

**BUTLER COUNTY CHILDREN SERVICES**

POLICY NO.: 10.3	<b>SUBJECT: REQUESTS FOR CHANGE IN CASEWORKER</b>
	EFFECTIVE DATE: 10/28/03
	REVISION DATE: 11/16/04, 1/24/06, 7/18/07, 5/08
	REVIEW DATE: 7/18/07, 5/08

**PURPOSE:**

The BCCS recognizes the potential for interpersonal concerns inherent to all dealings with clients and accordingly will allow for the change of caseworker.

**POLICY:**

1. Upon notification by, any adult client, guardian ad litem, or associated legal counsel to any caseworker, supervisor or staff member that a client desires assignment of a new caseworker, the following actions shall be taken for a first request:
  - a) The assigned supervisor and caseworker, if not already aware, shall be notified of the request.
  - b) The client may verbally request a change or complete the request for change in caseworker form.
  - c) The assigned supervisor shall consult with the client and, upon confirmation of the request, shall document upon the Request for Change in Caseworker form for inclusion in the case file, the date of the request and any reason(s) offered as justification for the request. The same documentation shall be recorded in SACWIS.
  - d) The request, regardless of reason or lack thereof, shall be granted within five business days except upon a showing that such a change is not in the best interest of the child as documented by the Administrator of the Department. Such documentation shall be provided in writing.
  
2. Upon notification of a second, or subsequent, request by any of the above parties for a change in assigned caseworker, the following actions shall be taken:
  - a) The assigned administrator, supervisor and caseworker, if not already aware, shall be notified.
  - b) The assigned administrator and supervisor shall consult with the party filing the request and if possible determine the justification for the request the assigned administrator shall document the date and any reason(s) offered upon the Request for Re-Assignment Form for inclusion in the case file.
  - c) A second or subsequent re-assignment shall be granted only upon good cause shown.
    - i. Good cause may include, but is not limited to: best interest of the child; best interest of the familial unit; substantiated allegations of misconduct, unethical behavior or maltreatment, etc.

3. The party, after being notified in writing of a denial of their request for re-assignment, may in writing request a review by the Ombudsman. The Ombudsman, shall review and forward a recommendation to the Executive Director for final decision. The Executive Director maintains final authority to grant any request for re-assignment of a caseworker.
4. In the event of a request for re-assignment of an intake caseworker, the matter shall be handled as though it were a second request, except for the following alterations.
  - a) The Executive Director or designee shall be immediately notified of such a request.
  - b) Only the Executive Director or designee may grant approval for a change in caseworker while the matter remains under the control and direction of assigned intake personnel.

Approval Date: 8/1/07



Michael A. Fox, Executive Director