

Toolkit: Triage Model

Source: Onondaga County, 2018

Overview:

Onondaga County's Triage Model is their core front-end strategy in shifting to family-based placements. They developed the concept of a time-bound "triage" that brings together the key partners on a case, including family, to make a thoughtful family-based placement that is well-supported.

A dedicated Triage Team works to ensure a kin-first placement and a smooth case transfer between CPS and Foster Care for all new entries within 72 hours of removal. It involves gathering case history, identifying family resources, completing required court documents and providing wrap-around supports to make the placement successful.

Individuals involved in the Triage process may include:

- Permanency Coach
- Triage Team Lead
- Intake Worker and Supervisor
- Permanency Worker and Supervisor
- Hard-to-Place worker
- Home-finder
- Family Finding Specialist
- Family Team Meeting Coordinator

Not only has the Triage Model led to more family-based care, it also decreased approval times for safety assessments of homes, for supplies and material needs of kin families, and has increased the preparedness of workers in court which has increased the family court's confidence in approving kin placements.

Enclosed in this toolkit are the following documents, forms and check-lists:

1. Case Transfer Policy
2. Flow Chart with Unit Roles
3. Triage Team and Transfer Meeting Process
4. Transfer Meeting Agenda and Checklist
5. Triage Checklist B
6. Transfer Summary Form



County of Onondaga

Children & Family Services

Child Welfare ♦ Juvenile Justice ♦ Youth Bureau ♦ Children's Mental Health ♦ School-Based Initiatives

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Placement Cases: Investigations → Triage → Permanency

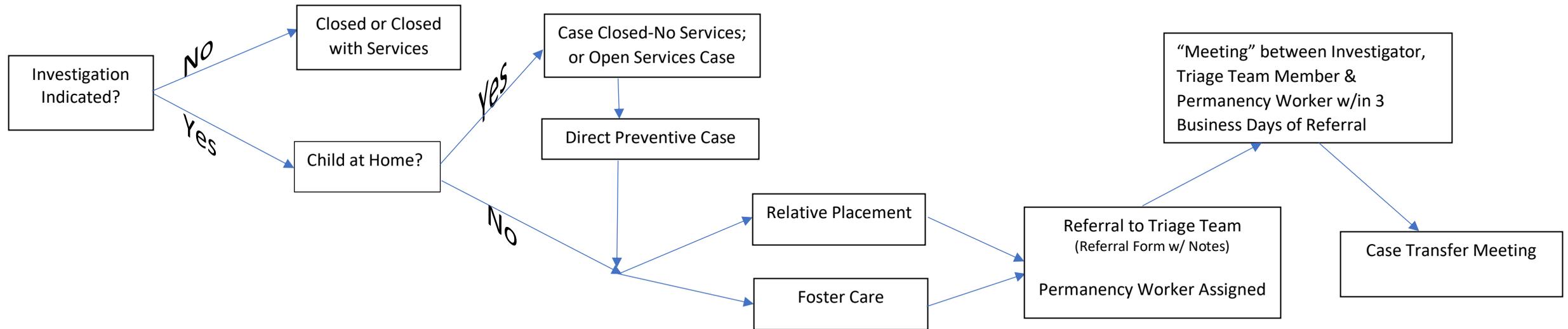
Case Transfer Process as of 2/16/18:

Please see the attached document for a depiction of the case flow and a detailed listing of the roles and responsibilities of the Investigations, Triage and Permanency workers/supervisors.

Below is the process for Transfer meetings regarding cases that are being transferred from **Investigations through Triage and on to Permanency**.

- Once a petition for removal from the home has been filed, the investigative worker will submit the case for assignment to Triage and Permanency
- Transfer meetings are expected to occur within one (1) week from the time of assignment
- Prior to the Transfer meeting, the Investigative worker, the assigned Triage Team member and the assigned Permanency worker are expected to “meet” to discuss the case
- The Investigative worker will complete the Transfer Summary form and attach an updated Face Sheet in advance of the Transfer meeting and distribute both via email to all parties prior to the meeting
- At the Transfer meeting, the Investigative worker will review the Transfer Summary form and updated Face Sheet. The Triage Team member will review the Triage Checklist and Family Resource form; and provide updates regarding the child(ren)’s placement, visitation, consents, etc. The Permanency worker will receive relevant documents and clarify any outstanding issues and next steps.
- Transferring workers are responsible for attending the first court appearance and if possible, the Triage Team member and receiving Permanency worker should also attend. Attendance at subsequent court appearances will be decided at the Transfer meeting.

Flow Chart and Unit Roles/Responsibilities for Placement Cases



- Investigations/DP Roles/Responsibilities:**
- Complete Transfer Summary (Revised)
 - Conduct and Record UNCOPE Assessment
 - Complete FASP up to Service Plan
 - File Eligibility Application; or meet with Eligibility
 - Determine ICWA eligibility
 - Secure "Consent to Place"
 - Secure Releases, to the degree possible
 - Approve Relative Placement, if appropriate
 - Attend Court Dates; as appropriate
 - Bring copy of Petition to Transfer Meeting

- Triage Team Roles/Responsibilities:**
- Attend Court Dates; as appropriate
 - Complete Triage Checklist
 - Complete Family Resource Form & Genogram
 - Explore Relative/Kin Options
 - Conduct Safety Assessments; as necessary
 - Provide material support to placement family
 - Assist with any incomplete tasks from Investigations (e.g., consents, ICWA, etc.)
 - Indicate Paternity Status
 - Determine Short-term Visitation Plan
 - Complete Referrals (e.g. Family Meeting, Family Place, Family Finding, etc.)

- Permanency Worker Roles/Responsibilities:**
- Make contact with Investigations, Triage w/in 3 business days of assignment
 - Attend next court date following transfer
 - Formulate a visitation plan w/in 3 days of transfer
 - Meet the child(ren) and bio parents w/in 7 days of transfer
 - Complete the Service Plan w/in 14 days of transfer
 - Discuss permanency options w/ relative/suitable other placement w/in 30 days of transfer
 - Supervisor enters CCRS codes for petition; and opens Tracks for relative placement

A summary of Onondaga County's Triage Team and Transfer Meetings protocol and process:

Casework Philosophy:

- A renewed emphasis on family/kin!
 - ~Children have better outcomes when placed with relatives/kin
 - ~A renewed emphasis on finding and engaging relatives/suitable others
- Removal of a child from their home is a traumatic event for the child and family!
 - ~The first 72 hours after a removal require a high level of intense casework
 - ~Identifying underlying issues quickly allows the team to formulate a service plan that is unique to the family
 - ~The level of care at which the child is placed needs to be assessed early and often and children need to be placed in the least restrictive, most supportive setting.

Overview of Triage Team Process:

- Up front review of the safety of the placement: In the home, "eyes on", initial home assessment
- Intense, up-front support for all placements to stabilize the placement for 30 days until a full plan is developed with the Permanency Worker
- Smooth hand-off to needed referrals and services (Enhance Clinic, Family Visitation, Family Finding); getting the right information to community agency partners up-front to increase communication of the plan
- Increasing the stability of all placements up-front and increasing the supports of kin and relatives will reduce movements in care and allow permanency workers to focus on getting to permanency in a timelier manner

Triage Specifics:

- Work incoming placement cases during the first 72 hours of placement
 - *Includes all incoming JD/PINS cases, foster care placements, relative placements, and safety plans made by CPS pending filing of N-Petition or Voluntary
 - *Placing worker accesses the Triage Team by completing a referral form as soon as a child has been physically removed (A neglect petition/modification/voluntary MUST be imminent)
 - *Triage Team completes the 72-hour Check List and facilitates a 72-hour meeting (transfer meeting)
 - *It may be necessary for the Triage Team to stay involved and follow-up with the work started
- Work on all cases in which children are placed at Family Support Center
 - *Triage Team Lead will be required to remain on the case for the duration of the child's stay at FSC. Will work with assigned Permanency Worker

Placement Case Flow and Worker Responsibilities:

Placing Worker	Triage Team	Permanency Worker
<p>CPS Investigator will come off rotation during the 72 hours after a removal.</p> <p>This time is spent entering progress notes, filing the petition, physical removal of the child, launching FSI/FSS, completing the FASP up to the service plan, completion of the transfer summary, eligibility, and Homefinding referral</p> <p>Complete the clearance of relative placement and determine whether it is safe and appropriate</p>	<p>Begins working case as soon as notification is received by Permanency Coach about new placement</p> <p>Will complete checklist, case master record sheet, family resource form, gather documents, establish paternity</p> <p>Home visit to placement resource (relative or foster home), assess needs to stabilize placement. Provide financial support and referrals for services to support the placement.</p> <p>Seek out relative resources for children in foster care and conduct “safety assessment.” Make recommendation regarding placement</p> <p>Make referral for emergency foster care certification</p>	<p>Will be made aware of their assignment to the case</p> <p>Become involved as soon as possible, however, it is the Triage Team Lead’s (TTL) responsibility to complete the tasks on the checklist.</p> <p>Can expect ongoing support from the TTL as necessary, including remaining on the case for any placements at Family Support Center.</p> <p>Complete FASP by creating service plan goals.</p>
<p>Preventive worker will do the physical removal of the child, enter progress notes, complete a plan amendment, eligibility, and Homefinding referral</p> <p>Complete the clearance of relative placement and determine whether it is safe and appropriate</p>	<p>Support a smooth transition to the permanency worker</p> <p>Remain involved as a support to permanency worker after the transfer meeting when necessary (e.g., Family Support Center placements)</p>	
<p>Will attend 72-hour meeting and first court appearance</p>	<p>Facilitate and coordinate transfer meeting and attend the first court appearance</p>	<p>Will attend 72-hour meeting and first court appearance</p>

Case Transfer Meeting Agenda/Checklist

Case Name: _____ **Meeting Date:** _____

Placing Worker/Triage/Permanency: _____

Referral Date: _____ **Placement Date:** _____

Foster Care or Relative Placement: _____

Child's Name: _____ **DOB:** _____

Additional Children: _____ **DOB:** _____

Attendees: _____

√	Placing Worker	Next Steps By Whom/Date
	Connections Face Sheet/Case Composition	
	Brief History of Case - Review Transfer Summary - UNCOPE Score(s): - Proposed Disposition	
	Court Update - Next Court Date:	
	FASP Completed to Service Plan	
	Eligibility (App to Jackie Woods)	
	Other Issues/Concerns:	

√	Triage Team Worker	Next Steps By Whom/Date
	Review Triage Checklist	
	Review Family Resource Form	
	Summarize Relative/Suitable Other Options	
	Summarize Safety Assessment(s)	
	Child Last Seen in Placement Date:	
	Paternity	
	Visits	
	Family Meeting Referral	
	Follow-up Issues:	

√	Permanency Worker	Next Steps By Whom/Date
	Questions/concerns based on what you've heard so far	
	Additional information needed	
	Other Issues/Concerns:	

√	Other Needs/Referrals (if appropriate)	Next Steps By Whom/Date
	Family Support Center	
	Home Finding	
	Family Finding	
	Emergency Certification	
	Relative Home Study	
	Other Issues/Concerns:	

√	Services Summary	Next Steps By Whom/Date
	Existing Services:	
	Referred to Services:	
	Additional Services Needed:	

Triage Checklist	Case Name:			
Child:	FC/Rel	Address	Phone	Misc

FSC/FOSTER CARE/RELATIVE PLACEMENT

<input type="checkbox"/>	Clothing Voucher:	
<input type="checkbox"/>	Daycare:	
<input type="checkbox"/>	WIC	
<input type="checkbox"/>	Enhance:	
<input type="checkbox"/>	School:	
<input type="checkbox"/>	Placement Letter	
<input type="checkbox"/>	Bill of Rights (14+):	
<input type="checkbox"/>	Grantee Application:	
<input type="checkbox"/>	Food Voucher:	
<input type="checkbox"/>	Items Purchased:	
<input type="checkbox"/>	Other:	

DOCUMENTS

<input type="checkbox"/>	Birth Certificate:	
<input type="checkbox"/>	ICWA:	
<input type="checkbox"/>	Birth Records:	
<input type="checkbox"/>	Consent to Treat:	
<input type="checkbox"/>	Religious Preference:	
<input type="checkbox"/>	Putative Father Registry:	
<input type="checkbox"/>	Acknowledgement of Paternity:	
<input type="checkbox"/>	Order of Filiation:	
<input type="checkbox"/>	Letters sent to absent fathers:	

<input type="checkbox"/>	Family Resource Form:	
<input type="checkbox"/>	Medical Records:	
<input type="checkbox"/>	Case Master Record:	
<input type="checkbox"/>	Other:	

MISC

<input type="checkbox"/>	Emergency FC Cert?	
<input type="checkbox"/>	Rel Home Assessment?	
<input type="checkbox"/>	Family Place Referral?	
<input type="checkbox"/>	Bus Passes?	
<input type="checkbox"/>	Connections Assignment?	
<input type="checkbox"/>	Photo of child in case file?	
<input type="checkbox"/>	Other	

IMPORTANT DATES

<input type="checkbox"/>	Next Court Date/Part/Reas PH Date:	
<input type="checkbox"/>	Next Enhance Appt:	
<input type="checkbox"/>	Date of last child/parent visit:	
<input type="checkbox"/>	Date Child was last seen in Placement:	
<input type="checkbox"/>	Other Information:	

TRANSFER SUMMARY

(For Investigations → Triage → Permanency Cases)

***ATTACH UPDATED FACE SHEET TO TRANSFER SUMMARY**

Case Name:

Case Number: S

Today's Date:

CID Date:

Transferred From – Worker's Name:

Supervisor:

Transferred To – Worker's Name:

Supervisor:

Case Type (select one):

-Foster Care Placement

-Relative Placement

Child's Name(s):

DOB(s):

Initial/Subsequent Placement(s):

Name/Relationship (if any):

Address:

Phone #:

Current Investigation Summary:

Case History (including services history):

Court Status:

Type of Petition:

Docket Number:

Family File #:

Date Filed:

Judge:

Respondent(s):

Date of Initial Removal:

Type of Removal:

Temporary orders from previous Court appearances:

Attorneys:

Name(s):

Phone #(s):

Permanency Hearing Date (aka Date Certain):

Date of Next Court Appearance and Purpose:

Eligibility:

Has Eligibility Unit been notified of this foster care placement or relative case opening? Yes No

Is FASP completed up to the Service Plan? Yes No

Have Removal Information tabs been completed? Yes No

