

Child Protective Services: Case Management

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2105 Case Management

2105.1 Introduction

Case management of CPS ongoing cases includes all activities and resources the case manager purposefully uses to meet case plan goals and to help achieve change. It is directed at ensuring the child's safety, protection, well-being and at reducing risk of further maltreatment. It includes direct services, provided by the case manager, and other services, arranged by the case manager, that use professionals, para-professionals and volunteers.

The level of risk (high, moderate, low) determines **minimum monthly contact requirements** for implementing the case plan with the family and for providing case plan follow-up activities. Risk level determines parent, child and collateral contact requirements throughout the treatment process. Contact requirements decrease as risk level is reduced.

Case management Includes:

- Completion of strengths and needs assessment;
- Development and implementation of the case plan;
- Documentation of case plan goals and steps;
- Service delivery, including needed referrals to family preservation services;
- Scheduled reviews of case progress and current strengths/needs levels;
- Risk reassessment;
- Completion of revised/extended case plans as needed; and,
- Case closure.

Good case management assures that all required rules, policies, laws and procedures (both formal and informal) are followed. It utilizes social work judgment and decision making strategies, assuring that all work reflects care, logic, common sense and reasonableness. It documents that CPS work meets family needs, that CPS intervention does not contribute negatively to children and their families and that any professional providing services to a family is of acceptable reputation and credibility.