

In-home Services

Collaborative (PSC), Court Ordered (PSS), & Family Preservation (PFP/PFR)

IH.1 Was an initial child and family plan created for the family within 45 days of the case start date?

DCFS Practice Guideline 107.1A (2025)

Initial Child and Family Plan:

The Child and Family Plan will be completed within the first 45 days of case opening for PSS and PSC cases. The Child and Family Plan will be complete when the caseworker, supervisor, and Child and Family Team have agreed to the plan and it is finalized in SAFE. Signatures will be obtained as soon as possible after the plan is finalized in SAFE, but no longer than 30 days. If a family member refuses to sign the plan, the caseworker will document on the plan the family member's refusal.

Determine the date services were court ordered or the case was opened in SAFE, whichever comes first, and compare that date to the creation date of the child and family plan to determine if the plan was created on time.

Yes	An initial child and family plan was created for the family within 45 days of the case start date.
No	There is no documentation that an initial child and family plan was created in 45 days for the family.
N/A	The initial plan was created prior to the review period for PSS/PSC cases. The initial child and family plan was not due until after the current review period.

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IH.2 Was the current child and family plan created on time?

DCFS Practice Guideline 107 (2025)

Major objectives: A Child and Family Plan shall be developed for each family receiving In-Home Services. The plan will be developed by the Child and Family Team. The Child and Family Plan is tracked and adapted throughout the case.

DCFS Practice Guideline 107.1.E (2025)

Tracking And Adapting The Child And Family Plan: Child and Family Plans will be reviewed as needed. The plan will be updated at a minimum of every six months. The caseworker will request information from Child and Family Team members when reviewing, tracking, and adapting the Child and Family Plan.

For the purposes of CPR, this question reviews the updated plan only. The prior question reviews the initial plan. If the initial plan is the only plan created during the PUR, this question will be N/A.

The current child and family plan is considered the plan in effect on the last day of the region's review period. Check the dates to be sure a current plan was in the file at the end of the current review period. A child and family plan is considered complete when all relevant and applicable sections are filled in and it is created in SAFE. **An updated plan must be created within 30 days of the end date of the expired plan.** For example: If a plan expires March 10, 2024, the new plan must be created by April 9, 2024 to be considered completed on time.

Yes	The current child and family plan was created on time.
No	There is no current child and family plan; the plan is missing or it was created late.
N/A	The child and family plan was not due at the end of the PUR. The initial child and family plan is the only plan due during the PUR.

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IH.3 Were the following team members involved in the development of the current child and family plan?

- A. The mother?
- B. The father?
- C. Substitute Caregiver (guardian, step-parent, or kinship where the child is living)?
- D. The child/youth if developmentally appropriate? (Generally, children age 5 and over are considered able to contribute in some way.)

DCFS Practice Guideline 107.1B (2025)

Parent and child involvement in the development of the Child and Family Plan.

Parent contacts, UFACET assessment information, and Child and Family Team Meetings, assist in the development of the plan. Child and Family Team Meetings or private interviews between the child(ren) and the caseworker or other team members also provide opportunities for the child(ren) to contribute to the Child and Family Plan.

1. All parents will have the opportunity to participate in the development of the Child and Family Plan.
2. For the purpose of planning, parent is defined as:
 - a. The legally recognized birth mother regardless of physical custody or current level of involvement in the child's life.
 - b. The legally recognized father regardless of physical custody.
 - c. The legally recognized adoptive mother and/or father.
 - d. The legally recognized guardian.
 - e. The caregiver with whom the child was living with at the time Child and Family Services became involved AND with whom the child may remain or be reunited. This may include relative caregivers and non-relative caregivers.
 - f. A stepparent who is living in the home where the child is residing or will reside.
 - g. The substitute caregiver(s) that has been identified as the person(s) who will be imminently providing enduring permanency for the child.

Yes	Documentation was located indicating that this party was involved in the development of the child and family plan. The caseworker talked to the parent face-to-face but the parent refused to participate.
No	No documentation was located that this party was involved in the development of the child and family plan.

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N/A	The child and family plan was not due by the end of the review period; or the child or family could not be located; or the child and family plan was finalized prior to the review period(PSS/PSC cases only); or there is no current child and family plan ● For A and B only: Parent is deceased; or parental rights have been terminated by the court; or the parent's whereabouts is unknown; parental involvement in the planning process is detrimental to the safety or best interest of the child AND is supported by court order or the child's therapist. The parent has verbalized a refusal AND this is clearly documented in the record (REFUSAL). The caseworker documented two or more attempts to involve the parent in planning (PASSIVE REFUSAL). ● For C only: there is no stepparent, guardian, or kinship caregiver in the home where the child resides. ● For D only: the child is younger than age 5; the child is not developmentally appropriate.
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IH.4 Did the worker have face-to-face contact with the child at least once during each month of this review period?

DCFS Practice Guideline 108.1B (2025)

Caseworker contact with the child: The caseworker will visit with each child client involved in the case. Visit is defined as a face-to-face meeting between the child and caseworker and must include the following elements:

1. Frequency - visits must occur as frequently as the conditions of the case require based on current SDM level, minimum of once a month.
2. Location - the environment of the location of the visits must be conducive to open and honest conversation. The visit with the child may take place during home visits. If the child is not present during the home visit, the caseworker may choose to meet with the child at a different location (the child's school, the caseworker's office, etc.).

DCFS Practice Guideline 109.A1 (2025)

1. Home visit documentation.
 - (1) Document each child by name: include where the visit takes place, details of the private conversation with each child regarding safety and progress towards goals.

If the child/youth is living out of state and the Utah worker makes virtual contact with the child/youth that is developmentally age appropriate, this should be scored "yes."

Yes	Documentation was located that the worker had at least one face-to-face contact with the child this month. The child/youth lives out of state and the Utah worker made virtual contact with the child/youth.
No	No documentation was located of face-to-face contact with the child this month. The child lives out of state but there is no documentation of the Utah worker having virtual contact with the child.

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N/A	The child was not receiving services during this month or received services for less than 16 days of the month. The worker documented two or more attempts to visit the child this month. (Write a detailed explanation in the comments section.)
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IH.5 Did the worker have a face-to-face conversation with the child outside the presence of the parent or substitute caregiver at least once during each month of the review period?

DCFS Practice Guideline 108.1B (2025)

3. Private conversation – the interview between the caseworker and child must be conducted away from the parent or substitute caregiver unless the child refuses or exhibits anxiety.
 - a. A private conversation is not required when the child is nonverbal or unable to communicate. The caseworker will document that the child is nonverbal and instead report observations regarding the child’s appearance pertaining to physical well-being.

DCFS Practice Guideline 109.A1 (2025)

1. Home visit documentation.
 - (1) Document each child by name: include where the visit takes place, details of the private conversation with each child regarding safety and progress towards goals.

A private conversation is expected for all cases; however, the parent may refuse access to the child when working a collaborative case. Each month must have documentation of private conversation OR the parent’s refusal. For PSS cases, the parent is court ordered to cooperate with DCFS and refusing to allow a private conversation should result in a “No” response.

For purposes of the CPR it is assumed that a child two yrs. of age or under is considered non-verbal. **If a child three years of age or older is considered nonverbal by the worker, documentation should include the observation or assessment that led to this conclusion.** For example, the worker may document that the child is diagnosed as autistic and responded to an attempted interaction with grunts and gestures. Siblings may be interviewed together or separately depending on the comfort level of the child or if there are safety considerations.

Yes	The worker documented at least one face-to-face conversation with the child outside the presence of the parent and/or substitute caregiver this month.
No	No documentation was located of a face-to-face conversation with the child outside the presence of the parent.

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N/A	The child was not receiving services this month or was receiving services for less than 16 days of the month. The child is not developmentally age-appropriate, the child is nonverbal/exhibits anxiety or refuses to have a private conversation and this is clearly documented . The child lives out-of-state. This is a Voluntary case and it is clearly documented that the parent refuses a private conversation with the child.
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IH.6 Did the worker have face-to-face contact with the substitute caregiver at least once during each month of the review period?

DCFS Practice Guideline 108.1D (2025)

At a minimum, the caseworker will conduct one monthly face-to-face contact with a kinship or other substitute caregiver with whom the child is living, as applicable. The caseworker will assess with the kinship caregiver the safety, permanency, and well-being needs of the child and the kinship caregiver's needs as it pertains to the child's needs.

DCFS Practice Guideline 107.B.2 (2025)

- e. The caregiver with whom the child was living with at the time DCFS became involved **and** with whom the child may remain or be reunited. This may include relative caregivers and non-relative caregivers.
- f. A step-parent who is living in the home where the child is residing or will reside.
- g. The substitute caregiver(s) that has been identified as the person(s) who will be imminently providing enduring permanency for the child.

If the substitute caregiver lives out of state, the Utah worker will make at least one virtual contact with the provider during each month of the review period. If the child is placed outside the state, the out-of-home caseworker will have at least one virtual conversation per month with the child (if the child is verbal) and with the child's out-of-home caregiver. If the worker documents the contact, this question can receive a Yes answer.

A relative caregiver or non-relative caregiver who has been identified as the person who will imminently provide permanency for the child should be identified as the Primary Client on the case. For example: if Grandmother has custody and the case is opened to her, then she is the "other caregiver." If Mother or Father has custody and is living with the child in the home of Grandmother, then Grandmother is NOT considered an "other caregiver."

An attempt to make face-to-face contact must be documented clearly. Documentation of calling/texting the caregiver and leaving a message does not meet the requirement **unless it is clearly stated that the message was about scheduling a visit or a reminder of an upcoming meeting etc. where face-to-face contact is expected.** If the caregiver fails to show for a scheduled CFTM or a court hearing where the worker expected to see the caregiver, these can be considered attempts at face-to-face.

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Yes	Documentation was located that indicated the worker made at least one face-to-face visit with the caregiver.
No	No documentation was located that the worker made at least one face-to-face visit with the caregiver of the child this month. The child is placed out-of-state and no documentation was located that the Utah worker has had contact.
N/A	The case was not open this month or was open for less than 16 days of the month. There is no substitute caregiver. The worker documented two or more attempts to visit the caregiver (or to have contact with the caregiver if residing out of state) this month. (Write a detailed explanation in the comment section).

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IH.7 Did the caseworker enter the residence where the child is living at least once during each month of the review period?

DCFS Practice Guideline 108.1.C (2025)

Home Visits: The caseworker will check on the residence where the child is living and observe and document the general conditions pertaining to the child's safety and well-being.

Entering the residence is expected for all cases; however, the parent may refuse entrance when working a collaborative case. Each month of the review must have documentation of entering the residence OR the parents' active refusal. For PSS cases, the parent is court-ordered to cooperate with DCFS and refusing to allow entrance to the residence should result in a "No" response.

Documentation of calling/texting the caregiver and leaving a message does not meet the requirement of an attempt to enter the **residence unless it is clearly stated that the message included an attempt to schedule a visit at the home.**

Yes	The worker documented at least one visit inside the residence where the child lives this month.
No	No documentation was located of a visit inside the residence this month.
N/A	The child was not receiving services this month or was receiving services for less than 16 days of the month. The child is not developmentally age appropriate. The child lives out-of-state. This is a collaborative case AND it is clearly documented that the parent refuses to allow entrance to the residence where the child lives. The worker documented at least two attempts to visit inside the residence this month

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IH.8 Did the worker make face-to-face contact with the mother of the child at least once during each month of the review period?

DCFS Practice Guideline 108.1.A (2025)

- A. The caseworker will have regular contact with the parents to ensure the safety, permanency, and well-being of the children and to promote achievement of case goals.
 - 1. The contacts will occur at least monthly and are required for all parents who are included in the Child and Family Plan.
 - 2. For the purpose of caseworker contact, parent is defined as:
 - a. The legally recognized birth mother.
 - b. The legally recognized birth father.
 - c. The legally recognized adoptive mother and/or father.
 - d. The legally recognized guardian.
 - 3. Contact is defined as a face-to-face meeting between the parent and caseworker

It is assumed that the whereabouts of the mother is known unless the worker specifies otherwise.

If there are no goals on the current plan for the mother, the monthly contact with the mother is not required.

An attempt to make face-to-face contact must be documented clearly in order to receive an N/A. Documentation of calling/texting the parent and leaving a message does not meet the requirement unless it is clearly stated that the message was about scheduling a visit or a reminder of an upcoming meeting etc. where face-to-face contact is expected. If the parent fails to show for a scheduled CFTM or a court hearing where the worker expected to see the parent, these can be considered attempts at face-to-face contact.

Out-of-state non-custodial parent contact: If the non-custodial parent resides outside the state , the out-of-home caseworker will have at least one virtual conversation per month with the parent. If the virtual format is unavailable, the caseworker may use a phone call in lieu of virtual conversation.

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Yes	The worker documented at least one face-to-face discussion with the mother of the child this month.
No	No documentation was located of at least one face-to-face discussion with the mother of the child this month.
N/A	The case was not open during this month or was open for less than 16 days of the month. Mother is deceased. Mother's parental rights have been terminated. Mother refuses to participate in the case and this has been clearly stated in documentation (REFUSAL). Mother's whereabouts are unknown. Mother has no goals in the current plan. The worker has made two attempts to visit face-to-face with the mother (PASSIVE REFUSAL)

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IH.9 Did the worker make face-to-face contact with the father of the child at least once during each month of the review period?

DCFS Practice Guideline 108.1.A (2025)

- A. The caseworker will have regular contact with the parents to ensure the safety, permanency, and well-being of the children and to promote achievement of case goals.
 - 4. The contacts will occur at least monthly and are required for all parents who are included in the Child and Family Plan.
 - 5. For the purpose of caseworker contact, parent is defined as:
 - a. The legally recognized birth mother.
 - b. The legally recognized birth father.
 - c. The legally recognized adoptive mother and/or father.
 - d. The legally recognized guardian.
 - 6. Contact is defined as a face-to-face meeting between the parent and caseworker

It is assumed that the whereabouts of the father is known unless the worker specifies otherwise.

If there are no goals on the current plan for the father, the monthly contact with the father is not required. An attempt to make face-to-face contact must be documented clearly in order to receive an N/A. Documentation of calling/texting the parent and leaving a message does not meet the requirement unless it is clearly stated that the message was about scheduling a visit or a reminder of an upcoming meeting etc. where face-to-face contact is expected. If the parent fails to show for a scheduled CFTM or a court hearing where the worker expected to see the parent, these can be considered attempts at face-to-face contact.

Out-of-state non-custodial parent contact: If the non-custodial parent resides outside the state , the out-of-home caseworker will have at least one virtual conversation per month with the parent. If the virtual format is unavailable, the caseworker may use a phone call in lieu of virtual conversation.

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Yes	The worker documented at least one face-to-face discussion with the father of the child this month.
No	No documentation was located of a face-to-face discussion with the father of the child this month.
N/A	The case was not open during this month or was open for less than 16 days of the month. Father is deceased. Father's parental rights are terminated. Father's whereabouts are unknown. Father refuses to participate in the case and this has been clearly stated in documentation (REFUSAL). Father has no goals on the current plan. The worker has made two attempts to visit face-to-face with the Father (PASSIVE REFUSAL).