

## Family Case Planning and Family Contacts

Changes to OAC 5101:2-38-01 (no court involvement) and  
5101:2-38-05 (court involved cases) effective 2/1/2022

Training dates: 12/7/2021 & 2/2/2022

### Q/A associated with Children Services Training and Development Team

[Children Services Training & Development](#) | [Office of Families and Children](#) | [Ohio Department of Job and Family Services](#)  
Training Team webpage link

Please Contact Tina Krueger at [Tina.Krueger@jfs.ohio.gov](mailto:Tina.Krueger@jfs.ohio.gov) for additional questions.  
For case specific questions, please contact your Technical Assistance Specialist (TAS).

Questions: Black: 12/7/21; Green 2/2/22

Answers: Black: 12/7/21; Green 2/2/22

1) Link for the search and engagement tool?	The link for search and engagement resources and links for all other resources mentioned in the training are on the second to last slide and titled: Helpful Resources.  <a href="https://bit.ly/fseresources">https://bit.ly/fseresources</a>
2) If a parent is incarcerated and is the AP of their own child of sexual abuse, is the PCSA no longer required to visit with the parent?	For case specific situations like this, please review with your administration and legal team and consult with your county's assigned Technical Assistance Specialist (TAS) as needed.  In general, all parents, regardless of their living arrangements, should be engaged and included on the Family Case Plan. Involvement in services through a Family Case Plan is one of the main ways that parents may be able to address the issues that prompted their children's removal from their care. While there may be no contact temporarily between a child and parent for therapeutic reason or court order, this does not negate the need and requirement for the caseworker to work with the parent on a reunification plan until the court determines differently.

<p>3) Will the power point be sent out?</p> <p>3a) Where can we find the slides to print?</p>	<p>The PowerPoint along with any supporting documents and a recording of the training session can be found on the Children Services Training &amp; Development Team site at: <a href="#">Children Services Training &amp; Development   Office of Families and Children   Ohio Department of Job and Family Services</a></p>
<p>4) Is there another training being offered?</p> <p>4a) Has this training been offered before if these are new changes as of yesterday?</p>	<p>Live Events were scheduled for this topic on 12/7/21 and 2/2/22. Notice was sent out regarding registration for both trainings on 11/16/21.</p> <p>While there are no more live events planned, the training was recorded and uploaded onto our website (link above).</p>
<p>5) If a child is in a residential setting but it is not IV-E will QRTP still show up on their case plan? We were only told to do CANS for IV-E eligible kids.</p>	<p>If a child is placed in a QRTP compliant residential setting at the time the Family Case Plan is being developed, the QRTP topic will display on the Family Case Plan. The child's IV-E eligibility status is not a factor in whether the tab will display. Best practice would be to complete a CANS assessment for any child placed in a QRTP compliant setting, regardless of the child's IV-E eligibility status.</p>
<p>6) We understand that two attempts in the same day do not count as 2 of the 3 attempts needed each month but what about if the attempts are at two separate locations?</p> <p>For example: attempt at moms last known address and at a different address that mom could be located at in the same day. Is that still 1 attempt or 2?</p>	<p>Diligent efforts would be that the attempts are made, at a minimum, on three separate days. It is good practice to go to different locations that a parent might be located, even if they were on the same day, but the attempts need to be on three different days at a minimum. Multiple attempts at different times and/or at different location on the same day is one attempt.</p>

## Custodial Parent/Non-Custodial Parent Engagement & FCP Notifications/Waivers:

<p>1) Is there a waiver form in SACWIS for this? (Parent waiving their notification for participation in development of the FCP)</p>	<p>There is no waiver in SACWIS for this feature. Counties are encouraged to establish a consistent place to document the family's notifications and their consent to waive notice.</p>
<p>2) The initial FTM to discuss case planning will still qualify for this, correct?</p> <p>2a) Meeting with participants 7 days prior, we usually hold the FTM weeks prior to CP being due so they can provide input, this would suffice as notification, correct?</p>	<p>All participants would need to receive notice of the FTM meeting/date at least 7 days in advance.</p> <p>Having the meeting sooner than 7 days before the Family Case Plan is due is fine if all parties are provided notice in order to participate at least 7 days in advance.</p>
<p>3) For unruly/delinquency cases, our court only acknowledges the unruly/delinquent youth. In those cases, should we still add any other children in the home as case plan participants even though they are not parties to the court case? What if they do not require services?</p>	<p>Since there is only one Family Case Plan per family, it may be common to have some children open with a court involved status and some children open voluntarily. The Family Case Plan should be developed based on the results of the Family Assessment. All children with identified risk contributors in the Family Assessment should be added to the Family Case Plan.</p>
<p>4) Regarding father's - should we include only legal fathers.... not alleged fathers?</p> <p>4a) If there are multiple alleged fathers on a case, we are expected to add all of them to the family case plan? What if we do not have their full name and only have a first name, unknown last name?</p> <p>4b) If a non-custodial parent is not on the birth certificate, do they need to be on the case plan?</p>	<p>Best practice would be to engage and include all fathers in case planning.</p> <p>We know case circumstances and agency protocols vary, so if you have questions about who should be added on the Family Case Plan, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>
<p>5) How should it be handled if the custodial parent says they do not want the non-custodial parent to be involved?</p>	<p>Best practice would be to talk with the custodial parent about their resistance as non-custodial parents still have the right to be involved with their children and be a part to the Family Case Plan.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>

<p>6) If we are to have the non-custodial parent on the case plan, but they do not want to work with us or do services are we expected to see them each month?</p>	<p>Per rule, you are still required to engage the non-custodial parent and attempt to meet with them monthly.</p> <p>The use of Alternative Forms of Contact may be a way to engage the non-custodial parent (after requirements are met) until better rapport can be developed.</p> <p>Please review with your administration and/or consult with your county's assigned Technical Assistance Specialist (TAS) if you need ideas to assist with engaging resistant families.</p>
<p>7) What if the parent states they don't want to be involved, despite trying to engage them, refuse to meet with workers and/or won't provide contact information like a phone number or address?</p>	<p>Your agency will need to continue to engage the party that does not want to be involved. Please review the family search and engagement tools at the end of the presentation.</p> <p>Also, you may speak with your TAS for some additional ideas on how to engage parents on the Family Case Plan. It is important to remember that you must continue to engage all parents throughout the life of the case.</p>
<p>8) What services are recommended to be placed on a case plan if the non-custodial parent does not want to be involved or do not require services after being assessed.</p>	<p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p> <p>Generally, if the non-custodial parent is a father, basics like establishing paternity can be included. All non-custodial parents need the opportunity to visit and develop a positive relationship with their child(ren). Services could be added to help facilitate those things (i.e.: parent supporting child in counseling) in addition to services to help resolve the possible barriers behind why the non-custodial parent is not wanting involvement with the PCSA or their child(ren).</p>

<p>9) What if there is a no contact order between children and parent?</p> <p>9a) If a noncustodial parent has a TPO involving the kids and the case is voluntary, should they still be on the family case plan?</p>	<p>Generally, if there is a no contact order between the child and the parent, the caseworker would still need to engage the parent in the Family Case Plan. Services in the Family Case Plan have the potential to assist the parent with positive behavioral change that reduces future risk to the child. This is less likely to occur if the PCSA does not engage and attempt contacts with both parents and work towards reducing risk.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>
<p>10) How do we handle a child in PPLA and no forwarding information of contact for parent?</p>	<p>Unless parental rights have been terminated, the PCSA is required to engage and attempt monthly contact with both parents. If the PCSA has no contact information for the parents, refer to the family search and engagement resources on the resource slide- <a href="https://bit.ly/fseresources">https://bit.ly/fseresources</a> to assist with attempting to locate parents.</p> <p>If parents are having no contact with the child, the PCSA may want to consider filing for permanent custody of this youth, so they have the chance for lifelong permanency and support.</p>
<p>11) How would agencies run county- specific reports regarding the percent of identified fathers being linked to services and identified on case plans for families served?</p>	<p>The Identified Fathers Report is in SACWIS under the Administration Tab- Reports Tabs. It is on the 3<sup>rd</sup> page of reports (they are listed alphabetically).</p>
<p>12) What should an agency do if a non-custodial parent is not interested in engaging in case plan services as they are hoping the custodial parent or other relative will be granted custody?</p>	<p>The rule does not address parents not wishing to engage in services. Best practice would be to continue to engage the non-custodial parent until the case is closed.</p> <p>As we all know, sometimes things don't work out for legal custody or reunification so keeping the non-custodial parent engaged throughout allows them (or their families) to be involved in their children's lives and participate in concurrent planning.</p>

<p>13) So, if you put a parent on a case plan, without services, are you still required to do three face-to-face attempts and then (also) three alternative attempts?</p>	<p>The rule does not specify different requirements for seeing parents that do or do not have services on a Family Case Plan. Best practice would be to provide services for any family member that is added to the family case plan.</p> <p>If a parent is on the family case plan, they would need to be seen monthly. If they could not be seen after 3 attempts in one-month, alternative forms of contact could be an option for the following month.</p>
<p>14) Does the non-custodial not have a legal right to remove themselves from the case? Are we violating their rights if the case plan becomes a court order?</p>	<p>As this is more of a legal question and not about OAC requirements, we would suggest consulting your agency's legal counsel with this question.</p>
<p>15) What if a non-custodial parent has stated they do not want to be part of the case or on the case plan?</p>	<p>The rule does not address parents not wishing to engage in services. Best Practice is to engage non-custodial parents throughout the life of the case.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>
<p>16) Referencing Page 11 of the Power Point...Best Practice is ALL household members, and All Parents are to be participants on the Family Case Plan. Household is singular here. Do you need to include all household members from both the custodial parent's home AND the non-custodial parent's home?</p>	<p>The rule does not require all household members to be added to the family case plan but does require both the custodial and non-custodial parents to be added. Best practice would be to do a thorough assessment of the entire family, regardless of the number of households, and address all strengths and concerns in the Family Case Plan.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>

<p>17) If a parent is not on the case plan, how often are workers required to see/engage parents? Monthly?</p>	<p>Per rule, custodial and non-custodial parents are required to be included in the family case plan.</p> <p>However, if your agency has decided that circumstances warrant a parent not being on the family case plan for a specific reason, your agency would need to determine a specific plan to engage that parent as this is not covered in rule.</p>
<p>18) If a parent is not able to be located or refuses to participate, do they still have to be listed on the case plan?</p> <p>18a) Can we not just put on the case plan that they will contact us if they want services but also document family search and engagement?</p>	<p>The rule does not address parents that are not able to be located or who don't wish to engage in services. Best Practice is to continue to engage and attempt to locate parents throughout the life of the case.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>
<p>19) Our agency has a past practice of removing parents from the case plan if they will be incarcerated for 12 or more months. We agree with adding them back on the case plans and making monthly contact however, is there a way to prevent going to prisons across the state to make these face-to-face visits instead of using virtual methods?</p> <p>19a) What if a parent is in prison for longer than the length of the case? Why would a worker be required to drive to a prison every month to see them?</p> <p>19b) If a parent will be incarcerated for longer than the statutory limitations of court involved cases, do they still need to be on the case plan?</p>	<p>The rule does not address caveats for parents who are incarcerated. Best practice is to engage them with face-to-face contacts.</p> <p>Please reference the guidance documents regarding the use of alternative forms of contact.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>

<p>20) Should we continue to send workers out to homes where individuals have verbalized that they do not want us there and have no intentions of working with us? Could this place workers at risk of dealing with aggressive parents who are upset with workers continuing to harass them?</p>	<p>The rule does not address parents not wishing to engage in services. Best Practice is to engage parents throughout the life of the case.</p> <p>The rule change now allows the option to use alternative forms of contact if previous face-to-face attempts have been unsuccessful or if face-to-face visits in a location that aids in the safety of the caseworker have not been successful.</p> <p>See OAC 5101:2-38-05 for additional information regarding suspending visits to the home when the adult presents a threat to the safety of the caseworker.</p>
<p>21) If the child's goal isn't reunification, do you still have to engage both parents? Following up on the question about if reunification is not the goal, in a situation where the court grants legal custody to a third party but orders Protective supervision for assistance to the legal custodian, would the parents remain active on the case plan in that situation?</p>	<p>The rule does not specify different contact expectations based on the goal of the family case plan. Best Practice is to engage both parents until parental rights have been terminated or the case has closed.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>
<p>22) So, are case plan waivers a thing anymore? I feel as though we are forcing agency involvement even if they have expressed, they clearly don't want to reunify with the child.</p> <p>Does a custodial parent still need to be contacted if they sign a Case Plan Waiver refusing services or involvement with the agency?</p>	<p>Case plan waivers are not in OAC rule. Best practice is to engage all custodial and non-custodial parents throughout the life of the case.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>
<p>23) If the non-custodial parent refuses to sign a voluntary case plan, do we keep them on the case plan?</p>	<p>Best practice is to engage the non-custodial parent throughout the life of the case.</p> <p>We know case circumstances vary, so if you have case specific questions, please contact your administrator, legal team, and/or your county's assigned TAS for guidance.</p>
<p>24) If we have parents that are not currently on case plans for our ongoing cases where case plans have been established already, do we have to amend these case plans now to add these parents or does this only apply to cases going forward from 2/1/22?</p>	<p>These case specific questions should be brought to your administration and your county's assigned TAS for troubleshooting help.</p> <p>Generally, Family Case Plans should be updated as soon as it is identified that an update is needed.</p>

**Alternative Forms of Contact:**

<p>1) If you use an alternative contact method one month, would you then attempt FTF contact the following month?</p> <p>1a) In the example of unsuccessful attempts in October and can use Alternative in November, what happens for the following month. Do we have to go back and attempt face-to-face again the following month or continue with the alternate?</p> <p>1b) If face-to-face is unsuccessful in October and alternative contacts are made in November. What is the expectation for contacts for December?</p> <p>1c) Is the alternative form of contact for ONLY the month after three unsuccessful attempts? For example, one month three unsuccessful attempts. The next month alternative contact. What about the next month?</p>	<p>That would depend on what your supervisor has approved. Per the rule, the supervisor must approve the use of an Alternative Form of Contact. Part of the documentation requires the documentation of a plan of diligent efforts to resume face-to-face contact. The contents of this plan will indicate what next steps to take and whether the alternative form can be for one month only or for longer. The use of Alternative Forms of Contact should be planful and have the goal of always resuming face-to-face contact.</p> <p>* See the guidance documents for supervisors for more info.  <a href="https://bit.ly/guidancedocsaltformofcontact">https://bit.ly/guidancedocsaltformofcontact</a></p>
<p>2) I hope the "coding" of these alternative contacts in activity logs will differentiate between actual F2F contacts and alternative forms of contacts.</p> <p>2a) Are the alternative options documented as "f2f" in SACWIS activity logs?</p> <p>2b) How do we document that electronic communication to ensure this contact is in compliance with our monthly contact requirement in our stats.</p> <p>2c) Since these forms of contact will not be F2F they will be coded differently in SACWIS and will count against our visitation report. Is there a workaround for this so they don't count against our visitation report?</p> <p>2d) Do those visits completed that way (alternative forms of contact) count (as "seen" on the comprehensive visitation report)?</p>	<p>There is a difference in activity log coding between Face-to-face and Alternative Forms of contact. Face-to-face coding is only used when a family member is seen face-to-face. Alternative Forms of Contact (&amp; the type of AFC used) are used when Alternative Forms of Contact has been approved by a supervisor and the family member is seen thru video conference, phone call or other electronic communication, if video conference and phone call cannot be completed.</p> <p>They are similar but the contact type should be "alternative form of contact" along with the type of contact use (I.e.: video conference/phone call, text)</p> <p>The use of alternative form of contact (when in completed status or 3 attempts) will show as a completed contact in the Comprehensive Visitation Report.</p>

<p>3) Do caseworkers also need 3 alternative contact attempts per month? If the alternative contact attempt is unsuccessful, do caseworkers also need to make two additional alternative contact attempts to meet the monthly requirement?</p> <p>3a) If face-to-face is unsuccessful in October and alternative contacts are made in November. Should there be three attempts for alternative contacts in November if the initial contact is not able to be completed.</p> <p>3b) If the parent does not participate in the Alternative Forms of Contact, do three attempts need to be made using an alternative form of contact during that month? For example, if the parent does not answer the video conference call.</p> <p>3c) Are we allowed to mix and match alt forms of contact and attempts at the home to get our three attempts in? (ex. we tried a phone call and a text and tried one unannounced visit at the last known address)</p> <p>3d) If the parent does not participate in the Alternative Forms of Contact, do three attempts need to be made using an alternative form of contact during that month? For example, if the parent does not answer the video conference call.</p>	<p>Ideally, the use of alternative forms of contact should be planful so there should not be as much need for multiple attempts. But if these attempts fail, three alternative forms of contact attempts are needed.</p> <p>In order to show as “seen” on the Comprehensive Visitation Report, a family member will need to be documented with at least <b>one</b> of the below:</p> <ol style="list-style-type: none"> <li>1) Face-to-face – completed</li> <li>2) Alternative Form of Contact &amp; type of contact – completed</li> <li>3) 3 Face-to-face attempts in a calendar month</li> <li>4) 3 Alternative Forms of Contact attempts in a calendar month</li> </ol> <p>Alternative forms of contact should only be used when approved previously by a supervisor. The diligent plan to return to face-to-face visits will spell out the options that are allowable for your case. If alternative forms are approved, there is nothing that prevents you from calling and attempting home visits at the same time. The comprehensive visitation report will not show an adult as being “seen” unless there are 3 attempts in face-to-face <b>or</b> 3 attempts in alternative forms of contact in one calendar month.</p>
<p>4) When are the rules for alternative forms of contact going into effect?</p>	<p>These two rules went into effect February 1, 2022.</p>
<p>5) If a parent is in a treatment facility out of county is the worker allowed to do an alternative contact (Virtual face-to-face) every month the parent is in the facility? Even if the facility is allowing in person visits? Even if the treatment facility is hours away?</p>	<p>If the facility is allowing in person visits, in person visits should be attempted. Alternative forms of contact are meant to be utilized only when face-to-face contact cannot be made.</p>
<p>6) If the non-custodial parent has case plan services, but resides out-of-state, can alternative contacts be used for the monthly visit?</p>	<p>The use of Alternative Forms of Contact could be used if your supervisor approves this, and your agency’s plan is documented.</p> <p>* See the guidance documents for more info.  <a href="https://bit.ly/guidancedocsaltformofcontact">https://bit.ly/guidancedocsaltformofcontact</a></p>

<p>7) If video is not allowed for incarcerated parents, can a phone call to the assigned case manager in the facility be sufficient for the alternative form of contact?</p>	<p>This would only be sufficient if the case manager included the incarcerated parent in that phone call. A phone call just to the case manager would not count as a contact with the parent.</p>
<p>8) What should the PCSA do if the jail requires all video calls to be paid for thru a third-party site? but is also not allowing in person visits</p>	<p>The PCSA should work with the officials at the jail to determine how calls will be made and paid for, if required.</p>
<p>9) How would contacting the prison case manager by telephone count as an alternative contact with the inmate? The case manager is a different person from the inmate.</p>	<p>The intent was not that the telephone contact with the case manager will count as a contact. The case manager can be contacted to assist with how to engage with the client, whether via phone call, video call or some other form of technology. The case manager may also be able to assist with how/when a face-to-face contact can occur with the client who is an inmate.</p>
<p>10) If we cannot locate a parent and have no phone number or location, how does alternative contacts apply?</p>	<p>Alternative forms of contact would not apply to this situation if there is no way to contact the parent by alternative forms (video conference, phone call or electronic communication like text e-mail or social media platforms).</p> <p>If you <b>only</b> have a physical address for the family, you will need to complete three face-to-face attempts monthly. If you do not have an address, speak to your supervisor about your agency's search and engagement policy and tools.</p> <p>Search &amp; Engagement Resources tools can be found at:  <a href="https://bit.ly/fseresources">https://bit.ly/fseresources</a></p>
<p>11) If the caseworker calls the prison case manager and they don't receive calls back to set up a call/video with the client that's incarcerated are those considered valid attempts/diligent efforts by the caseworker?</p>	<p>No, this would not count as an attempt. If you are having difficulty reaching the prison case manager, please discuss this with your supervisor so you can brainstorm solutions (ie: contact the case manager's supervisor, etc).</p> <p>For additional case specific questions, please review with your administration and/or your county's assigned Technical Assistance Specialist (TAS) for additional potential solutions.</p>

<p>12) If you call and set up a visit and the parent does not show or return calls, can you mix face-to-face attempts with alternative?</p> <p>12a) Are we allowed to mix and match alt forms of contact and attempts at the home to get our three attempts in? (ex. we tried a phone call and a text and tried one unannounced visit at the last known address)</p>	<p>Three attempts for face-to-face contact would need to occur for a full month prior to having the opportunity to use alternative forms of contact the following month. There is nothing that prevents you from calling and attempting home visits at the same time, especially if that is the diligent effort plan developed by your supervisor.</p> <p>The comprehensive visitation report will not show an adult as being “seen” unless there are 3 contact attempts using face-to-face or 3 contact attempts using alternative forms of contact in one calendar month.</p>
<p>13) Where does a supervisor document this approval?</p>	<p>Documentation should occur in SACWIS but there is no prescribed place in SACWIS it is required. It is recommended that PCSAs determine a consistent location for this documentation, like an activity log.</p> <p>After further examination of the rule, it does not specify <b>who</b> needs to document the case circumstances along with barriers to completing face-to-face contact, identification of the type of alternative form of contact being used, a plan of diligent efforts to initiate and/or resume monthly face-to-face contact and supervisory approval.</p> <p>While the supervisor needs to approve the use of alternative forms of contact, the rule does not specify who needs to document the components above- only that they should be documented.</p>
<p>14) We have numerous parents who are drug users and are homeless. How are face-to-face contacts to be made as these people continue to remain in the same circumstances for long periods of time?</p>	<p>The rule does not address barriers in seeing parents. When there are barriers like unstable housing and substance abuse, best practice would be that PCSAs be flexible with the location they are meeting with parents. Visits scheduled at your agency, at a treatment facility, in a public place, could be options to maintain face-to-face contact.</p> <p>Your supervisor will need to give prior approval for the use of alternative forms of contact if face-to-face visits in other locations are not successful.</p>

<p>15) What about an alternative form of contact on a safety plan if someone in contact with the child, or the child themselves, has COVID?</p>	<p>COVID guidance is separate from this rule change. Neither alternative forms of contact nor COVID guidance allow for anything other than face-to-face attempts for an assessment/investigation or monitoring a safety plan.</p>
<p>16) Is the rule that a parent can be seen in home every other month still apply? For example, you see the parent in home on January and February you see them at court. Does seeing them at court count as an ongoing monthly visit if you meet with them to discuss case plan and child well-being?</p>	<p>This requirement did not change. The requirement remains to see the parent no less than monthly with one contact every other month in the child’s home. Seeing parents at court, in your example, would count as an ongoing contact.</p>
<p>17) Under the family case planning Q&amp;A it states that three attempts for face-to-face contact needs to occur a full month prior to having the opportunity to use alternative forms of contact...so since this became effective Feb 1...do we as agencies need to use the month of Feb to start trying three face-to-face contacts with all parents who are not on the case plan so in the event we do not have contact, then March we can start using Alternative Forms of contact (if necessary).</p>	<p>If 3 unsuccessful face-to-face attempts were made in January 2022, the supervisor has the option to approve the use of alternative forms of contact for February 2022.</p>
<p>18) So instead of strictly 3 attempts, do we do alternative forms of contact first if approved or do the attempts before alternative forms?</p>	<p>Three attempts with face-to-face contact must be made before considering alternative forms of contact for the following month.</p>
<p>19) Are we still supposed to make the attempts at the home knowing a child will not be there? Even though an alternative contact is a possibility?</p>	<p>Alternative forms of contact are not to be used for child contacts per rule. Alternative forms of contact can be used for adult family case plan participant contacts if there were three unsuccessful face-to-face attempts made the month prior.</p>
<p>20) What if a parent permanently lives out of state? Can alternative forms of contact be used indefinitely in this situation?</p>	<p>Rule does not specify different expectations for contact based upon on the location of a parent. Best practice would be to engage with parents face-to-face if possible and only use alternative forms of contact until face-to-face visits could be re-established. Guidance documents provide examples of when to use alternative forms of contact.</p>

<p>21) In situations where no address is known for or provided by the family, but there is success meeting with them at court or other agency settings, such as parenting time opportunities, can guidance be given regarding options for the following month? Since Month A is a face-to-face outside the home setting, Month B would be required for a visit at the parents' home.....Is there still a requirement to make 3 attempts at last known addresses, etc. even though those are futile?</p>	<p>Face-to-face contact is always preferred. Alternative forms of contact should only be used if face-to-face visitation cannot occur at any location and a supervisor has given prior approval.</p>
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**Family Case Plan Update Timeframes, Copies, Independent Living Updates:**

<p>1) So we don't immediately update the CP when the child turns 14. We wait until the IL plan is up and running?</p>	<p>Correct, you will need to wait until the child is 14, the life skills assessment is completed, <b>and</b> the IL plan is developed.</p> <p>OAC rule 5101: 2-42-19 G already requires a Family Case Plan update be completed 7 days from the completion of an initial independent living plan for a child. Changes made to OAC 5101:2-38-05 brings this rule in alignment with 5101:2-42-19 to clarify that the event which requires the Family Case Plan update is the completion of the IL plan.</p>
<p>2) Clarification - the child age 14 can't be added to the CP until the life skills assessment and IL plan has been completed???</p> <p>2 a) Is it okay to do an update to a family case plan prior to the IL assessment and IL Plan being completed? or do those things have to be completed first?</p>	<p>The PCSA should not wait until the independent living plan is completed to add 14+ year old children to the Family Case Plan. Children should be added to the Family Case Plan initially or thru an update in accordance with timeframes outlined in OAC 5101:2-38-01 and 5101:2-38-05. The timeframes for completing the Family Case Plan will occur prior to the required timeframes for completing an independent living plan. Once the IL plan is completed, the PCSA would update the Family Case Plan within 7 days.</p> <p>We realize this may be a practice shift, but the Family Case Plan update is not needed right when the child turns 14. The child still needs to have an independent living assessment 60 days from the date they turn 14 if already in substitute care, or 60 days after the date they enter placement if they are already 14+ years old. An independent living plan is still required 30 days after the IL assessment completion. The Family Case Plan update is then needed 7 days after the IL plan has been completed.</p> <p>OAC rule 5101: 2-42-19 G already requires a Family Case Plan update be completed 7 days from the completion of an initial independent living plan for a child. The rule change helps align this rule with the one above and clarifies the event that requires the Family Case Plan update is the IL plan completion.</p>

<p>3) Are there acceptable circumstances when a person can be removed from a family case plan? if so, aside from death, what are those?</p>	<p>Since there is no list of acceptable circumstances in OAC rule, we cannot account for every scenario. If the PCSA has specific questions about the removal of a party from the Family Case Plan, please review with your administration, legal and/or your county's assigned Technical Assistance Specialist (TAS).</p>
<p>4) Are these calendar days or working days? (for Family Case Plan update to court and copies given)</p>	<p>Calendar days</p>
<p>5) What if we are not getting the court order back in a timely manner? Are required to update based upon the court hearing date or the date the agency receives the order?</p>	<p>You are required to update the Family Case Plan based on the date of the court order. Just like when the agency is given an ex parte, the order is acted on the day it is given.</p> <p>If you are having trouble getting orders in a timely manner from your court, please review with your administration and/or consult with your county's assigned Technical Assistance Specialist (TAS) to help brainstorm solutions.</p>
<p>6) On an initial case plan and the child is already 14 do we still have to complete the life skills and IL plan before putting IL services on the case plan?</p>	<p>When a child is 14+ years old and in custody, there will be a section on the initial Family Case Plan called "Independent Living Services". If an IL plan has not been completed yet, there will be a red x next to the child's name with a not completed indicator. If this is the case, you would enter the IL services being offered and the progress steps towards getting the assessment &amp; plan completed. This is sufficient for the initial plan to be approved. <b>Once</b> all three elements are present: child is 14, the life skills assessment is completed, <b>and</b> the IL plan is developed, then an update should be completed <b>within 7 days of the IL plan being completed</b> to add IL services to the Family Case Plan.</p>

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