



Series: 100: Case management

Policy Name: Service Philosophy

Policy Number: 101

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Communities Connected for Kids (CCKIDS) provides full dependency case management for abused, neglected or abandoned children and their families in St. Lucie County, Florida. The Florida Department of Children and Families investigates all reports of child abuse or neglect. If their investigation determines that the child or children are unsafe, a case transfer staffing is held and CCKIDS assumes full dependency case management for that child and family.

CCKIDS' mission statement is "To enhance the safety, permanency and well-being for all children in Okeechobee and the Treasure Coast through a community network of family support services." Our service philosophy includes:

- Every child deserves to live in a family that provides basic safety, nurturing and a commitment to permanency.
- The focus of interventions should be on the family as a whole, not just the individual child.
- Dependency Case Managers and Supervisors must be able to demonstrate respect, genuineness and empathy in order to engage children and families.
- The rights to family privacy and confidentiality must be respected.
- Interventions with a family should be the least intrusive necessary to achieve the child's safety.
- Families should be partners in the change process, helping to define problems and identify solutions. Children and their families should be engaged in the assessment and decision-making process.
- Families are more likely to succeed when they have helped to develop their case plans, thereby generating a sense of ownership and responsibility for the plan's outcome.
- The family, their resource network, providers and other necessary experts should function as a collaborative team to develop and monitor the case plan to achieve desired family changes.
- The cultural and ethnic roots of the child/family are a valuable part of the child's identify. In order to understand and effectively communicate with the child/family, cultural competence must be a primary feature of service delivery.
- Children and families should receive services that are individualized and based on their unique strengths and needs.
- Interventions with a family should involve only as many services as necessary to achieve intended goals.
- If an in-home safety plan is not possible to achieve child safety, the child should be placed in a family-based setting, with the first priority given to relatives or non-relatives with whom the child has a bond or existing relationship.



- The family's progress is continually assessed to effectuate a timely return home as soon as an in-home safety plan can be implemented.
- A child in out of home care should achieve stability and success in school and his or her medical, dental, emotional, behavioral, developmental and educational needs must be met.
- A concurrent alternative permanency option is pursued as appropriate in order to achieve permanency within twelve months from the date that the child was removed from their home.

Approved: Carol Deloach
Carol Deloach, CEO 2-7-18