

**FAMILY-CENTERED CASE MANAGEMENT:
ROLES, TIPS & RESOURCES**

*for Child Welfare Caseworkers, Probation Officers and Parole Agents
to work together toward stronger families and better outcomes*

This document reviews the roles of caseworkers, probation officers, and parole agents and offers resources and tips to help with collaboration during reentry of individuals from prison who have a child in the foster care system.

“WHAT’S MY ROLE?”

CHILD WELFARE CASEWORKERS across Pennsylvania work with families to address safety, permanency and well-being of youth at risk or who are in placement due to abuse and/or neglect. Child welfare agencies provide families with services to prevent placement or when the child is placed provide services to achieve permanency for the child. Services are designed to alleviate the safety concerns that brought the child to the attention of the agency. ***Pennsylvania County Children and Youth Directory:*** <http://www.dhs.pa.gov/citizens/findfacilsandlocs/countychildrenandyouthdirectory/index.htm>

COUNTY PROBATION OFFICERS across Pennsylvania supervise individuals serving a period of time on court mandated community supervision, in lieu of incarceration, or sentenced to a term of incarceration in a county prison for less than two years and released on parole. The probation officer ensures that individuals on probation follow the terms and conditions of their sentence and release. ***To find a local probation office, visit the PA Board of Probation and Parole website at:*** <http://www.pbpp.pa.gov/About%20PBPP/county/Pages/default.aspx>

FEDERAL PROBATION OFFICERS supervise individuals sentenced in Federal Court to either a term of community supervision, in lieu of incarceration, or paroled from a Federal Correctional Facility. Officers ensure that the individuals are complying with the terms of the sentence ordered or the terms of their release.

STATE PAROLE AGENTS supervise individuals serving a term of incarceration of two years or more, and released on parole to the community, or individuals sentenced to probation or incarceration of less than two years that have been certified to the Board of Probation and Parole by the sentencing court. The parole agent ensures that the individual is satisfactorily complying with all terms and conditions provided in the parole order. ***To contact a parole agent, locate their field office at:*** <http://www.pbpp.pa.gov/ContactUs/LocationsandMaps/Pages/default.aspx>

THE PA DEPARTMENT OF CORRECTIONS’ BUREAU OF COMMUNITY CORRECTIONS operates residential facilities located in various Pennsylvania communities. These Community Corrections Centers (CCC) or Community Contract Facilities (CCF), also known as half-way houses, provide a transitional reentry process by allowing residents monitored contact with jobs and educational opportunities. Some reentry services include: employment; housing; substance abuse treatment; mental health; and other specialized services and programming. ***To learn more about CCCs and the services they provide, visit:*** <http://www.cor.pa.gov/Facilities/CommunityCorrections/Pages/What-is-Community-Corrections.aspx#.WJ3izG8rLIU> ***To learn more about the reentry process, visit:*** <http://www.pbpp.pa.gov/Understanding%20Parole/Pages/default.aspx>