



Practice Points

INTER-COUNTY COMMUNICATION

The purpose of this practice point is to remind staff about the importance of communication between counties when working with the same family.

At a minimum, contact between the two counties should be made on a monthly basis and at every Family Support Team Meeting. The intent of this contact should be to provide and receive updates regarding the family or child/ren. Case Managers should be notified of any major events occurring regarding the family or child/ren.

Staff should contact their supervisor when there are differing opinions between the counties regarding a family or child/ren. If the differences still cannot be worked out then the matter should be referred through the normal supervisory chain. Regional directors are consulted through the levels of supervision when the issues are significant and cannot be resolved.

Effective communication is essential to the success of ensuring the safety, health and well-being of every Missouri child.

For further reference refer to the CWM:

[Direct Service Worker Duties, Out-of-Home Placement Support Activities - Section 4 Chapter 6 CWM , Out of Home Care](#)

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