**Policy Statement:**

The Guardianship Family Services Office Supervisor (GFSOS) and Guardianship Social Service Workers (GSSW) conduct case consultations for sharing of information, training, staff development, and exploring solutions to complex issues.

**Procedure**:

1. The FSOS and GSSW schedule a case consultation monthly.
2. The case consultation is conducted for the benefit of both the GFSOS and GSSW to:
   1. Provide feedback related to cases discussed;
   2. Update the GFSOS on the status of the case being discussed;
   3. Assign follow-up or duties to the GSSW including timeframes;
   4. Brain storm and trouble shoot difficult and complex issues;
   5. Provide guidance and training related to process and requirements;
   6. Request assistance or help with how to proceed with an issue or case;
   7. Review overall completeness and quality of work and documentation in the case file; and
   8. Discuss achievements and successes.
3. Cases that are to be reviewed include:
   1. New cases assigned to the GSSW since the last case review meeting;
   2. Individuals that are AWOL;
   3. Individuals that have not been visited according to the plan of care;
   4. High-profile cases;
   5. Individuals that have intense or complex issues;
   6. Those with significant provider or agency issues.
4. The FSOS shall email the GSSW the following:
   1. A summary of the case consultation discussion;
   2. Action steps that the GSSW and FSOS concerning the cases; and
   3. Deadlines for each action step required.
5. The GSSW will document in events under “case consultation”
   1. A summary of the discussion, and
   2. Action/next steps required on the case.
6. The GSSW shall follow-up and complete any action steps assigned within the timeline designed during the case consultation.
7. The FSOS shall email their Branch Manager, or designee and alert the manager to any issues that are serious or need management’s involvement and provide examples of the GSSWs successes or achievements.