State of Florida
Department of Children and Families

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Governor

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DATE: November 2, 2026

TO: Child Protection Directors, Community Directors, and Lead Agency CEOs

FROM: Brooke Bass, Assistant Secretary for Child & Family Well-Being

SUBJECT: Addition of CFOP 170-5, Chapter 29, Family Navigation

PURPOSE: The purpose of this memorandum is to provide notification of the addition of Chapter 29, Family Navigation, to CFOP 170-5. The new chapter establishes statewide procedures for identifying eligible families, coordinating Family Navigation services, and documenting and overseeing program activities.

BACKGROUND: Family Navigation provides additional support to families with complex needs involved in the child welfare system. Family Navigators partner with families, Child Protective Investigators (CPIs), Behavioral Health Consultants (BHCs), Domestic Violence Advocates (DVAs), and other professionals to address barriers, support timely service engagement, and promote child safety and family well-being. The new operating procedure chapter provides a consistent framework for this work.

SUMMARY OF KEY PROVISIONS: The new Chapter 29 includes:

- Eligibility criteria for identifying cases that are qualified to receive services from the Family Navigation Program and how to make/document referrals to service providers.
- Expectations for consultations with CPI staff and collaboration with BHCs and DVAs to inform family engagement and service planning.
- Standards for initial family contact, visits in person, needs assessments, ongoing engagement, and efforts to reconnect with families who decline services.
- Requirements for initial, subsequent, and closure Family Team Conferences, including participation, information sharing, action planning, and documentation.
- Use of CCWIS as the primary documentation system and Dynamics for referral information and program data, with established timelines for assignment, case creation, and documentation.
- Procedures for timely service referrals, monitoring service connections, supervisory reviews, case sharing and transfers, and case closure.

ACTION REQUIRED: Please share this memorandum and the new chapter with staff responsible for identifying, serving, or coordinating services for eligible families. Leadership should review the chapter with staff and ensure that local workflows reflect

the requirements for notification, consultation, family engagement, service coordination, documentation, and supervisory oversight.

CONTACT INFORMATION: Questions regarding the new chapter or implementation should be directed to: Monique Gustafson, Family Navigation Program Administrator, at Monique.Gustafson@myflfamilies.com, or 561-345-1980.

cc: Children's Legal Services
Office of Quality & Innovation
Office of Substance Abuse and Mental Health

Chapter 29

FAMILY NAVIGATION

29-1. Purpose**.** This operating procedure provides guidance and standards for the work of Family Navigators in partnership with other child welfare professionals throughout the state of Florida. The Family Navigation Program was created to ensure that high risk families within the child welfare system receive additional support and guidance as they work to alleviate safety concerns and increase family well-being.

29-2. Authority. Chapter 39, Florida Statutes

29-3. Case Acceptance.

a. Eligibility Criteria. A family is eligible for Family Navigation services when all of the following conditions are met:

(1) There are allegations of both domestic violence and substance misuse;

(2) The family includes at least one child age 0-5; and

(3) At least one of the following applies:

(a) There are allegations of physical abuse of a child;

(b) There are allegations of sexual abuse of a child; or

(c) The family has a prior investigation or case.

b. Identification of Eligible Families.

(1) Hotline Responsibilities. Hotline staff shall screen each contact or intake using the designated screening tool to identify families that meet the eligibility criteria in the above section.

(2) Investigative Responsibilities. Child Protective Investigators (CPIs) and supervisors shall assess families for eligibility when additional maltreatments are identified during an investigation that were not identified during Hotline screening.

(3) Documentation Requirements. When additional maltreatments result in a family meeting eligibility criteria, CPI staff shall promptly add those maltreatments to the case in the Comprehensive Child Welfare Information System (CCWIS) to support timely notification to local Family Navigation staff.

29-4. Notification.

a. The primary means of notification will be an e-mail from the Hotline indicating an Intake has been identified as meeting Family Navigation criteria.

b. Notifications may also come from a CPI, Child Protective Investigator Supervisor (CPIS), Program Administrator (PA), Field Support Analyst, Assessment Response Team (ART), or the Behavioral Health Consultant (BHC) program. Notification may come through the use of CCWIS reports when a maltreatment is added.

c. Upon being notified that a case meets criteria, the assigned Family Navigator will contact other relevant parties.

(1) The Family Navigator will send an e-mail connecting all partners and making them aware of the investigation's status as a Family Navigation case.

(2) Recipients should include, at minimum, the CPI, CPIS, assigned BHC or BHC group contact, and assigned Domestic Violence Advocate (DVA) or DVA program when known. The e-mail should also give information about upcoming next steps including the expectation of an initial Family Team Conference (FTC) and desire to participate in pre- and post- commencement consultations.

29-5. Pre- and Post-Commencement Consultation.

a. Pre-commencement consultations are preferred on all cases that are identified as meeting Family Navigation criteria by the Hotline. The request for a pre-commencement discussion should be initiated by the CPI or CPIS and include the following parties:

(1) The Family Navigator,

(2) Behavioral Health Consultant (BHC),

(3) Domestic Violence Advocate (DVA) or equivalent,

b. Individual consultations. When a pre-commencement consultation occurs and the Family Navigator did not attend, the Family Navigator will contact the CPI or CPIS directly to obtain relevant and known case information within one business day of Family Navigation notification.

(1) When a maltreatment has been added post the pre-commencement consultation, an individual consultation with the CPI or CPIS should occur.

(2) The Family Navigator should obtain all relevant information collected thus far from the CPI or CPIS.

c. Post-Commencement Consultation.

(1) The Family Navigator will obtain updated information regarding the family status, functioning, engagement, and needs from the CPI's perspective. Consultation with CPI staff will occur prior to the Family Navigator initiating contact with the family to ensure that all relevant information has been obtained.

(2) Current status of any Present Danger or Impending Danger determination should be explicitly identified and subsequently documented in the Family Navigation system of record.

29-6. Engagement with Subject Matter Experts.

a. The Family Navigator will contact the BHC assigned to the case, or a representative of that program within seven calendar days of the case being assigned to the Family Navigator.

b. The Family Navigator should obtain information regarding the family, the BHC's clinical perspective, and recommendations for services, treatment needs, or other supports that may benefit the family. Whenever possible, information sharing regarding the family should include the CPI, CPIS, and other professionals involved in the case.

c. The BHC should conduct a joint visit along with the CPI or Family Navigator on cases as determined by the BHC Operating Procedure: CFOP 155-66, Behavioral Health Consultant Standards.

d. The Family Navigator will confer with the DVA assigned to the case, or a representative of that program, to gain an understanding of the family's circumstances from a domestic violence perspective including relevant safety concerns, patterns of power and control, and other factors that may affect the well-being of the family.

29-7. Contacting the Family.

a. Once information has been gathered regarding the family dynamics and history, and the CPI has confirmed their initial contact with caregivers has taken place, the Family Navigator will initiate contact with the family by phone within two business days. All attempts to contact shall be documented within two business days.

b. When the Family Navigator contacts the family, they must provide the following:

(1) An overview of the Family Navigation program and explain how the Navigator will support the family throughout the process.

(2) Describe the types of support available and establish the Family Navigator as a resource for the family.

c. The Family Navigator shall encourage family engagement with the program and identify opportunities to address the family's questions, concerns, and support needs.

d. The Family Navigator will schedule a time to meet with the family in person. Separate visits may need to be planned for each parent/caregiver to ensure physical and emotional safety of all parties.

e. Family Navigators should be thorough and diligent in their efforts to contact parents, and all contact attempts should be documented within two business days.

(1) In instances where attempts to contact remain unsuccessful into the third business day, the Family Navigator will expand efforts by utilizing the CPI or other professionals who have succeeded at making family contact. The Family Navigator will also staff any unresolved contact with their supervisor, both for awareness and for assistance in problem solving ongoing challenges.

(2) The Family Navigator will staff the case with their supervisor before closing a case due to non-contact. This expectation applies to attempts at initial contact and later due to loss of contact.

f. The Family Navigator will make regular contact with each parent for the duration of the Family Navigation case, and all contacts and interactions with each parent will be documented within two business days. Parents on open investigations should be contacted a minimum of bi-weekly. Exceptions to this may occur based on case-specific needs and objectives with clearance from the supervisor.

g. If the family declines program involvement, the Family Navigator will re-engage with the family within 14 calendar days to offer services. If the family declines, the Family Navigator will close the Family Navigation portion of the case after the initial FTC is completed and notify all parties after consultation with the supervisor. The Family Navigator will document all conversations within two business days and will perform closure activities in accordance with this CFOP.

29-8. In- Person Family Contact.

a. The Family Navigator will meet in person with each parent or caregiver served by the program. This visit will take place within seven calendar days following Family Navigation case assignment.

(1) The visit may take place at the parent or caregiver's home, in the Family Navigator's office, or at an agreed-upon alternative location.

(2) In instances where parents are not living together but are both engaged with the program, or when dynamics of power and control exist related to concerns for domestic violence, a separate visit will be conducted with each parent.

b. During the initial visit with the family, the Family Navigator is responsible for assessing the current and projected needs for the family including those needs that impact child safety and those that are connected to overall family well-being. A complete needs assessment for each parent must be conducted.

c. The Family Navigator has the responsibility to review the identified concerns with the family, set targets, make a plan for achievement, outline action steps, and identify any potential barriers, in coordination with the family. The Family Navigator should review any upcoming Family Team Conferences (FTC) or other events and provide guidance to the family.

29-9. Initial Family Team Conference (FTC).

a. Cases that meet Family Navigation criteria will have the initial FTC no later than 14 calendar days following commencement by the CPI. Parent participation is desirable therefore the availability of the parents should be considered prior to scheduling the staffing.

(1) The initial FTC may be coordinated with another scheduled meeting, such as a Multi-Disciplinary Team or Case Transfer Staffing, provided that all individuals who would normally participate in the initial FTC are included and the parent or parents are able to fully participate.

(2) When the initial FTC is conducted in conjunction with another meeting, the Family Navigator remains responsible for completing the FTC form and ensuring that all required information is discussed, gathered, and documented within two business days.

b. The initial FTC will be held even if the parents have indicated they do not plan to participate in the Family Navigation program.

c. The Family Navigator is responsible for inviting all parties to the staffing. At minimum, the following individuals will be invited to the FTC:

(1) The Parents

(2) CPI/CPIS and Program Administrator

(3) The assigned Behavioral Health Consultant

(4) The assigned Domestic Violence Advocate or representative of the local DV Advocacy program

(5) Any providers already involved with the family, whether as a result of referrals made in connection with the current investigation or due to pre-existing engagement.

(6) Any providers who are expected to become involved.

(7) Any individuals requested by the parents.

d. If Family Navigation determination occurs more than 14 calendar days after commencement, the initial FTC will be scheduled within five business days from Family Navigation Notification date.

e. During the FTC, the Family Navigator will model positive engagement with the family and take a family-centered approach to all topics. The Family Navigator will facilitate the following:

(1) A review of the allegations/concerns that led to the investigation being initiated and allow participants to share additional details that may have been missed.

(2) A review of steps already taken by parties including referrals made, consultations conducted, and relevant information obtained through such discussion.

(3) A review of steps still needed including referrals that have not been made and pending activities or processes underway (i.e., acknowledging a referral for treatment was made but the evaluation still needs to occur).

(4) A description of identified family strengths including those identified by participating professionals and those identified by the family.

(5) A discussion of family needs including those related directly to child safety concerns and those related to overall well-being. The parents' input regarding what they perceive as needs should specifically be obtained and included, but observation and input from others should be included as well.

(6) Identification of next steps for all parties including parents.

(7) Determining date and time for follow-up FTC, unless parties agree that needs to be delayed until certain tasks are complete.

29-10. Subsequent Family Team Conference. A subsequent FTC will be held at approximately 14 calendar days following the initial FTC.

a. The purpose of the subsequent FTC is to obtain updates regarding action steps identified during the initial FTC, discuss any updated information regarding the status of the investigation/case progress, problem solve identified challenges and set or continue further action steps.

(1) As with the initial FTC, the subsequent FTC will be scheduled based on availability of all parties to maximize participation.

(2) The Family Navigator will invite parties identified in section 29-9. If there is an assigned case manager, they must be invited as well as any new providers who are engaged with the family.

(a) If a case manager is the assigned primary child welfare professional, the CPI and CPIS must be invited regardless of the investigation being open or closed.

(b) The BHC may not be necessary for the subsequent FTC if their interactions with the family have concluded and they have already updated the team or Family Navigator regarding their final impressions.

b. The Family Navigator will encourage all invited participants to attend the FTC but will obtain updates in advance from any participants who indicate that they will be unable to attend and will share relevant information with the group during the FTC as appropriate.

c. Discussion during this subsequent FTC will include:

(1) A review of referrals made and their status including a status review of any services already underway.

(2) Problem solving for any identified barriers.

(3) Discussion on any changes around the family dynamics

(4) Reviewing completed activities and identifying next steps for all parties including parents.

d. Additional FTCs will be scheduled as needed based on family needs, case complexity, and duration of program involvement.

e. If all investigation and case management services have been closed, a closure FTC should be scheduled with the family and any active providers who are able to participate.

29-11. Closure Family Team Conference.

a. A closure FTC is convened to review the family's progress, identify any ongoing needs the family may have regarding service or support, and notify all parties that Family Navigation will be ending formal activities related to the family.

b. The Family Navigator will invite any parties who are still working with the family, including the CPI or Case Manager who is primary if a case is still open.

(1) The parents are the most important participant in this FTC.

(2) The closure FTC may be conducted with only the parents and the Family Navigator.

c. Discussion during the closure FTC should include:

(1) A review of family progress made on all relevant objectives.

(2) A discussion regarding any ongoing needs the family will have moving forward and planning regarding how those needs will be met.

(3) Notification to all parties regarding the specific date of planned closure and any action items remaining to be completed prior to or following that point.

29-12. Ongoing Activities.

a. Documentation. CCWIS will be the primary tool for documentation of Family Navigator activity and case-related information. Dynamics will be used for recording referral information and other data as specified in the Dynamics Data Entry Guide, which is available in the "Family Navigation Guide" training document.

(1) New cases will be opened in Dynamics within three calendar days of assignment.

(a) At minimum, initial information will include family name, case county, CCWIS Investigation Number, CCWIS Case Number if it exists, and the CCWIS Person ID associated with the CCWIS Case.

(b) The Family Plan will be initiated including presenting barriers, notifications, and initial FTC information as part of creating the case in Dynamics.

(c) Family Navigators will be assigned as Secondary Worker in CCWIS within three calendar days of notification.

(2) All FTCs, contacts, discussions, professional consultations, or other events should be entered in CCWIS within two business days of occurrence.

(3) Notes documenting initial FTC and any subsequent staffings should be entered in the CCWIS Meeting Module using the FTC Staffing Form.

(4) Service Referrals and related information will be documented in the Barriers portion of the Dynamics Family Plan in accordance with the guidance provided in the document “Dynamics Data Entry Definitions,” which is available in the “Family Navigation Guide” training document.

b. Service Connection

(1) Ensuring rapid connection to services is among the primary objectives of the Family Navigation program, and Family Navigators will accordingly prioritize making all referrals quickly and follow up on referrals to ensure that services begin timely. This includes following up on referrals that have been made by other system partners.

(2) Family Navigators will make referrals to needed service providers within three calendar days of the need being identified or ensure that such referral has been made by others.

(3) When a service need has been identified but a referral has not been made by other system partners by the time of the initial FTC, the Family Navigator will take over responsibility for making that referral. The Family Navigator will similarly take responsibility for making any subsequently identified referrals as needed.

(4) The Family Navigator will monitor the status of referrals once they have been made, checking with both the family and the provider as frequently as necessary to ensure service engagement, that the “loop is closed” and the family is getting what they need timely.

(5) The Family Navigator will discuss challenges or delays with engagement with the Family Navigation Supervisor, and together they will work with system partners as necessary to educate, coordinate, and solve problems to ensure timely service engagement.

c. Monitor and Coordinate

(1) The Family Navigator will maintain regular contact with each parent on an open case. Minimum frequency will be specific to family needs and should be determined in conjunction with the Family Navigator Supervisor but should be no less than bi-weekly. Contacts other than the initial meeting and assessment will be utilized to assess parent status, convey important case-related information, process concerns, problem solve, encourage ongoing participation and effort, and generally promote activities that will lead to parent success and improvement of family well-being.

(2) The Family Navigator will maintain sufficient contact with each service provider and system partner working with the family to ensure they are aware of progress and challenges and able to

give updates, convey concerns, problem solve challenges, or advocate for change timely and effectively. The Family Navigator will monitor documentation in CCWIS for the same purpose.

(3) The Family Navigator will follow up with parties who were unable to attend FTCs and ensure they are aware of key discussion points and case updates and are able to share important updates of their own.

(4) The Family Navigator will seek to facilitate discussion between system partners to reconcile differing views, awareness, or interpretations of factors impacting the case including family dynamics, safety considerations, and behavioral health elements. This discussion can occur individually or in a group, according to what best serves the interest of the family.

d. Case Transfer from CPI to Ongoing Services

(1) A case may be transferred from CPI to Case Management or another ongoing service provider at any point during an active Family Navigation case.

(2) In preparation for Case Transfer, the Family Navigator will contact the receiving Primary worker, either individually or in partnership with the Primary CPI, to explain the Family Navigation program and benefits, discuss how the Family Navigator can best serve the family if remaining on the case, and discuss the family's strengths and needs.

(3) The Family Navigator will prepare the family for Case Transfer by explaining to them the roles of the new Primary worker and any other new system partners who will be joining the case and explaining what the change in status means for the ongoing investigation, the overall case, and the family.

(4) The Family Navigator will request to be included in the Case Transfer Staffing and will utilize the staffing to provide pertinent information if a conversation with the receiving Primary worker has not already taken place. If such a conversation has already taken place, the Family Navigator will be present at the staffing to provide insight into the family as needed.

e. Special Circumstances

(1) When an investigation results in an immediate shelter or is determined to meet Family Navigation criteria during or after the decision to shelter, the Family Navigator will contact the receiving/primary case manager to explain the Family Navigation program, benefits, and discuss how the Family Navigator can best serve the family if remaining on the case. If the case manager is open to having Family Navigation service for the family, the Family Navigator will coordinate with them regarding initial contact with the family and proceed with scheduling a visit and initial FTC.

(2) When a Family Navigator is notified of an investigation that meets criteria for Family Navigation but learns that the investigation has been submitted for closure or has already been closed, the Family Navigator will do the following:

(a) Send an email to the CPI and CPIS indicating that Family Navigation services will not be initiated because the investigation is closing or closed.

(b) Enter a note in CCWIS documenting the late notification and that services were not initiated.

(c) Open the case in Dynamics and close the case using the closure reason "Late Determination – Too Late to Engage." This information will be tracked in Dynamics for data collection and reporting purposes.

f. Supervisory Review

(1) The status of each case will be comprehensively reviewed by the Family Navigation supervisor no later than 14 calendar days following the assignment of the case to the Family Navigator. The supervisor will enter a chronological note in CCWIS titled “Family Navigation Supervisory Review” indicating the review has taken place and documenting critical case information as well as any follow-up action steps. Items reviewed and discussed should include:

(a) Determination date, Notification date, Dynamics Opening date, date of initial FTC, date of initial family contact or documentation of attempts to contact;

(b) An update regarding the initial FTC including date, if known

(c) Consultation with CPI and information gathered regarding the family

(d) Recommendations and other information gathered from BHC, DVA, or other subject matter experts

(e) Family Plan is launched and in progress

(f) Status of Safety Plan and Present or Impending Danger findings

(g) Plan for in-person visit or documentation if it already occurred

(h) Barriers identified

(i) Status of any referrals made or needed

(j) Next steps for the Family Navigator

(2) The supervisor will do a subsequent review of each open case every 30 calendar days until case closure. The review will include assessment and guidance regarding:

(a) Any outstanding follow-up items from prior reviews

(b) Effective communication is occurring between the family and all relevant parties

(c) Status of barriers identified

(d) Status of referrals

(e) Ensuring that documentation is up to date and of sufficient quality;

(f) Frequency and quality of parent contacts;

(g) CPI or Case Management plan for investigation/ongoing case management;

(h) Assessing readiness for Family Navigation closure and planning to achieve.

(3) The Family Navigation Supervisor will document in CCWIS within 2 business days with specific information designed to help ensure that the Family Navigator follows up as needed on any deficiencies identified or tasks assigned resulting from the review.

29-13. Case Sharing and Transfers Between Units/Circuits.

a. When the child, alleged maltreating caregiver, parent/legal guardian, or other household members are located in different circuits it may be necessary for Family Navigators from multiple circuits to coordinate their efforts to work with the family either through case transfers or case sharing.

b. The primary Family Navigator on a case is the Family Navigator who covers the circuit where the focus household is located. “Focus household” as described in CFOP 170-1, Chapter 2, paragraph 2-3c, is the household in which the alleged child victim’s parent/legal guardian or paramour (frequenting or residing in the home) or caregiver with significant caregiver responsibility is the alleged person responsible for the maltreatment.

c. Internal Case Transfer Procedures

(1) When a Family Navigator initially assigned to a case determines that the focus household is located in another circuit, a case transfer request should be promptly initiated via email after the following actions have been completed:

(a) The Family Navigator inquires with investigations about the status of a case transfer to the primary circuit of the alleged maltreating caregiver’s home residence.

(b) The Family Navigator has made initial contact with the parent(s).

(c) The initial FTC was completed by the Family Navigator who first received the intake unless it is determined that the household of focus address differs from what was identified on the abuse report. For example, when an abuse report is called in for incidents that occur while a family is vacationing in a circuit where they do not reside.

(d) The Family Navigator who originally received the case will launch the case in Dynamics, and document any completed activities, conversations, FTCs, and assessments in CCWIS. Documentation must be accurate and complete before the case is transferred.

(2) The Family Navigation Supervisor of the Family Navigator receiving the case transfer will review the case and schedule a Transfer Meeting within two business days. If documentation is missing, the receiving supervisor will send an email of what is missing and will approve and reassign the case to the new Primary Family Navigator once completed.

(3) The case transfer meeting will be scheduled to share information between Family Navigators that should include, but is not limited to:

(a) A discussion of the most relevant information obtained from any visits and assessments including specific discussion of identified family needs.

(b) Information obtained from investigations, providers, and any subject matter experts involved.

(c) Current recommendations regarding service needs, gaps, and an outline of any additional information that may be needed.

(d) Information regarding any referrals already made and any other activities underway or already complete

(e) The coordination of any further referrals and follow-ups that are needed.

d. Internal Case Sharing Procedures. When family members are in different areas (such as when one parent moves out of the area but the other remains) it may be appropriate to have responsibility for the case shared by Family Navigators in both areas. The Family Navigator Designation and Work Assignment flows as follows:

(1) The Family Navigation case will be created by the Family Navigator who is responsible for the area where the initial intake came in as this is considered the primary circuit.

(2) The Family Navigator responsible for the caregiver in that primary circuit will focus on supporting that caregiver and their household.

(3) The secondary Family Navigator will be responsible for the caregiver in the other secondary circuit, providing support to that caregiver and their respective household.

(4) Any Family Navigators who are working the shared case can add documentation to the case. Once the primary Family Navigator has created the case, each Family Navigator will create a Family Plan for the parent/caregiver with whom they are working.

(5) To ensure continuity of care and maximize awareness, all Family Navigators who are involved in the case will attend all FTCs, even when FTCs are held separately for each parent, and all other parties involved will be invited as well.

e. Communication Protocol:

(1) At the point that it is determined that a case should be shared, a staffing will be arranged to ensure that the Family Navigator being added is aware of all relevant information. The staffing should include exchange of the same information as in an Internal Transfer Staffing (described above).

(2) The primary Family Navigator is responsible for informing the parent who has moved that there will be a new Family Navigator contacting them and, whenever possible, the primary Family Navigator will arrange a call with both the secondary Family Navigator and the parent to facilitate an introduction and “warm” handoff.

(3) In instances where the parent has moved before the primary Family Navigator has contacted them, the secondary Family Navigator may initiate contact. But the expectation of a near-future move should not delay the primary Family Navigator’s attempts to make contact; these should take place in accordance with established procedure for all cases.

(4) All involved Family Navigators will establish clear communication channels (e.g., email or phone) to ensure ongoing dialogue and monitor the case documentation to ensure that they are aware of changes that may have taken place in other areas. All documentation will be completed in accordance with general documentation standards.

f. Monitoring and Case Closure

(1) Both primary and secondary Family Navigators should attend all FTCs for the case.

(2) At the point that either involved Family Navigator determines it is appropriate to close services with their parent of focus, they will arrange a discussion with the other Family Navigator to discuss and ensure mutual agreement on closure as to that parent. In instances where agreement cannot be reached, the Family Navigator Supervisor(s) will be added to the conversation.

(a) When either Family Navigator closes services related to their parent focus, they will complete the closure process for their portion of the case.

(b) When there is more than one Family Navigator Supervisor involved, responsibility for approving final closure of the case will lie with the primary supervisor.

(c) If the primary Family Navigator closes the case first, then the case will be transferred to the secondary Family Navigator, and the Family Navigator's Supervisor will become responsible for closure.

29-14. Case Closure.

a. Closing a Family Navigation Case. Family Navigation cases may be closed at a variety of possible points including any of the following:

(1) The parents have made sufficient progress on their objectives.

(2) The investigation and/or CCWIS case has closed or is being closed, and the Family Navigator has provided what support can be reasonably provided.

(3) The case is being transferred to ongoing services, and the receiving agency has declined continued Family Navigation involvement.

(4) The family has declined involvement, and the initial FTC has been completed

(5) The family has indicated that they wish to discontinue involvement or have ceased participating.

b. Prior to closure the Family Navigator will ensure the following:

(1) The case has been staffed for closure with the Family Navigation Supervisor.

(2) The Closure Summary has been completed and uploaded as a note in CCWIS. The Closure Summary should address the work completed by the Family Navigator, dates of in person contact with the family, and referrals made and should document connection to services.

(3) The parents are aware that the case is being closed and have had the opportunity to plan for ongoing needs and request any assistance the Family Navigator may be able to provide. This discussion will usually take place as part of the closure FTC.

(4) All involved system partners are aware that the case is being closed and have been prompted to begin, continue, or complete any tasks owned by them, as appropriate.