

Case Management Services 110400

Definition: Case Management services are defined as those services which assist child welfare recipients to gain access to needed medical, behavioral health, social, educational and other services. Case Management Services are to be provided at a level of intensity required by the recipient. Services must be provided in settings accessible to the recipient. The individual must be given the option of whether or not to utilize case management services. Within case management there are a number of activities that are recognized as components of case management. These components include linkage/referral, advocacy; family crisis response planning and service plan evaluation.

Linkage/Referral: Case managers assure linkage to all internal and external services and supports that have been identified in the recipient's service plan. Provider will link family to agencies other than DHHR for services.

Advocacy: Case management advocacy refers to the actions undertaken on behalf of the recipient in order to ensure continuity of services, system flexibility, integrated services, proper utilization of facilities and resources and accessibility to services. Case management advocacy includes assuring that the recipient's legal and human rights are protected.

Family Crisis Response Planning: The case manager must assure that adequate and appropriate crisis response procedures are available to the recipient and identified in the individual service plan.

Service Plan Evaluation: The case manager will continually evaluate the appropriateness of the individual's service plan and make appropriate modifications, establish new linkages or engage in other dispositions as necessary. The case manager will have face-to-face contact with the recipient.

*****NOTE: Agency Transportation from the CPS Family Preservation service category may be used with this service.

Target Population	Child Protective Services
Program Option	Family Support
Initial Authorization	92 Days Unit = 15 min. 36 units per 92 days
Maximum Total Authorizations Available	1
Admission Criteria	<ul style="list-style-type: none">• CPS Family Functioning Assessment or a Continuing Safety Evaluation (only used on backlog cases) was completed and maltreatment was substantiated, but no Impending Dangers were

	<p>indicated.</p> <ul style="list-style-type: none"> Needs assessment indicates that there are unmet needs that could be met through community services. DHHR worker and supervisor agree that due to the nature of the complaint, the child can be safely served in their home/community with supportive services.
Continuing Stay Criteria	<ul style="list-style-type: none"> Not Applicable
Discharge Criteria (Any element may result in discharge or transfer)	<ul style="list-style-type: none"> Goals and objectives have substantially been met. Case closure/removal of child(ren). Another service is warranted by change in the family's condition. No progress has been documented toward achievement of goals/objectives on the service plan. No outlook for improvement with this level of service. Service can now be provided through a community resource. Family has developed a social support system capable of providing the service to the identified client. Case is formally opened with Child Protective Services or Youth Services.
Service Exclusions	<ul style="list-style-type: none"> Child(ren) are no longer in the home A case is formally opened for CPS or YS ongoing case management. Consumer need is not indicated based on the family/need assessment. This program option can't be accessed if family is formally open for CPS or YS ongoing case management.
Clinical Exclusions	<ul style="list-style-type: none"> Not applicable
Documentation	<p>There must always be a permanent case record maintained in a manner consistent with applicable licensing regulations and agency record-keeping policies.</p> <p>A case note must be completed for each service event that includes</p> <ul style="list-style-type: none"> Code or service name Summary of the intervention Client's response to the intervention Relation to the service plan Location where service occurred Duration Start/stop time Signature of the provider and his/her title or credentials

	<p>A monthly progress summary must be completed and received by DHHR worker by the 10th day of the following month, a copy kept in the provider chart and one sent to the referring worker. This monthly progress report must contain:</p> <ul style="list-style-type: none"> • A list of dates of service and the specific services rendered and/or attempts • Overall summary of progress for the client/family receiving the service. Please include if family continues to benefit and/or the barriers to intervention • Plan for further interventions • Any identified unmet concrete or service needs • Copy of the CPS Family Functioning Assessment or a Continuing Safety Evaluation (only used on backlog cases) • Copy of the needs assessment/service plan signed by the family • Notice to DHHR if family accepted or refused services based on provider-generated assessment/service plan • Notice to DHHR that family will not cooperate and list of attempts <p>Date and name of DHHR staff to which any new allegations of abuse/neglect were reported within the month</p>
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Additional Service Criteria:

- Staff providing this service must have a BSW or related four-year degree. Related degrees are:
 - Sociology
 - Psychology
 - Counseling
 - Interpersonal Communication
 - Human Services
 - Primary or Secondary Education
 - Criminal Justice
 - Board of Regents with an emphasis in Human Service
 - Gerontology
 - Family and Consumer Science **and**
- Experience providing direct service to families.
- Staff person must be under supervision of a licensed social worker, counselor or psychologist with three years postgraduate work experience with families, one of which must be in staff supervision **and**
- All providers must have an acceptable CIB. See Appendix 1 **and**
- An APS/CPS screen completed with no negative information (See Appendix 1)
- Transportation Providers must have valid Driver's licenses from employee's state of residence and insurance.
- The delivery of all ASO Socially Necessary Services must occur within West Virginia borders unless specifically outlined on a currently valid DHHR service plan or written permission has been granted by DHHR.