Family Engagement in Case Planning & Case Management

Version 2.2, 2012

Goals for the Training
In this training we will cover:
- The rules and regulations governing case planning
- The steps and processes of completing a case plan
- The three phases of case planning
- The link between case planning and case management
- Case Planning Rules & Regulations

Training Evaluation
Testing, testing...
Activity: How Do I Plan?

- What’s my planning style?

The Art of Case Planning

- Highly structured
- Meets specific requirements
- Individually tailored
- Engages participants

Case Plan Definitions

- Engagement
- Permanence
- Case Plan
- Case Plan Update
- Concurrent Services
- Participatory Case Planning
Case Plan Requirements
- Engagement
- Assessment
- Goal for Permanency
- Service Objectives
- Intervention
- Timelines

Legal Requirements
- ICWA
- ILP
- Child Well-being Efforts

Case Plan Goals
- The primary goal of the case plan is permanency
- There are 9 possible goals
  - Remain home
  - Return home
  - Adoption with siblings
  - Adoption
  - Maintain in legal guardianship
  - Legal guardianship
Case Plan Goals (continued)

- Long term foster care with relative caregiver
- Long term foster care
- Stable foster care with emancipation

**NOTE:** These final three do not actually represent permanency

Exit Outcomes for Youth

- 53% have no high school diploma or GED
- 72% are unemployed
- 11% are homeless
- 20% have no identified permanent connection

Two Key Case Plan Components

- Service Objectives
- Planned Client Services (aka Client Responsibilities)
Juvenile Dependency Process
- ER Investigation
- Decision to Place Child in Foster Care
- Decision to Open a Case
- Decision to File a Petition
- Court Process
  - Detention
  - Jurisdiction
  - Disposition

Case Plan Timing
- Initial face to face contact
  - 60 days
- Initial case plan
  - 6 months
- Case plan update

Case Planning & Assessment
- SDM - the Family Strengths and Needs Assessment is completed approximately every 3 to 6 months (prior to each case plan) and is used to identify priority needs and strengths.
- CAT - the Continuing Services Assessment is completed as part of case plan development and identifies strengths, barriers to service involvement and areas of concern.
Case Planning
- Engagement
  - Working together on the permanency goal, objectives and services
- Assessment
  - Contributing factors and strengths
- Intervention
  - Documenting what the family will do, what the agency will do and what the timelines are

Minimum Sufficient Level of Care
- The social standard for the minimum of parent behavior below which a home is inadequate for the care of a child

Reasonable Efforts
- A single mother with a significant addiction left her young children alone while she was out using drugs
- Parents leave their young children home alone while they go to work
- Parents spank their children with a hairbrush and leave multiple welts and bruises
Addressing Bias in Case Planning

- Biases that affect disproportionality exist in all phases of the child welfare system.

- The child welfare system is not operating in a fair and equitable way all of the time.

- As individuals and collectively we often don’t tune in to the underlying values and biases that affect our decision-making.

Activity: Recognizing Bias

- Read the Dorthea Gibson Vignette

- Work together as table groups to answer the questions at the end of the vignette

- Engage in a large group discussion about the vignette

Engagement

- The first task in case planning

- Defined as positive involvement in a helping process

- Results in improved outcomes for families
Common Engagement Barriers
- Systemic oppression
- Mismatch of needs and services
- Disagreement about goals and services
- Negative expectations
- Substance abuse problems
- Domestic violence
- Mental health problems

Engagement Strategies
- Overcome mistrust
- Defuse anger
- Seek explicit commitment
- Work on skills rather than attitudes
- Actively seek input and feedback

Keys to Engagement
- Scaling
- Exception finding
- Past success
- Open-ended
- When
- How
- Coping
- Miracle
Steps of Case Planning

Part 1 - Your Own Preparation

- Review assessment material
- Reflect on your perceptions of the family (identify bias triggers)
- Assess family engagement
- Identify likely permanency goal
- Identify concurrent plan
- Identify priority objectives and possible associated services

Activity: Case Plan Preparation

- Review the investigation narrative, delivered service log and initial assessment information for the family
- Identify any barriers to engagement
- Identify engagement strategies
- Plan for engagement with Mr. Wilson
- Identify three priority needs

Case Plan Components

- Participants
- Permanency Goal
- Assessment Summary
- Contributing Factors
- Strengths
- Service Objectives
More Case Plan Components

- Client Responsibilities
- Case Management Services
- Concurrent Planning
- Visitation
- Independent Living Plan Services
- Contact Schedules

Contributing Factors

Service Objectives
### Planned Client Services

<table>
<thead>
<tr>
<th>Participant</th>
<th>Category</th>
<th>Service Type</th>
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### Case Plan Update

<table>
<thead>
<tr>
<th>Participant</th>
<th>Service Objective Type</th>
<th>Target Completion Date</th>
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### Objectives & Services

#### Objectives
- Describe an end state
- Represent the elimination of the identified problem

#### Services
- Describe an activity that leads to an end state
- Represent an activity that could lead to elimination of the identified problem
Service Objectives

- Are statements that describe a specific desired behavioral outcome in positive terms
- Are “end states”

S.M.A.R.T. Objectives

S = Specific
M = Measurable
A = Achievable
R = Relevant (or result-focused)
T = Time-limited

S.M.A.R.T. Objectives

**Objectives Are Specific**
- Objectives describe the specific behavioral outcomes that will result in achievement of the permanency goal.
S.M.A.R.T. Objectives

Objectives Are Measurable
- The parties must be able to reach consensus regarding whether the objectives have been accomplished.
- The objective must include some easily discernible criteria by which achievement can be measured.

Objectives Are Achievable
- Objectives must be realistic so that families are able to accomplish them.

Objectives Are Relevant and Result Focused
- Avoid deriving objectives from a “laundry list” of potential conditions that might improve parenting or care of the child.
- An objective must be selected in the context of the factors that put the child at risk.
S.M.A.R.T. Objectives

**Objectives Are Time Limited**
- Use a timeframe within which the objective can reasonably be expected to be completed.

Activity: S.M.A.R.T. Objectives
- Find 2 CWS/CMS service objectives applicable to each scenario
- Write S.M.A.R.T. description for each objective

Case Planning JEOPARDY!
Let’s Play!
Taking it home.....

Good Morning
- Welcome Back!
- What do you remember?

Tailoring the Interventions
- Limit the intervention to identified, prioritized areas of need
- Tailor the interventions to fit family: their culture, strengths and needs
Steps of Case Planning

Part 2: Working with the Family
- Ensure that family members understand the process
- Review strengths and intervention reasons
- Establish permanency and concurrent goals
- Identify service objectives
- Identify and prioritize client responsibilities
- Identify how and when to assess progress
- Document the plan

Activity: Developing the Case Plan

Using the Wilson Family Initial Case Plan Worksheet, complete the following:
- Select a CWS/CMS objective that meets an identified need
- Write a S.M.A.R.T. description for the objective
- Select a CWS/CMS planned client service that meets an identified need
- Write a S.M.A.R.T. description for the service

Case Management Tasks

- Supporting Families – providing empathy and emotional support
- Monitoring Progress – working with families to assess progress
- Reassessing and Revising the Plan – making sure the plan stays relevant
- Celebrating Success – highlighting achievements along the way
Steps of Case Planning

Part 3: Working the plan
- Work with the family to establish an implementation plan
- Define interim steps to achieve goals – weekly, monthly, etc.
- Adjust as needed
- Celebrate success along the way
- Continue concurrent planning

Activity: Preparing to Update the Plan
- Review the updated assessment material for the Wilson family
- Discuss the changing needs of the family as a large group

Video
- Concurrent planning with the family –
  
  Pathways to Permanence
Concurrent Planning

- The portion of the child’s case plan for a child receiving family reunification services which identifies the child’s permanency alternative and the services necessary to achieve permanency should family reunification fail.

Activity: Concurrent Planning

Develop a 2 Minute Pitch
- Introduce the concept of concurrent planning to family members
- Explain the importance
- Engage the family in concurrent planning

Visitation

- Visitation allows children to maintain relationships with their parents, siblings, and others who were close to them prior to placement.
- Even when reunification isn’t the permanency goal, still arrange for visitation.
- Visiting should never be used as a reward or punishment.
- Is a child’s right, not a parent’s privilege
Visitation

- Visiting should occur in settings that encourage natural interaction while minimizing risk.
- Supervised visitation is an opportunity for the social worker to assess progress and to teach the parent.
- Consider a good-bye visit when parental rights are terminated.

Activity: Visitation Brainstorm

List visitation ideas that are:
- Tailored to the child’s age and development
- Culturally relevant
- Structured to encourage positive interaction
- Related to case plan objectives

Case Plan Requirements for Children Placed out of Home

- Assessment of placement needs
- Schedule of visits
- Social Work contact with Substitute Care Provider
- Child well-being information
- Explanations of special placement circumstances
- Concurrent Planning
Steps of Case Planning

Part 4: Case Plan Update
- Reassess
- Describe progress
- Measure progress against objectives and MSLC

Case Plan Update Requirements
- Current family circumstances
- Parental progress on objectives
- Parental compliance with services
- Efforts to achieve alternate permanency

Activity: Developing the Case Plan Update
- Update the Wilson family case plan
- Develop a visitation plan
- Develop a concurrent planning goal and establish steps to achieve the goal
Steps of Case Planning

Part 5: Reunification
- Safety
- MSLC
- Readiness
- Transition

Activity: Reunification Readiness
- Review the updated assessment materials
- Discuss Next Steps

Steps of Case Planning

Part 6: Closing a Case
- Assessment
- MSLC
- Objectives
- Strengths and Protective Capacity
Aftercare Plans

- **Goal:** To prevent recurrence of abuse or neglect.
- **Focus:** Needs to focus on the factors that make the family most vulnerable to recurrence of abuse or neglect.
- **Strengths:** Identify the specific strengths of the family that can help them prevent or cope with vulnerable situations.

Training Evaluation

Testing, testing...

My Action Plan