

Service Worker/ Case Transfer Request (CD-175) Instructions

PURPOSE:

Form CD-175 is initiated by a circuit to request a case transfer or a Service Worker (child/placement provider, parent, THP (child and parent) or FCS (family)). By completing this form, the case manager is ensuring that all relevant documentation pertinent to the case is updated in FACES for the receiving circuit. This will ensure that the receiving circuit can provide adequate and appropriate services.

NUMBER OF COPIES AND DISTRIBUTION:

This form is completed electronically. All Service Worker and Case Transfer requests must be submitted by the sending Circuit Manager (or designee) and approved/denied by the receiving Circuit Manager (or designee). The CD-175 is emailed to the receiving circuit's [courtesy request email](#). If it's an emergency request (requested contact within 3 business days), note this in the subject line of the email.

INSTRUCTIONS FOR COMPLETION:

Sending Date: Enter the date the form is emailed to the receiving circuit

Case Number: Enter the case number

To/From: Enter the name of the sending and receiving circuits and sending and receiving Circuit Manager (or designee) names.

Request Type: Select whether you are making a Service Worker Request or a Case Transfer Request.

Select whether you are making an emergency or non-emergency request. An emergency request is a request for contact to be initiated within 3 business days of submission of the CD-175. A non-emergency request is indicating more than 3 business days is allowable for initial contact. The requested time frame is clarified further in the document.

Specify drive time between the sending workers base and the household address. Utilize the link to the [Trip Optimizer](#) to calculate the drive time.

Per policy established 6/2022 the drive time must be more than 2 hours one way from the sending workers base address to the household address to be eligible for a Service Worker Request.

Refer to [CWM Section 4 \(Alternative Care\), Chapter 11 \(Administrative Activities\), Sub-section 6 \(Service Worker Requests\)](#) for more clarification regarding Service Worker Requests.

Case Type: Choose from the dropdown list the appropriate case type.

- Alternative Care – parent: Choose this if the request is regarding a parent of a child that is in the custody of the Division
- Alternative Care – child(ren): Choose this if the request is regarding a child or children in the custody of the Division
- THP – AC Child(ren) and Parent: Choose this if the request is regarding both an AC child and parent while on a Trial Home Placement
- Family Centered Services: Choose this option if the request is to transfer a FCS case to another circuit/county
- Other: Use this option if your request does not fit the above situations. If this option is chosen, fill out the next section to explain the circumstances

Contact Information: Enter the Primary and alternate phone numbers. Enter the household address. If the request contains more than one household, complete a separate CD-175 to specify the members residing in each household. Indicate in the notes on both forms that the cases are tied but there is more than one household to be visited.

If the residence is a residential facility, enter the facility address and house name/number if applicable. Also specify the facility's contact person name and phone or email with whom the visits should be scheduled.

Names of Individuals/Role: If a Service Worker request, enter only the names, DCN and role of the individuals in the household/facility that the Case Manager is requesting to be seen by the Service Worker. If a Case Transfer request, enter all members of the household. Indicate the role of each individual (parent, child, placement provider, etc.)

Sending Worker's Name: Enter the requesting Case Manager's name, e-mail address and direct phone number in the allotted space.

Supervisor's Name: Enter the requesting Case Manager's Supervisor name, e-mail address and direct phone number in the allotted space.

Reason for Case Transfer/Service Worker Request: Enter information regarding why the request is being made. Include all other details about the request in this space. Include any specific and immediate needs of the client and case. The receiving circuit's determination may be postponed if information is missing and may contact the sending circuit for more information.

If a Service Worker Request:

Select if this is a one-time visit request, an ongoing visits request or other. If other, explain. If it is an ongoing visits request, the Case Manager, in coordination with their Supervisor and Circuit Manager (or designee), shall ensure the Service Worker is notified timely when their assistance is no longer needed.

Date requested for the Service Worker to begin services with the family: Specify here the date or month the Service Worker is being requested to initiate services/contact with the household/facility.

An emergency request is a request for contact to be initiated within 3 business days of submission of the CD-175. A non-emergency request is indicating a timeframe of more than 3 business days is allowable for initial contact upon receipt of the CD-175.

Documents requested to be completed with the individual(s): Identify any documents or forms you are requesting the Service Worker complete. Specify with which individual(s) they should be completed and the completion time frame requested.

Information/Documents requested to be provided/discussed with the individual(s):

Identify any information or documents you are requesting the Service Worker provide or discuss. Specify with which individual(s) they should be provided/discussed and the completion time frame requested.

Services/Referrals requested to be provided to the individual(s): Identify any services or referrals to be provided. Specify with which individual(s) the services/referrals should be provided and the completion time frame requested.

Additional request(s): Note any additional request(s) of the Service Worker here.

Attachment(s) included: If the Case Manager is requesting completion of a specific document, form, providing information, etc. that is not located in e-forms or FACES, the Case Manager shall attach the document/form/information to this request and list any attachments to this request in this section.

Request Determination by Receiving Circuit/County:

The Circuit Manager (or designee) shall respond within 1 business day if an emergency request and within 3 business days if a non-emergency request, indicating receipt of the Service Worker/Case Transfer request (CD-175) and if the request is accepted or denied.

If accepted, check the appropriate box and specify the Service Worker who is assigned.

If denied, check the appropriate box and specify the reason for denial. Only emergency requests shall be considered for denial if the receiving circuit cannot meet the immediate need, all non-emergency requests shall be accepted.

The receiving Circuit Manager (or designee) shall send the accepted/denied CD-175 with the determination back to the sending circuits [Circuit Courtesy/Service Worker/Case Transfer Request email listing](#).

Additional note from Receiving Circuit regarding the request: Should the receiving Circuit Manager (or designee) have comments, questions or request additional information, include that in this section. The sending Circuit shall be responsive to any additional requests for information or clarification back to the receiving Circuit Manager (or designee). Should additional information be requested by the receiving Circuit Manager (or designee), the determination may be postponed until the information is received by the receiving circuit.

Individual making the determination: Indicate the name of the Circuit Manager (or designee) as well as the date of determination.

Additional instructions:

Should the Case Manager change, the Case Manager or Supervisor is responsible to ensure notification is provided to the Service Worker of the reassignment. Should the Service Worker change, the Service Worker or Supervisor is responsible to ensure notification is provided to the Case Manager (or designee) of the reassignment.

Service Workers shall be responsible for entering the contact narrative in FACES, ideally within the next business day but not to exceed seven (7) days after the contact occurs. Service Workers will also be responsible for uploading into OnBase any documents, forms, records obtained or completed with the family by the Service Worker. Should any major changes, safety concerns or disruptions occur, the Service Worker must notify the Case Manager immediately and the workers shall coordinate how to handle the situation and specify next steps. These conversations shall be documented in FACES by the Case Manager.

The Case Manager is responsible for uploading the CD-175 into OnBase when returned from the receiving circuit with an accepted/denied determination. Case Managers are responsible for entering monthly contacts which occurred by phone or video call into FACES.

If a Service Worker request is accepted, the receiving county is responsible for assigning the Service Worker in FACES. Please refer to the [FACES instruction tutorial](#) for steps on how to assign a Service Worker.

The CD-175 Cover Letter is no longer required to accompany the CD-175.

Instruction for Retention:

This form is administrative in nature and does not have to be retained in the family case record. However, it may be scanned and uploaded to document imaging as indicated below.

- Alternative Care – Parent: Other Documents of the AC case
- Alternative Care – Child(ren): Other Documents of the AC case
- THP – AC Child(ren) and Parent(s): Other Documents of the AC case
- Family Centered Services: Other Documents of the FCS case
- Other: Supervisory discretion base on the type of case