

October 2, 2020

GENERAL LETTER NO. 18-C(2)-1

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**, Title Page, new; Contents page 1-3, new; pages 1-112, new.

Summary

This general letter issues a new chapter developed to support the redesign of the child welfare manual.

Portions of the Employees' Manual Chapters:

- ◆ 13-D, **Guardianship**
- ◆ Chapter 17-C, **Case Planning Policy**
- ◆ Chapter 17-C(1), **Case Planning Procedures**
- ◆ Chapter 17-C(2), **Case Planning Practice Guidance**
- ◆ Chapter 17-C(3), **Additional Case Planning Information**
- ◆ Chapter 17-D, **Case Management Policy**
- ◆ Chapter 17-D(1), **Case Management Procedures**
- ◆ Chapter 17-D(2), **Case Management Practice Guidance**
- ◆ and Chapter 17-D(3), **Additional Case Management Information**

have been moved to 18-C(2), **Case Management**, which outlines policy, procedures, and practice guidance for case planning and case management of child welfare service cases.

Effective Date

Immediately

Material Superseded

None.

Additional Information

Refer questions about this general letter to your area service administrator.

January 15, 2021

GENERAL LETTER NO. 18-C(2)-2

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**,
Contents pages 1-3 revised; page 1-15, 20-73, and 87-104, revised.

Summary

Chapter 18-C(2) is revised to:

- ◆ Add a section on Protective Child Care.
- ◆ Update references to "Trial Home Visits" or "THV" changed to "Court Ordered Trial Home Visits" or "Court Ordered THV" and update related policy.
- ◆ Update case management Response to Unauthorized Absence from Placement.
- ◆ Update information for Supervised Apartment Living (SAL) services.

Effective Date

Immediately.

Material Superseded

<u>Page</u>	<u>Date</u>
Contents 1-3	October 2, 2020
1-15	October 2, 2020
20-73	October 2, 2020
87-104	October 2, 2020

Additional Information

Refer questions about this general letter to your area service administrator.

June 11, 2021

GENERAL LETTER NO. 18-C2-3

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**,
Contents page 1-3, page 7, 11-15, 16, 19, 23 and 24, 26, 36, 50, 52,
55, 64, 81, 89, 96, and 111, revised.

Summary

This chapter is updated to:

- ◆ Reflect the transition from Family Team Decision-Making (FTDM) Meetings to Solution Focused Meetings (SFM's)
- ◆ Revise definitions of terms within the chapter

Effective Date

July 1, 2021

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 1-3	January 15, 2021
7, 11-15	January 15, 2021
16, 19	October 2, 2020
23 and 24, 26, 36, 50, 52, 55, 64	January 15, 2021
81	October 2, 2020
89, 96	January 15, 2021
111	October 2, 2020

Additional Information

Refer questions about this general letter to your area service administrator.

December 24, 2021

GENERAL LETTER NO. 18-C2-4

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**,
Contents page 1-3, revised; Contents page 4, new; pages 2-6, 7, 8-10,
11-15, 24, 25, 26, 27-35, 36, 37-49, 50, 51, 52, 53 and 54, 55, 56-63,
64, 65-73, 74-80, 81, 82-86, 87 and 88, 89, 90-95, 96, 97-104, 105-
110, 111, 112, revised; 113-120, new.

Summary

This chapter is updated to implement the Structured Decision Making (SDM) Safety Assessment developed in collaboration with Evident Change.

Effective Date

January 4, 2022

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 1-3	June 11, 2021
2-6	January 15, 2021
7	June 11, 2021
8-10	January 15, 2021
11-15	June 11, 2021
24	June 11, 2021
25	January 15, 2021
26	June 11, 2021
27-35	January 15, 2021
36	June 11, 2021
37-49	January 15, 2021
50	June 11, 2021
51	January 15, 2021
52	June 11, 2021
53 and 54	January 15, 2021
55	June 11, 2021
56-63	January 15, 2021
64	June 11, 2021
65-73	January 15, 2021

74-80	October 2, 2020
81	June 11, 2021
82-86	October 2, 2020
87 and 88	January 15, 2021
89	June 11, 2021
90-95	January 15, 2021
96	June 11, 2021
97-104	January 15, 2021
105-110	October 2, 2020
111	June 11, 2021
112	October 2, 2020

Additional Information

Refer questions about this general letter to your area service administrator.

March 11, 2022

GENERAL LETTER NO. 18-C2-5

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**, pages 107 and 108, revised.

Summary

This chapter is updated to include information about the Casey Life Skills Assessment.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
107 and 108	December 24, 2021

Additional Information

Refer questions about this general letter to your area service administrator.

December 16, 2022

GENERAL LETTER NO. 18-C2-6

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**, Title Page, Contents 1-3, revised; Contents 4, removed; page 1, 2-15, 16, 17 and 18, 19, 20-22, 23, 24-104, revised; 105 and 106, 107 and 108, removed.

Summary

This chapter is revised to

- Update the definition of foster care.
- Add definition of MDT and putative father.
- Add father engagement information.
- Update Protective/Foster Care Child Care.
- Add Multidisciplinary Team information.
- Add the presumption that it is in the best interest of children age 10+ to attend court,
- Add language regarding recognizing removing a child from the child's family causes harm and that it must be weighed against potential harm in allowing child to remain,
- Clarify language about the court considering placing the child in the custody of the other parent of the child first,
- Add information on the Fostering Connections to Success and Increasing Adoptions Act of 2008 regarding notifying relatives,
- Add parents of child's siblings to the list of possible kin to search for,
- Clarify changes regarding Notice to Relatives to include that the Department may share information as necessary to any adult relative that receives notice,
- Add information on sibling visits every 30 days, as well as 232 definition of sibling,
- Add information on Family Interactions
- Add information on communicating with MCOs and health risk assessments,
- Add reunification practice standards
- Update style and formatting throughout.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	October 2, 2020
Contents 1-3	December 24, 2021

Contents 4	December 24, 2021
I	January 15, 2021
2-15	December 24, 2021
16	June 11, 2021
17 and 18	October 2, 2020
19	June 11, 2021
20-22	January 15, 2021
23	June 11, 2021
24-106	December 24, 2021
107 and 108	March 11, 2022

Additional Information

Refer questions about this general letter to your area service administrator.

May 19, 2023

GENERAL LETTER NO. 18-C2-7

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Family Well-Being and Protection

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**, Contents 3, 77-83,
revised.

Summary

This chapter is revised to reflect licensed foster care clothing allowance increase.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 3	December 16, 2022
77-83	December 16, 2022

Additional Information

Refer questions about this general letter to your area service administrator.

June 30, 2023

GENERAL LETTER NO. 18-C2-8

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Family Well-Being and Protection

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**, 17, 56, 84-86, revised.

Summary

This chapter is revised to

- Add Family Interactions as a separate Family-Centered Service
- Update Title IV-E amendment information on the Department's responsibilities with missing and exploited children
- Add information/link to Human Trafficking Comm. document

Effective Date

Immediately..

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
17	October 2, 2020
56, 84-86	December 16, 2022

Additional Information

Refer questions about this general letter to your area service administrator.

September 1, 2023

GENERAL LETTER NO. 18-C2-9

ISSUED BY: Bureau of Child Welfare
Division of Family Well-Being and Protection

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**, Contents 2, Contents 3, 70-76, 77-83, 84-86, 87-104, revised; 105, new.

Summary

This chapter is revised to implement extended foster care information per HF 2252 and to reflect changes to voluntary placement agreements.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 2	December 16, 2022
Contents 3	May 19, 2023
70-76	December 16, 2022
77-83	May 19, 2023
84-86	June 30, 2023
87-104	December 16, 2022

Additional Information

Refer questions about this general letter to your area service administrator.

May 10, 2024

GENERAL LETTER NO. 18-C2-10

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Family Well-Being and Protection

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Service Provision Case Management**, Contents 2 and 3, 41-55, 56, 57-69, 70-102, revised; 103-105, removed.

Summary

This chapter is revised to update the Concurrent Planning section to include the new statewide process beginning May 1, 2024.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 2 and 3	September 1, 2023
41-55	December 16, 2022
56	June 30, 2023
57-69	December 16, 2022
70-105	September 1, 2023

Additional Information

Refer questions about this general letter to your area service administrator.

December 13, 2024

GENERAL LETTER NO. 18-C2-11

ISSUED BY: Bureau of Child Protective Services
Division of Family Well-Being and Protection

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Service Provision Case Management**, Title Page, Contents 1, Contents 2 and 3, revised; Contents 4, new; 1-14, 15 and 16, 17, 18-40, 41-104, revised; and 105-120, new.

Summary

This chapter is revised to

- Update language relating to SBC and to add a section on Transportation
- Update style and branding throughout.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter C(2), and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	December 16, 2022
Contents 1	December 16, 2022
Contents 2 and 3	May 10, 2024
1-14	December 16, 2022
15 and 16	October 2, 2020
17	June 30, 2023
18-40	December 16, 2022
41-104	May 10, 2024

Additional Information

Refer questions about this general letter to your area service administrator.

October 17, 2025

GENERAL LETTER NO. 18-C2-12

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Family Well-Being and Protection

SUBJECT: Employees' Manual, Title 18, Chapter C(2), **Case Management**, Contents 1-4, pages 19, 25-43, and 71-120, revised.

Summary

This chapter is revised to add information on the Sobriety, Treatment, and Recovery Teams (START) program, include updated Iowa Code Section 223.102A, subsection 2 around Family Interactions continuing regardless of a parent's failure to comply with the requirements of a court order, and add information on HF644 which allows for HHS as custodian to delegate consent for emergency and routine medical care to licensed and approved foster and kinship caregivers.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18-C(2), and destroy them:

Page	Date
Contents 1-4	December 13, 2024
19, 25-43, 71-120	December 13, 2024

Additional Information

Refer questions about this general letter to your program manager.