

## **Methods for Handling Case Practice Disputes**

- The Mission of DYFS is to “preserve families and protect children”.
- As a DYFS worker, supervisor, or casework supervisor, you are responsible for the welfare of children and their families.
- This responsibility gives you the authority to voice an opinion, even a dissenting opinion, in advocating for a child or family.
- If you disagree with a case practice decision being made by your supervisor, you can and should:
  - 1) Request a meeting with the next level of supervision up.
  - 2) If such a meeting is unsuccessful in favorably resolving the case practice dispute, request that the Case Practice Specialist review the matter and render an opinion.
  - 3) If you still disagree, you must document your disagreement with the case practice decision and supervisory directive by writing a memo stating your opinion as to what should occur for the children/family and the supporting reasons why.
  - 4) This memo should include what you are being directed to do. State at the end of the memo that you are following supervisory directive so as to not be insubordinate, but that you disagree with the directive. The memo should go to your immediate supervisor and a copy should be sent to the Manager.