

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

UC DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

FAMILY ENGAGEMENT IN CASE PLANNING AND CASE MANAGEMENT

Version 2.1, 2011

1

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

UC DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

GOALS FOR THE TRAINING

In this training we will cover the following:

- 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


2

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

UC DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

ACTIVITY: HOW DO I PLAN?

- What's my planning style?



3

THE ART OF CASE PLANNING

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



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

4

DEFINITION OF CASE PLANS

Safety Plans
(immediate)

- How can we work together to ensure the child will be safe during a short period of time?

Case Plans (ongoing)

- How can family life be organized so that ongoing safety can be demonstrated over time?

Aftercare Plans

- How will safety continue to be provided once CPS is no longer working with the family?

CASE PLAN DEFINITIONS

- Engagement
- Permanence
- Case Plan
- Case Plan Update
- Concurrent Services
- Participatory Case Planning

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

6

CASE PLAN REQUIREMENTS

- Engagement
- Assessment
- Goal for Permanency
- Service Objectives
- Intervention
- Timelines

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

7

LEGAL REQUIREMENTS

- ICWA
- ILP
- Child Well-being Efforts

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

8

CASE PLAN GOALS

- The primary goal of the case plan is permanency.
- There are 7 possible goals:
 - Remain home
 - Return home
 - Adoption with siblings
 - Adoption / Tribal Customary Adoption
 - Maintain in legal guardianship
 - Legal guardianship
 - Planned Permanent Living Arrangement (PPLA)
 - Please note: this one doesn't actually represent permanency

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

9

EXIT OUTCOMES FOR YOUTH

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

SHARED VALUES

Decisions

- Research-aided
- Consistent
- Equitable
- Collaborative

Children and Families

- Are full partners in the work
- Have the potential to change

Practice

- Safety-centered
- Behaviorally based
- Child welfare as change agent

Our goal is behavioral change, not service compliance.

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

13

CASE PLAN TIMING

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

14

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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

15

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 the timelines

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

16

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



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

17

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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

18

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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

19

ACTIVITY: RECOGNIZING BIAS

- Read the Dorteia 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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

20

ENGAGEMENT

- The first task in case planning
- Defined as positive involvement in a helping process
- Results in improved outcomes for families

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

21

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

22

ENGAGEMENT STRATEGIES

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

23

KEYS TO ENGAGEMENT

- Scaling
- Exception finding
- Past success
- Open-ended
- When
- How
- Coping
- Miracle

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

24

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.



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

25

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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

26

CASE PLAN COMPONENTS

- Participants
- Permanency Goal
- Assessment Summary
- Contributing Factors
- Strengths
- Service Objectives

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

27

MORE CASE PLAN COMPONENTS

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LIC DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

28

CONTRIBUTING FACTORS

Select Contributing Factors

Participants	Contributing Factors
Wilson, Omar (7)	Abusive behavior indicates escalating risk
Wilson, Matthew (37)	Child born with drugs in his/her system
Wilson, Alanna (27)	Child developmentally delayed
Wilson, Alejandro (5)	Child has academic difficulty
	Child has no caretaker
	Child refuses to return home
	Child's behavior threatens sibs
	Child's medical needs impair functioning
	Child's behavior affects parents' ability to cope
	Child's disability affects parents' ability to cope
	Child at risk due to isolation by caretaker
	Child's association affects parents' ability to supervise child
	Delinquent behavior
	Disconnected from child/communitiy identity
	Domestic violence
	Family discipline rigid/punitive
	Family has no income

OK
Apply
Cancel
Help

SERVICE OBJECTIVES

JD | CP Participants | Contributing Factors | Strengths | Service Objectives | Planned Client Services | Case Mgmt Svcs

Service Objectives

Participant	Service Objective Type	Projected Completion Date
1. Matthew(37)	Control anger/negative behavior	12/12/2011
2. Matthew(37)	Do not physically abuse your children	12/12/2011

Participants: 1. Wilson, Matthew(37)

Projected Completion Date: ☐ Check to select all participants
Date: 12/12/2011

Go to View by Participant

Service Objective: Do not physically abuse your children

Service Objective Detail: Interact with your children without physical abuse or harm

Additional Description for Participant: Mr. Wilson disciplines his child in a way that reflects his cultural values and his child's developmental needs without causing injury to his child 100% of the time.

30

PLANNED CLIENT SERVICES

Planned Client Services

Participant	Category	Service Type
Matthew(27)	Counseling/Mental Health Services	Other

Participants: 1 Wilson, Matthew(27)

Service: Counseling/Mental Health Service

Type: Other

Schedule for Service: Start Date: 06/13/2011, End Date: 02/12/2011, Frequency: Weekly

Provider: Staff Person, Service Provider, Collaborator, Substitute Case Provider

Description/Responsibilities for Service: Mr. Wilson will participate in the Healing Circle program, a support group for men with anger issues. The group is part of a local Native American religious organization.

31

CASE PLAN UPDATE

Case Plan Update

Participant	Service Objective Type	Projected Completion Date
Wilson, Matthew(47)	Do not abuse alcohol	09/22/2011
Wilson, Matthew(47)	Do not physically abuse your child	09/22/2011

Met (for Case Plan Update): Yes, Not Determinable, No, In Progress

Projected Completion Date: Check to select all participants, Date: 07/22/2003

Service Objective: Do not physically abuse your child(ren)

Service Objective Detail: Interact with your children without physical abuse or harm

Additional Description for Participant:

Progress (for Case Plan Update):

OK - Go to Update

All Service Objectives Met/Progress recorded. Continue with Update

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

33

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.

S.M.A.R.T. OBJECTIVES

Objectives Are Achievable

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

S.M.A.R.T. OBJECTIVES

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.

Taking it home.....



GOOD MORNING

- Welcome Back!
- What do you remember?



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

43

TAILORING THE INTERVENTIONS

- Limit the intervention to identified, prioritized areas of need.
- Tailor the interventions to fit the family-- their culture, strengths and needs.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

44

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.



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

45

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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

46

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

47

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 the plan as needed.
- Celebrate success along the way.
- Continue concurrent planning.



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

48

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 that identifies the child's permanency alternative and the services necessary to achieve permanency should family reunification fail

FACTORS FOUND TO DECREASE TIME TO PERMANENCY

- Caseworker consistency: One worker change reduced the odds of obtaining permanency by 52%
- Fewer placements: Each additional placement reduced the odds by 32%
- Adequate financial resources: Extremely poor families were 90% less likely to achieve permanency in 12 months
- Each day of visitation tripled the odds of permanent placement within 12 months
- Urgency – clear identification of a permanency goal and Key permanency decisions made early and acted upon (especially with younger children)

CFSR'S HAVE LINKED CONCURRENT PLANNING WITH POSITIVE RESULTS

- Engage parents in all permanency decision making
- Use family teaming to focus on safety behaviors of parents and focused change
- Parent ambivalence about parenting – deeply felt or consistent ambivalence about parenting is an indicator that a parent may have difficulties in fulfilling the parent role and responsibilities.

Department of Human Services, Practice Bulletin, July 2008
www.childwelfare.gov

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.



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCAS DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

54

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.
- It is a child's right, not a parent's privilege.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

55

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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

56

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCY DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

57

STEPS OF CASE PLANNING

Part 4: Case Plan Update

- Reassess
- Describe progress
- Measure progress against objectives and MSLC



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCAS
EXTENSION
CENTER FOR HUMAN SERVICES

58

CASE PLAN UPDATE REQUIREMENTS

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCAS
EXTENSION
CENTER FOR HUMAN SERVICES

59

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.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCAS
EXTENSION
CENTER FOR HUMAN SERVICES

60

STEPS OF CASE PLANNING

Part 5: Reunification

- Safety
- MSLC
- Readiness
- Transition



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCAS
EXTENSION
CENTER FOR HUMAN SERVICES

61

ACTIVITY: REUNIFICATION READINESS

- Review the updated assessment materials.
- Discuss Next Steps.

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCAS
EXTENSION
CENTER FOR HUMAN SERVICES

62

STEPS OF CASE PLANNING

Part 6: Closing a Case

- Assessment
- MSLC
- Objectives
- Strengths and Protective Capacity



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LUCAS
EXTENSION
CENTER FOR HUMAN SERVICES

63

AFTERCARE PLANS

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

NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LIC DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

64

MY ACTION PLAN



NORTHERN
CALIFORNIA
TRAINING
ACADEMY

LIC DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

65
