

# BEHAVIORALLY-BASED CASE PLANS

## SUMMARY

Behaviorally-based case plans focus on specific, concrete strategies and actions to effectively and permanently change a parent's behavior with regard to its impact on the child, rather than mere completion of or compliance with services.

## ROLE OF THE SUPERVISOR

- Supervisors are the key to helping staff transition from service-driven case plans to behaviorally-based case plans. The role of the supervisor includes:
  - Promoting the expectation that staff will create behaviorally-based case plans with families.
  - Helping staff understand the importance of engagement in creating a case plan that has the buy-in of the parents and their network.
  - Ensuring staff hold Child and Family Team (CFT) meetings with families and their networks to develop the behaviorally-based case plan.
  - Modeling creation of a behaviorally-based case plan, as needed.
  - Ensuring staff conduct family finding and build safety networks with the family and their natural supports.
  - Making sure the voice of the child/youth is included in the case planning process.

## COMMON BARRIERS FOR STAFF

- Common barriers for social workers to creating behaviorally-based case plans include:
  - Lack of knowledge or confidence in how to develop behaviorally-specific case plan goals and objectives.
  - Worry about using creative or individualized solutions to families' challenges rather than formal, cookie-cutter services.
  - Concerns that developing a behaviorally-based case plan with the family and their network will be too time-consuming.
  - General reluctance to engage in the CFT meeting process.
  - Lack of skill or experience in helping families develop Safety Networks or engaging the network.
- For these reasons, it is critical that the supervisor set the expectation for, model, and practice developing behaviorally-based case plans with social workers who are new to this practice.

## GETTING STARTED

- In your next supervision meeting after a social worker attends training on creating behaviorally-based case plans, discuss with them:

- What do they like about the idea of these kinds of case plans?
- What worries do they have?
- What questions do they have?
- How will they work with the family to develop their network and engage them in case planning?
- On a scale of 1-10, how willing are they to try using a CFT process to create a behaviorally-based case plan? On a scale of 1-10, how confident are they in their ability to create a behaviorally-based case plan? What are the barriers, and what strategies are needed to overcome them?
- With the worker, look over a current case plan for a family and discuss how it could be made behaviorally-based rather than service-driven.
- Discuss expectations for when services are indicated as part of a case plan.
- Discuss use of family-friendly language in case plans and how the worker will ensure the family understands the case plan goals and objectives.

## GOAL SETTING & COACHING

- Have the worker identify one family with whom they will conduct a CFT to develop the case plan within the next few weeks. Attend the meeting with the worker, if at all possible. Discuss in supervision:
  - How was the process for the worker?
  - How did they feel about their ability to engage the family in developing case plan goals and objectives?
  - What did the worker do in the case plan process that they are proud of and would do again next time?
  - What is something they wish they had done differently? What are their ideas to try next time?
  - On a scale of 1-10, how comfortable is the worker now with creating their next behaviorally-based case plan with the family?
- Have the worker take the case plan information developed in the CFT meeting, put it in the CWS/CMS case plan section and customize the Word document template to reflect the case plan goals and objectives developed with the family.
- Develop a plan with the worker to move toward behaviorally-based case plans with all families on their caseload. For example, they could start with all new families assigned to them from now on, then over time, work to develop behaviorally-based plans with all of the families on their caseload for their next case plan update.