

Processing Cases Across County Boundaries

Overview

When a CONNECTIONS case number is established it will be the umbrella number for all stages – open and closed – within a CONNECTIONS case. However, in some instances, multiple counties may have involvement with the case.

What is the definition of a “Cross-County” case?

1. The family (caretaker and at least one child) received child welfare services in one county and has moved to another county and still requires services. Can the case be transferred from the original county to the new county?
2. Some family members live in one county while others live in another county. Child welfare services are concurrently provided in both counties.

Transfers:

1. In Build 18, it is not possible to “transfer” a case by reassigning it to another county. When a family moves from one county to another, the open stage (and WMS case) must be closed in the original county and a new CONNECTIONS case (and WMS case) is opened in the new county.
2. The CID does **NOT** come forward from the original county. It must be newly established in the new county, by performing a clearance and selecting the individual associated with the CIN.
3. To keep both cases under the same umbrella case number, the new county must open the FSI and enter the required data on the person demographics tab and then link one person who is at least 18 years old to the original case by selecting the “Link this FSI Stage to Active or Closed Case Number” from the Stage Maintenance menu.

Multi-County Involvement:

1. The Umbrella case concept can also apply when two counties are involved in serving the family concurrently. For example, a child may be in foster care in one county, while mom is living in a different county and being provided preventive services for her children at home with her. Each county can open its own FSI under the same CONNECTIONS case number. If appropriate, one county can treat their involvement as an FSI/FSS “CWS” type while the other county can use an FSI with an Out of Town Inquiry (OTI) type using the same umbrella case number. (Please see Transfers, Number 3 for instructions on how to do this).
2. The LDSS Case Manager or LDSS Case Planner in one LDSS is allowed to assign workers in a different LDSS as Case Worker for the FSS Stage. When the staff search window is called from Family Services Assign window, it allows the LDSS Case Manager or Case Planner to search for workers in another LDSS and assign them with a role of Case Worker in the case.
3. There will be two separate WMS cases if each county has created a CWS FSS (under the same umbrella case number); each county’s FSS will be associated with the correct WMS case in the respective county. Opening a WMS case in

each county should only be done if the county without primary authority is providing a purchase of service (POS), for example, purchased preventive services for Dad.

4. The children in common can only be tracked (entry of PPG/Program Choice) in one county.
5. Please note that if a Case Worker role is assigned to a case in an LDSS that does **not** have case management of the case, the worker can do any work in the FSS that a case worker role allows.

Frequently Asked Questions:

Question:

Why is it important to maintain the same case number when two different counties are serving the same family?

Answer:

Workers should have easy access to any other stages that may exist for a family either currently open or closed. Use of the same case number provides for a single electronic case record where all information about the family resides. Please see the “How To” on **Umbrella Case Concept** for more information.

Question:

What do I do if multiple cases already exist on the same family?

Answer:

To maintain an Umbrella case, you would perform the system function called “Case Merge”.