

The Child Welfare Professional shall prioritize parental engagement in all case types where parental rights are intact.

The Lead Agency shall:

- 1) Apply a Trauma-Informed and Trauma-Responsive approach by acknowledging trauma in both parents and children by providing a focus on healing and stability.
- 2) Ensure parents are engaged as active participants to the fullest extent possible throughout the life of the case, provided their parental rights remain intact.
- 3) For all families, regardless of case type, the assigned Professional shall ensure that parents have the information necessary to contact their Professional. If a new Professional is assigned to a case, the new Professional shall notify the parent within two business days of case assignment and provide updated contact information.
- 4) Ensure the assigned case Professional has clear, ongoing discussion with each parent regarding the danger threat, reason for service provision, identification of parent and professional responsibilities, ongoing inclusion of each parent in discussions regarding their child and child needs, and discussion surrounding the ongoing assessment for case progress that is collaborative and measurable.
- 5) In cases where a parent has a paramour or spouse that is not a biological parent to the child(ren) but will be active in their lives, the assigned Professional shall engage with the paramour or spouse to the fullest extent possible and offer voluntary services to address the danger threat, strengthen protective capacity, and reduce risk factors.
- 6) If case type does not dictate earlier contact, the Child Welfare Professional shall conduct face-to-face parent engagement activities as frequently as possible beginning within two business days from the time of case assignment and continuing at a frequency no less than once per 30 days.
- 7) When face-to-face engagement is not feasible due to extenuating circumstances, alternative methods (e.g., virtual platforms) shall be utilized at a minimum frequency of once every 14 days.
- 8) For parents who reside out of state, are incarcerated in facilities that do not permit in-person visitation, or are otherwise unable to participate in face-to-face contact, engagement shall occur through virtual platforms, telephone, or other available communication methods no less than once every 30 days.
- 9) Ensure each parent is able to understand and meet their child's needs, including the child's need for safety;
- 10) Maintain contact with the family's service providers, including medical and educational providers; including ensuring that the parents are informed of medical appointments, meeting with school officials, and other important appointments or meetings related to the child's health and well-being; and,
- 11) Work toward the case outcomes identified in each Safety, Prevention Service or Case Plan.
- 12) For a child in an out-of-home placement, the case manager shall assist the parents in maintaining continuing contact with the child through visitation, letters, phone calls, and any other methods to maintain contact, when in the best interest of the child. All contact shall be in accordance with any order of the court.
- 13) The Professional's assigned to the family shall document services offered, services utilized and the effects of these services, and shall communicate at least every 30 days with the parents on progress made or lack of progress. This information shall provide the basis for casework decisions and recommendations.
 - a) For a child in an out-of-home placement with a case plan goal of reunification, the Child Welfare Professional shall ensure the parents are provided with reunification services.
- 14) Encourage and support frequent, meaningful, and ongoing parent-child visitation in alignment with court-ordered visitation and the child's case plan, recognizing that visitation is a critical component

of reunification and permanency planning. Visitation shall be as frequent and continuous as possible when safe and appropriate.

- 15) Actively address and reduce barriers to visitation. Efforts may include, but are not limited to:
 - a) Providing transportation or transportation assistance;
 - b) Scheduling visits at times that accommodate the parent, child, and caregiver;
 - c) Facilitating the parent's involvement in the child's daily life, including appointments, extracurricular activities, and special events;
- 16) Ensure that visitation frequency, quality, and parent participation are regularly assessed and documented in the state child welfare information system;
- 17) Ensure parent engagement and visitation efforts support the development and maintenance of a substantial and positive parent-child relationship, which includes frequent and regular contact and meaningful participation in the child's life,

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