



CASE MANAGEMENT
Safety Framework Practice Model



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CONTINUITY OF CASE MANAGEMENT

Practice Area	In-Home	Foster Care
Warm handoff from CPS	Y	Y
Open for case management	Y	Y
CFT meetings	Y	Y
Caseworker visits	Y	Y
Case Planning	Y	Y
Safety Management	Y	Y

NOTE:
Safety Framework applies to **all case managers** equally. Further detail for foster care case management will be coming once foster care redesign is formally completed.



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In-home case management will serve families with an **unsafe child** where impending danger is controlled and managed through an in-home safety plan

IN-HOME CASE MANAGEMENT



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Foster Care case management will serve families with an **unsafe child** in which an out of home safety plan is necessary to control the danger

FOSTER CARE CASE MANAGEMENT



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CASE MANAGEMENT Redesigned

- ✓ Tool 2 Present Danger Assessment and Present Danger Plan
- ✓ Tool 4 Safety Plan
- ✓ Tool 5 PCFA
 - Tool 5A PCFA Hardcard
- ✓ Tool 6 Case Plan
- ✓ Tool 7 PCPA



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CASE MANAGEMENT Redesigned



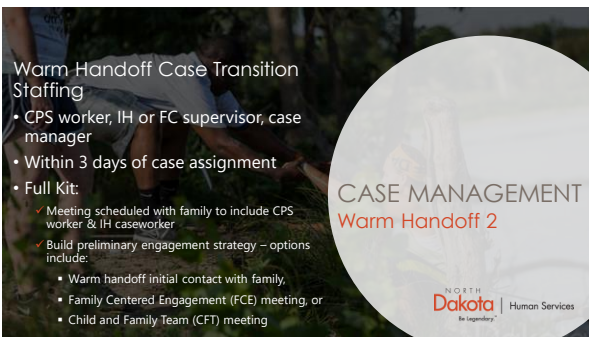
- 4** instances during case management where there will be a warm handoff
- ✓CPS to Case Management Supervisor
 - ✓Case Transition Staffing
 - ✓Initial Contact with Family
 - ✓Case Closure



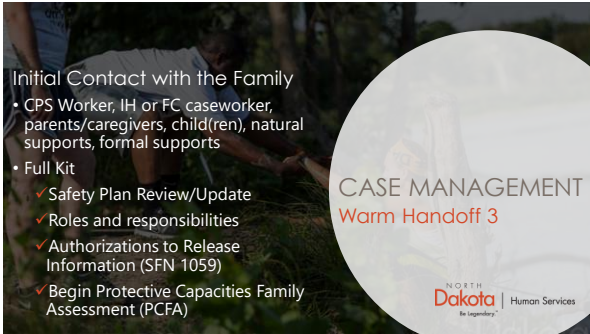
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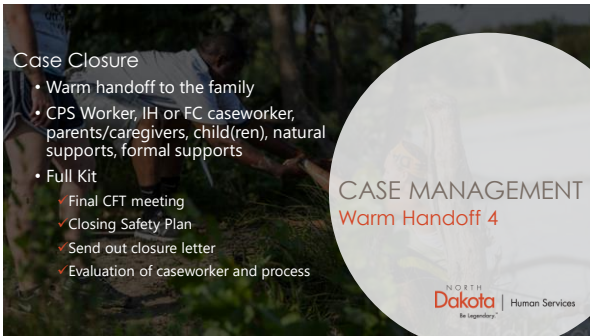
Initial Contact with the Family

- CPS Worker, IH or FC caseworker, parents/caregivers, child(ren), natural supports, formal supports
- Full Kit
 - ✓ Safety Plan Review/Update
 - ✓ Roles and responsibilities
 - ✓ Authorizations to Release Information (SFN 1059)
 - ✓ Begin Protective Capacities Family Assessment (PCFA)

CASE MANAGEMENT
Warm Handoff 3

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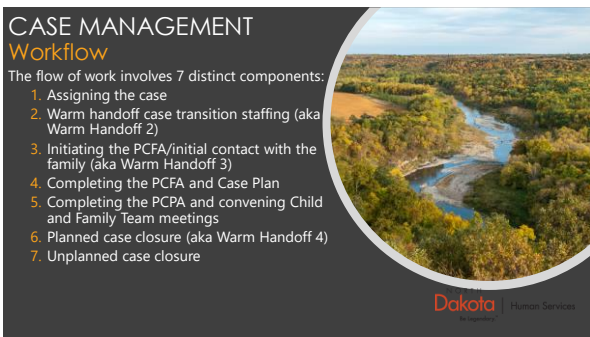
Case Closure

- Warm handoff to the family
- CPS Worker, IH or FC caseworker, parents/caregivers, child(ren), natural supports, formal supports
- Full Kit
 - ✓ Final CFT meeting
 - ✓ Closing Safety Plan
 - ✓ Send out closure letter
 - ✓ Evaluation of caseworker and process

CASE MANAGEMENT
Warm Handoff 4

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CASE MANAGEMENT
Workflow

The flow of work involves 7 distinct components:

1. Assigning the case
2. Warm handoff case transition staffing (aka Warm Handoff 2)
3. Initiating the PCFA/initial contact with the family (aka Warm Handoff 3)
4. Completing the PCFA and Case Plan
5. Completing the PCFA and convening Child and Family Team meetings
6. Planned case closure (aka Warm Handoff 4)
7. Unplanned case closure

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CASE MANAGEMENT
Workflow

1. CASE ASSIGNMENT

Key Activities:

- ✓ IH or FC Supervisor has received case from CPS worker (aka Warm Handoff 1)
- ✓ Supervisor assigns to a case manager & adds case to that case manager's lane on the TAB board



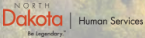
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CASE MANAGEMENT
Workflow

2. WARM HANDOFF CASE TRANSITION STAFFING

Key Activities:

- ✓ Meeting between CPS Worker, IH or FC Supervisor, and assigned Case Manager to discuss the case per the full kit:
 - Present Danger Assessment/Plan
 - CPS Assessment & Safety Determination Report
 - Safety Plan
 - Strategy for family engagement



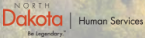
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CASE MANAGEMENT
Workflow

3. INITIATE THE PROTECTIVE CAPACITIES FAMILY ASSESSMENT (PCFA)

Key Activities:

- ✓ Review and begin to gather information on enhanced and diminished protective capacities
- ✓ 4 stages to complete within the PCFA
 - Introduction Stage
 - Discovery Stage
 - Safety Management Conclusion
 - Safety Plan Option Analysis



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CASE MANAGEMENT

Workflow

4. COMPLETE THE PROTECTIVE CAPACITIES FAMILY ASSESSMENT (PCFA) & CASE PLAN

Key Activities:

- ✓ Continue to gather information to assess enhanced and diminished protective capacities
- ✓ More visits with parents/caregivers, including absent parents when appropriate, and the informal/formal supports
- ✓ Develop Case Plan goals and tasks



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CASE MANAGEMENT

Workflow

5. COMPLETE THE PROTECTIVE CAPACITIES PROGRESS ASSESSMENT (PCPA) AND CONVENE CHILD & FAMILY TEAM MEETINGS

Key Activities:

- ✓ Ongoing engagement with family through continued assessment using the PCPA
- ✓ CFT meetings at least every 90 days



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CASE MANAGEMENT

Workflow

6. PLANNED CASE CLOSURE

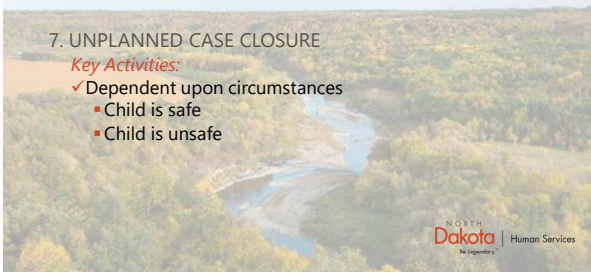
Key Activities:

- ✓ Final Child and Family Team Meeting
- ✓ Family network resources
- ✓ Community connections/services
- ✓ Closing safety plan

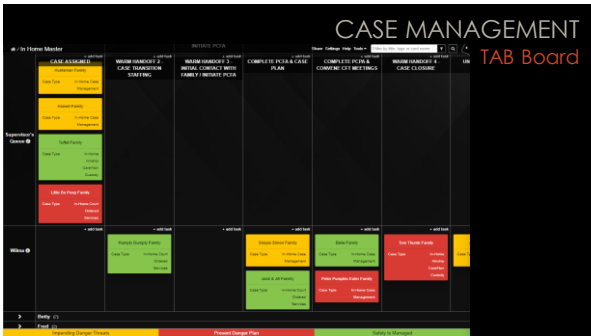


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CASE MANAGEMENT Workflow

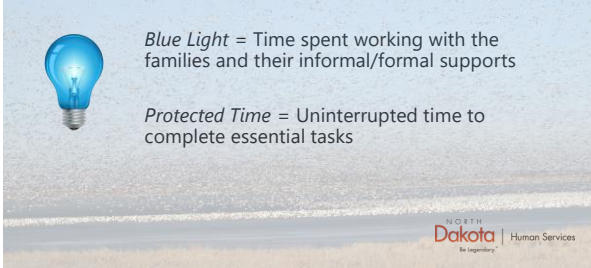


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CASE MANAGEMENT Blue Light & Protected Time



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CASE MANAGEMENT Role of the Supervisor

- ✓ Add cases to the queue and assign them to caseworkers
- ✓ Monitor the TAB board
- ✓ Staff Tool 2 – Present Danger Plan when in place
- ✓ Review/approve any updates to Tool 3 – Safety Plan
- ✓ Review/approve Tool 5 – PCFA
- ✓ Review/approve Tool 6 – Case Plan
- ✓ Review/approve Tool 7 – PCPA



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QUESTION:
For in-home case management, are we still going to work with families in which children are safe (i.e. well-being cases)?

ANSWER:
Yes, on occasion. When children are safe, but the agency determines that a child requires protective services per NDCC 50-25.1-06, the agency will open a child welfare case and work with the family according to the In-Home Case Management policy manual. The In-Home caseworker will address family needs by providing services and supports or by linking the family with public or private community services. Policy and procedure will provide additional guidance regarding these situations.

FAQ 1



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QUESTION:

I am a case manager for both in-home and foster care. Safety planning has always been part of my typical case planning; however I never used a formal tool to safety plan. Are we required to use Tool 4 ~ Safety Plan and if so where are we required to put the document?

ANSWER:

Yes. All workers and case managers are required to use Tool 4 ~ Safety Plan to offer continuity of care to the family and consistent language for case planning. FRAME training will highlight that the only location in FRAME to upload the safety plan is for CPS workers in the CPS assessment. Please note there will not be a location to add an attachment for in-home or foster care case managers in FRAME. In Home and Foster Care case managers will manage all safety framework tools/forms in your current case file outside of the system. Additional uploads are being explored, but nothing formal until the pilot stage of all the tools is complete.

FAQ 2



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QUESTION:

I am a case manager and have ten open cases for foster care, when am I required to start using the new forms?

ANSWER:

December 14th our state will "go live" with the Safety Framework Practice Model. FRAME changes will be made available and the use of the framework tools will be required.

FAQ 3



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QUESTION:

I am a foster care case manager and feel like I have learned a lot about CPS forms and processes? Please connect the dots for me.

ANSWER:

The Safety Framework is practice for **all case managers** and workers involved with child protection, in-home, and foster care. Assessing safety is part of our everyday work and as a foster care case manager we need to challenge ourselves to reassess safety more often by determining if present danger or impending danger threats exist so that we mitigate these threats through effective safety management.


FAQ 4



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QUESTION:
I am an in-home supervisor. What happens when one of my case managers receives a referral from CPS using the new forms, but my staff hasn't yet been trained on the tools designed for case management? What should they do?

ANSWER:
 We understand that intensive training on the Protective Capacities Family Assessment, Case Planning, and Protective Capacities Progress Assessment tools will not have occurred by December, when we roll out the Safety Framework Practice Model. Be prepared to guide your staff through the workflow by using the slides within this and the other PowerPoints. Training will be ongoing, as will be the support and coaching offered to the zones. We request you begin using the forms in December so that case managers can practice applying the model to their work.

FAQ 5 

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FAMILY CENTERED
 ENGAGEMENT MEETINGS


Overview

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FAMILY CENTERED ENGAGEMENT MEETINGS

Purpose, Eligibility, & Goal

-  Purpose of FCE is to improve child welfare decision-making and outcomes for children:
- ✓ At risk of removal,
 - ✓ Temporarily removed on an emergency order, or
 - ✓ Involved in both child welfare and juvenile justice systems & NOT in care

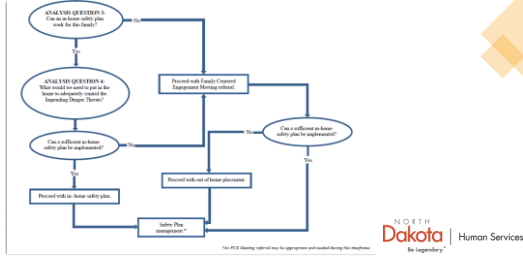
-  Goals of FCE:
1. Reduce the number of children entering foster care
 2. Increase the number of children remaining safely in their own homes
 3. For children who are removed, increase the number placed with kinship caregivers



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FAMILY CENTERED ENGAGEMENT MEETINGS

When to Refer



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FAMILY CENTERED ENGAGEMENT MEETINGS

Role of the Human Service Zone Worker

1. Make a referral
2. List services providers and informal supports on the referral form
 - ✓ Juvenile Court Officer
 - ✓ ICWA Family Preservationists (IFPs) when assigned to the zone
 - ✓ School staff
 - ✓ Therapists
 - ✓ Early Intervention services
 - ✓ Faith community
 - ✓ Family, friends, and fictive kin



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FAMILY CENTERED ENGAGEMENT MEETINGS

Role of the Referring Worker

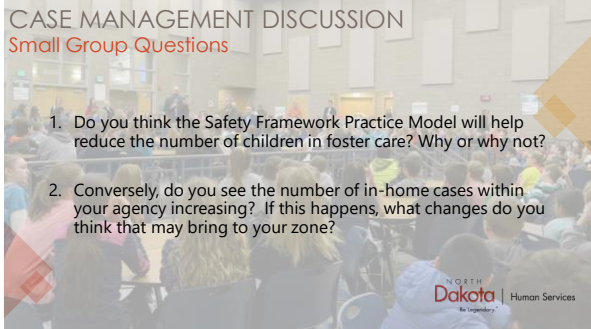
3. Monitor the plan
4. Either attach the written plan to the CPS Assessment (FRAME) or file it in the case record
5. Document that an FCE Meeting was held as a case activity log in FRAME



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CASE MANAGEMENT DISCUSSION
Small Group Questions

1. Do you think the Safety Framework Practice Model will help reduce the number of children in foster care? Why or why not?
2. Conversely, do you see the number of in-home cases within your agency increasing? If this happens, what changes do you think that may bring to your zone?



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