

## 9.2 - Child & Family Team / Permanency Planning Meeting PROTOCOL

### Chapter - Other



	Countywide		Department: Human Services	X	Division: Child Welfare
Supersedes: Child & Family Team Meetings (Facilitators), Appendix 15: Wake County Human Services Child & Family Team Meeting Guide				Effective Date: Under review	
Authority: NC DHHS Child Welfare Manual					
Originating Department/Division/Section: Human Services/Child Welfare/ Continuous Quality Improvement					

#### I. **Purpose:**

The purpose of this document is to provide the standards of practice for the provision of Wake County Human Services – Child Welfare Services, when staff need to request a neutral facilitator for Child & Family Team (CFT) and Permanency Planning Review (PPR) meetings.

#### II. **Description of Standard:**

This protocol outlines the meetings that require neutral facilitators (CQI CFT Facilitators) and the steps needed: for submitting a CFT / PPR meeting request, documenting CFT / PPR meetings, and preparing families for the meetings.

#### **Meetings that Require Neutral (CQI CFT) Facilitators:**

Per state policy, the following cases **require** neutral facilitators:

- Current High-Risk rating (including the 90 day follow up meetings after initiation of In-Home services)
- For In-Home cases open for six months with a lack of progress and/or use of a Temporary Safety Provider (TSP)

In addition to cases outlined in state policy, Wake County Human Services is **requiring** neutral (CQI CFT) facilitators in the following cases:

- Pre-Petition CFTs
- All cases involving a Temporary Safety Provider (TSP) (initial and follow up)
- Initial in-home (moderate and high)-include in-home & assessment social workers (or Supervisor as back up)
- Safety plan prior to removal (in-home or assessment)
- Case closure for child in care if disposition is reunification or APPLA-celebrate success (food, certificates, etc)
- Parent requests meeting
- Placement change requests/change in permanency plan

Wake County Human Services is recommending the following cases utilize neutral (CQI CFT) facilitators:

- “Stuck” cases
- Cases close to or exceeding length of 180 days
- Any case that any social worker would like facilitation support that involves at least one parent/guardian/natural support
- Case closure for child in care if disposition is adoption, guardianship, custody

\*See attached guide on when CFT/PPR meetings and when a Neutral Facilitator are required (per state policy and this Wake County protocol).

**Submitting a CFT / PPR meeting request:**

- Social Workers and Supervisors will submit their CFT / PPR meeting requests onto the (new) Scheduler System once it is completed and tested. All staff will be offered training, and additional support as requested, on the new system before it goes Live. However, in the interim, Social Workers and/or Supervisors will submit all CFT / PPR meeting requests onto the Lotus Calendar (called CW Child & Family Team Mtg. Calendar). Instructions for making requests are available on the Child Welfare SharePoint site. If Social Workers and Supervisors have questions or concerns, they may contact the CQI CFT Supervisor, Marc Morgan, via email or MS Teams.
- Due to the covid-19 pandemic and CDC guidelines for social distancing, Neutral Facilitators will facilitate CFT / PPR meetings via conference line and/or videoconference (for example, via MS Teams). However, if a case is complex and a need arises for the Facilitator to appear in person, Social Workers and/or Supervisors are asked to contact the CFT Supervisor directly by email, phone, or MS Teams to discuss arrangements.
- (While the Lotus system continues to serve, as the hub for requesting CFT / PPR Meetings) It is the responsibility of the Social Worker or Supervisor, to reserve a conference phone line (if meeting is to be hosted via conference line); and/or, submit a MS Teams calendar referral (if meeting is to be hosted via videoconference) to the designated Facilitator. However, upon the institution of the new Scheduler System, the Facilitator Supervisor will assume the role, of reserving a conference line, upon Social Worker and Supervisor’s request.
- Neutral Facilitators are willing to facilitate CFT / PPR meetings beyond 5:00pm (in support of working parents / caregivers). Please work with CFT Supervisor to schedule meetings and check availability of staff.
- If the referring Social Worker’s (original) Supervisor is not available to attend the scheduled CFT / PPR meeting; then, the Social Worker and/or Supervisor will appoint another WCHS Supervisor to attend the meeting.

**Documentation of CFT / PPR meetings:**

- The Appointed Facilitator will complete a one-sheet summary template, summarizing the information shared throughout the CFT / PPR meeting. The Facilitator will email an electronic version of the written summary to the WCHS Social Worker and/or Supervisor; whom, in-turn, will provide copies of the summary to the remaining attendees. If a printer is available in the location of the CFT, and the families prefer, the CFT Facilitator will make a copy of the summary for them.
- When the number of meeting participants exceeds eight (8) or the meeting is identified as

complex, two (2) Co-Facilitators will be appointed to a CFT / PPR meeting (if available). The designated Lead Facilitator will moderate the Team's conversation, while the selected Co-Facilitator will summarize the Team-shared information upon the summary template.

- If a Co-Facilitator is unavailable, the appointed Facilitator, Social Worker, and Supervisor will collaborate to identify a WCHS representative to serve as Scribe for the scheduled CFT / PPR meeting.
- Social Worker and Supervisor participating in meeting will collaborate to document information shared throughout the CFT / PPR meeting (for example: documented upon the Family Services Agreement).
- Social Worker and Supervisor are strongly encouraged to complete the demographic, background information in the child specific review, and case information sections of the Family Services Agreement, Out of Home Agreement, or other case plan documentation prior to the CFT / PPR meeting.

### **Social Worker Preparation**

- Social Worker and Supervisor are expected, in the spirit of best practice, to collaborate with the family and their natural supports, to establish an agreed-up meeting date, time, and host location (to include, but not limited to: WCHS office building, family's residence, conference line, videoconference, etc.).
- Social Worker and Supervisor are expected (at minimum, days prior to the scheduled meeting date) to notify the family / Team the Agency's purpose for the meeting (to include ascertaining an objective from the family). In addition, if the agency has made a decision about the case, the case Social Worker and/or Supervisor are strongly encouraged to inform the family / Team (at minimum, days prior to the scheduled meeting date) of the Agency's decision, to afford the family an opportunity (if warranted) to comprise their plan for presentation in the CFT / PPR meeting.
  - If the referring Social Worker's (original) Supervisor is not available to attend the scheduled CFT / PPR meeting; then, the Social Worker and/or Supervisor will appoint another WCHS Supervisor to attend the meeting.
- Social Worker and Supervisor are expected to inquire of the family what their access is to technology (for example: email, smart devices, etc.) and how they would like a summary of the meeting (for example: one sheet paper summary, emailed). In addition, Social Worker and Supervisor are strongly encouraged, to inquire of the family, if they'll be amenable to a Scribe attending the meeting and comprising a summary.
- Social Workers and Supervisors are required to ensure non-resident parents, fathers, paternal relatives, and youth are invited to attend & participate in CFT / PPR meetings.

### **III. Definitions:**

- A. CFT = Child & Family Team
- B. PPR = Permanency Planning Review
- C. MS Teams = Microsoft Teams
- D. WCHS = Wake County Human Services
- E. CPS = Child Protective Services

### **IV. Applicability/Exceptions:**

This protocol is applicable to:

- Child Protective Services Social Workers and Supervisors

- Permanency Planning Social Workers and Supervisors (to include Licensing Social Workers), and 18-21 Program
- Adoptions Social Workers and Supervisors

**V. Fiscal/Resource Impact**

The Facilitator Team is comprised of one (1) Facilitator Supervisor, and three (3) Facilitators, all of which possess the training and skillset to facilitate CFT / PPR meetings. The aforementioned Wake County Human Services positions are county employees and financially supported, via an approved stream of county, State, and federal funding.

**VI. Data Description**

Data collection and analyses will be collected on key process and outcome indicators to determine utilization of Facilitators, demographics of requests, meeting cancelations, and outcomes of families participating in facilitated meetings. Data may include: types of requested / facilitated meetings, location from which meeting requests originated, number of requested / facilitated meetings, family members participating in facilitated meetings, length of open cases, length of stay in out of home care, and perceptions of participants.

**VII. Protocol Responsibility and Management:**

- A. This protocol is reviewed annually, by the Division of Child Welfare, Continuous Quality Improvement Section.

**VIII. Subject Matter Consultants:**

- A. Continuous Quality Improvement (CQI) representatives: Tina Howard, CQI Program Manager; Marc Morgan, Facilitator Supervisor; Evalina Hinton, Facilitator; Peggy Bryant, Facilitator; Lourdes Parham, Facilitator; Tiffany Price, CQI Child Welfare Trainer; and, Morgan Greene, CQI On-Site Support (O. S. S.) Consultant
- B. Child Protective Services (CPS) Supervisors: Tisha Harper, Sweetly Sanders, and Wanda Whitaker
- C. CPS Social Workers: Crystal Ivey, Quanda Williams, and Leshana Moore
- D. Permanency Planning Social Workers: Lashaun Benjamin
- E. Adoptions Supervisor: Kisha Miller

**IX. References:** North Carolina Department of Health & Human Services - Policies

- A. State Policy - <https://policies.ncdhhs.gov/divisional/social-services/child-welfare/policy-manuals/modified-manual-1/in-home-services.pdf>:
- In-Home Services Policy, Protocol, and Guidance, Review of Services/Family Services Agreements, Child & Family Team Meetings (page 31)
  - Permanency Planning, Child & Family Team/Permanency Planning Review Meetings (page 107)
  - Cross Function Topics: Policy, Protocol, and Guidance, Child & Family Team (CFT) Meetings (page 235)
- B. Step by Step: An Introduction to Child & Family Teams – Center for Family & Community Engagement, North Carolina State University (updated July 2019)

**X. Related Documents:**

- A. N/A

**XI. Appendix/Form:**

A. CFT/PPR Reference Guide

**XII. History**

Effective Date	Version	Section(s) Revised	Author/Reviewer
TBD	2.0	All sections	Marc Morgan, CFT Supervisor
6/15/17	Unk	Unknown	Myca Jeter, Laurie Roach