

File Transfer Within the NWT

The Child Protection Worker must transfer a file within ten days of the Supervisor approving the Case Transfer Summary.

REFERENCE

Department of Health and Social Services Policy

PURPOSE

- To transfer case management and financial responsibilities when a child moves to another community.
- To ensure that children and families receive consistent, quality services.
- To provide a narrative summary of services provided to the child.
- To clarify the roles and responsibilities of the transferring Child Protection Worker and Supervisor and the receiving Child Protection Worker and Supervisor during a file transfer.

PROCEDURE

The *Transferring Child Protection Worker* will:

1. Begin the file transfer process when:
 - a child's case management responsibilities are transferred from one Worker to another within the same community or Authority, or
 - a child or family become residents of another NWT community by residing there for longer than 30 days.
2. Involve and inform the child, family and caregivers (where possible) of the file transfer process and upcoming introductory meeting.
3. Inform others involved in the case file including extended family members, collateral agencies, Aboriginal organizations and any other key people involved in the decision to transfer the file.
4. Review the file and ensure that all documentation is complete and on file, including reviews, case plans, agreements, recordings, correspondence and other materials.
5. Ensure all documents are in the correct section of the file and in the appropriate order,

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with the most recent recordings and documents on the top.

6. Ensure the Client and Family Information System (CFIS) is updated.
7. Complete a *Case Transfer Summary form* and forward it with the file to the Supervisor for review and signature within three (3) days of receiving direction to transfer a file.
8. Arrange a case conference involving both Child Protection Workers and Supervisors within ten (10) days of the Case Transfer Summary being approved to discuss family's strengths, goals, achievements, child protection and family issues, culminating with the transfer of the file.
9. Arrange within ten (10 days) following the case conference and in collaboration with the receiving Child Protection Worker, an introductory meeting with the family in the family's home.
10. During the introductory meeting:
 - Review the original and current child protection concerns as well as family strengths and progress.
 - Review the outcome of any assessments (i.e. risk and safety assessments).
 - Review any existing safety plans.
 - Rationale for on-going supports (i.e. financial, referrals).

Note:

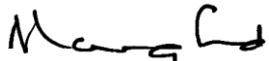
The transferring Child Protection Worker is responsible for case management and addressing emergency family needs, unless decided otherwise by the transferring and receiving Child Protection Workers and Supervisors.

The *Transferring Supervisor* will:

1. Review and approve the file and Case Transfer Summary.
2. Send an email detailing the proposed file transfer to the receiving Supervisor along with the Case Transfer Summary within two (2) days of approving the transfer.
3. Return the file and signed Case Transfer Summary to the transferring Child Protection Worker.
4. Attend the file transfer case conference to ensure sufficient information sharing has occurred.

The *Receiving Supervisor* will:

1. Assign a Child Protection Worker to the file within two (2) days of receiving the transfer request.

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2. Notify the transferring Supervisor of the assigned Child Protection Worker.
3. Attend the file transfer case conference to ensure sufficient information sharing has occurred.

The *Receiving Child Protection Worker* will:

1. Receive the file from the transferring Child Protection Worker.
2. Participate in the case conference to complete the file transfer and assume case responsibility.
3. Notify all other service providers of his/her identity and contact information within two (2) days of assuming case responsibility.
4. Arrange within ten (10) days following the case conference and in collaboration with the transferring Child Protection Worker, an introductory meeting with the family in the family's home.
5. During the introductory meeting:
 - Begin to establish a rapport with the child and family.
 - Schedule a follow-up meeting as appropriate to the family's needs and in accordance with the Minimum Contact Guidelines.

FORMS

- Case Transfer Summary

TOOLS

- File Transfer Within the NWT

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