

3a. Case Management Policy and Procedure

- Created 11/2000
- Reviewed 03/19

Policy

The goal of Case Management is to build on strengths of children and families, provide support, services and resources as interest and need are determined. Case Management is documented in the ChildPlus.net and will be used to document the information gathered and contacts made with parents and significant family members of direct and indirect services. ChildPlus.net will be the central system component that is used for the systematic documentation that captures the picture of the entire family's strengths, needs, interests, concerns, goals, initial referrals, follow-up, referral outcomes, barriers, and satisfaction in the areas of all services provided by the staff within the program.

Procedure

- Document on-going significant contacts with families in the ChildPlus.net with the first initial contact of the family. The person, who has the contact, should make the entry. The intake date initiates the process.
- ChildPlus.net will be kept up to date and will be utilized by all members of the team.
- See each module Data Guide for ChildPlus.net instructions.
- ChildPlus.net will be utilized for ongoing documentation and monthly staffings to review, summarize, share on-going information (absences, etc.) and update team members on family events, progress, changes, etc. (see Children and Family Staffing Meetings/On-going Assessment and Evaluation Policy and Procedure) FS/ PE 3c.
- All progress and activities that are related to goal achievement will be documented.