

SWs will enter all contacts into CWS/CMS within 10 business days of the contact

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**Frequency of  
contacts**

Minimum contact requirements between the SW and caregiver are listed below. However, frequency of contacts should increase if there is a higher level of needs and an assessment is made that additional services and contacts in the home would be beneficial for the child and/or caregiver (child with behaviors, unstable placement, transition to home, etc.).

Type of Services	Contact Frequency	Exception Criteria
Out-of-Home Services (FR/PP)	<p>1x monthly contact by telephone, text, email monthly</p> <p><b>Best Practice:</b> Discuss and establish preferred method of contact for the caregiver. If they chose email, discuss what can and cannot be shared via email due to confidentiality.</p> <p><b>AND</b></p> <p>Visit no less frequently than once every six calendar months</p> <p><b>NOTE:</b> Although one face-to-face contact is every six months, best practice would be to have in person contact with the caregiver more frequently. This should be occurring since majority of visits with the child are occurring in the home/placement.</p>	<p>See Contacts-SW and Child for exceptions for contacts with caregiver on guardianship and ICPC cases.</p> <p><b>No other exceptions.</b></p>

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**Alignment with SET**

This policy aligns with SET [Value 2](#): Collaborative Partnerships with Kinship and Resource Families: Consistent communication and information sharing and working together for the child's best interest. SET [Value 3](#): Helping Children and Youth Achieve Their Full Potential and Develop Lifelong Relationships: Actively trying to preserve connections when the child if the child has to leave the home and preserving connections for the child while seeking permanency.

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