



Series: 100: Case Management
Policy Name: **Standards for Case Manager Supervision**
Policy Number: 111
Regulations: Safety Methodology Practice Guidelines
Origination Date: 11/01/2013 **Revision Date:** 07/01/2018

Policy: It is the policy of Communities Connected for Kids and its case management agencies to provide adequate guidance, training, and supervision for staff that provide direct case management service to children and families.

Procedure:

1. Each case management supervisor will maintain ongoing supervision/case review with each case manager, in a face to face setting, minimally, facilitating one formal review per quarter, per case, or more often if needed.
2. Supervision/case review will include but is not limited to discussion of the case plan, upcoming dates for staffings, court hearings and movement of the case toward the goal. It will also include a review of case management and clinical services provided to the children and families, and the adequacy of services to meet identified needs and to address child safety, permanency and well-being.
3. Supervisory Case Consultation includes supervisory activities to provide case consultation include field support (by phone or in person), direct observations of case management interviews, consultations in the office, active modeling and coaching.
4. Supervisory Case Consultation is required at critical junctures in the development and updating of family functioning assessments; safety planning and safety monitoring; and case planning and progress assessment.
5. Within five business days of case transfer, the supervisor will conduct a case consultation with the case manager to affirm that the safety plan is reasonable and adequate. The supervisor will also assist the case manager in reconciling information in the Family Functioning Assessment, prepare for family contact and engagement with the family.
6. Within 5 days of any safety plan modification, the supervisor will conduct a case consultation with the case manager for purposes of affirming the safety plan. The supervisor will determine that:
 - a. The case manager is clearly able to justify the need for the level of intrusiveness by Safety Analysis criteria
 - b. The parents were involved in the assessment.
 - c. It is clear how the plan will control and manage impending danger.



- d. The case manager is clearly able to describe in documentation how Impending Danger is manifested in the home
 - e. The plan is the least intrusive and most appropriate.
7. At critical junctures, the supervisor will conduct a case consultation with the case to review safety plans, including but not limited to the following situations:
- a. a new child is born or comes into the home
 - b. a parent/legal guardian returns to the home
 - c. parent/legal guardian becomes involved in new intimate partner relationship
 - d. significant changes to household composition
8. A supervisory consultation will provide the supervisor with an understanding of the interpersonal skills that their case managers use to engage families, and which case managers may need additional support with implementation of the standards for family engagement.
9. A supervisory consultation may be provided as needed to support the case manager in identifying any experts and/or resources that might be beneficial in evaluating or addressing child/family's needs.
10. A supervisory consultation is required in all cases prior to approval of the FFA-Ongoing or Progress Update.
11. Throughout the assessment process, the supervisor will consult with the case manager to support and encourage their efforts to consult with the case manager as to:
- a. Information sufficiency, validation and reconciliation, and
 - b. Case manager's critical thinking and analysis,
 - c. Case manager's concerns and areas of help needed.
 - d. Use of other team members for the case to increase understanding and/or actions needed.
12. Supervisors will provide a case consultation prior to approving or modifying a case plan.
13. The supervisor is responsible for the approval of any completed Progress Update.
14. For Case Consultation Regarding New Children in an Open Case supervisors shall:
- a. Provide supervisor consultation as necessary to ensure the child welfare professional's due diligence in:
 1. Gathering sufficient additional information to fully assess the impact of the new child on family conditions and dynamics.
 2. Seeking the expertise and/or input from other professionals, family members and the family team as to the assessment, safety plan and/or case plan.



b. Participate in family team meetings or staffing to the extent possible to support decision making as to modifications to current safety plan or case plan.

c. Review documentation of FFA-Investigation, FFA-Ongoing or Progress Evaluation for information sufficiency and analysis to justify case plan changes

15. In order to approve safe case closure supervisors will provide Case consultation to the case manager as needed to explore issues and provide feedback regarding progress and/or challenges in achieving case plan outcomes or permanency goals.

16. The Supervisor will use FSFN functionality to document Supervisor Case Consultations.

17. The notes for a case consultation will provide at least the following information:

- a. Type of consultation in terms of:
 - Face to face
 - Telephonic
 - Field observation
 - Other venues
- b. Which safety constructs and related criteria were focus of consultation, such as but not limited to:
 - Present danger elements
 - Impending danger threshold criteria
 - Type of danger threat
 - Information sufficiency criteria
- c. Indicate whether review included related documentation.
- d. Statement which describes Supervisor's appraisal, such as but not limited to:
 - Concur or do not concur with assessment of (safety construct)
 - Concur or do not concur with information sufficiency
 - Case manager will take the following actions



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