

1. Case Assignment shall occur within one business day of the referral for Family Preservation Services or the Shelter Hearing for Judicial Services.
 - a. A Child Welfare Professional shall be assigned as secondary until such time as formal Case Transfer occurs between the Child Protective Investigator and the Dependency Case Manager to ensure expedient access to services for children and families while formal Case Transfer is pending.
2. For Family Preservation Services the Child Welfare Professional shall conduct face-to-face contact with the parent(s) and child beginning within two business days of case assignment.
3. For Judicial Services the Child Welfare Professional shall initiate face-to-face parent engagement activities beginning within two business days of case assignment.
 - a. When face-to-face engagement is not feasible due to extenuating circumstances, alternative methods (e.g., virtual platforms, written communication) shall be utilized.

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