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Office of the Commissioner

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PROTECTION AND PERMANENCY INFORMATION MEMORANDUM, 24-01

TO: Service Region Administrators
Service Region Administrator Associates
Service Region Clinical Associates
Regional Program Specialists
Family Services Office Supervisors

FROM: Tracy DeSimone, Assistant Director II
Division of Protection and Permanency

DATE: September 18, 2024

SUBJECT: Reorganization of SOP Chapters Rollout

This information memorandum aims to inform staff of the standards of practice (SOP) reorganization of existing chapters planned for October 15, 2024.

Many of the existing SOP chapters are cumbersome in locating specific information. Some information may be outdated or flow better in other SOP chapters. For this reason, we have worked closely with Christa Bell, our former Division of Protection and Permanency (DPP) director and now a consultant with the Center for Human Entrepreneurship Services Solutions Group (CHES). She has worked tirelessly to format information in a more streamlined order within the SOP manual.

The reorganization of the existing SOP manual will:

1. Improve the flow of content to better match work processes;
2. Make it easier for staff to find guidance in real time;
3. Address duplication of content and misalignment of fit, (i.e., APS content in the CPS section);
4. Allow priority areas, such as prevention, to have a prominent placement within the flow of the SOP chapters; and
5. Make it easier to edit or add content in the future.

The chapter numbering will change to an alphanumeric system, making adding content easier when needed. The following is an outline of the new SOP chapters:

General Operations (Rollout on October 15, 2024):

Chapter G1: Fundamentals of Practice

Chapter G2: Quality Assurance and Organizational Integrity

Chapter G3: Title IV-E, Medicaid, and Other Funding for Services

Child and Family Services (Rollout TBD):

Chapter C1: Prevention and Community Wellbeing

Chapter C2: Intake and Assessments

Chapter C3: Early Childhood

Chapter C4: Safety, Prevention, and Aftercare Plans

Chapter C5: In Home Services

Chapter C6: Child Protective Services Court

Chapter C7: Out of Home Care Services

Chapter C8: Relative and Fictive Kin Placement

Chapter C9: Foster and Adoptive Family Recruitment, Certification and Reimbursement

Chapter C10: Interstate Compact on the Placement of Children

Chapter C11: Status Offender Services

Chapter C12: Transition Age Youth

Chapter C13: Adoption Services

Adult services (Rollout TBD):

Chapter A1: Intake

Chapter A2: Investigations and Assessment

Chapter A3: Adult Safety, Prevention, and Aftercare Plans

Chapter A4: Ongoing Services and Case Planning

Chapter A5: Placement and Movement of Adults

Chapter A6: APS Court

Chapter A7: Case Closure/Aftercare

Chapter A8: General Adult Services

Given the extent of the reorganization, changes will occur in phases between October 15, 2024, and March 31, 2025. The first phase will be the reorganization of the General Operations chapters.

If you have any questions regarding this memorandum, please contact:

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