

1551 DEVELOPING THE CASE PLAN AND ITS REQUIREMENTS	
Chapter: Case Management Standards for CP and JJ Field Services	Section: Case Management
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 15-46 Effective Date: September 2015 Scheduled Review Date:
	Approved:  Lorraine Bartlett, DCYF Director
Related Statute(s): RSA 169-B , RSA 169-C , and RSA 169-D Related Admin Rule(s): Related Federal Regulation(s): SSA 471 , SSA 475 , and 45 CFR Part 1356.21	Related Form(s): FORM 2110, FORM 2240, FORM 2267, and FORM 2270B Bridges' Screen(s) and Attachment(s):

The case plan is used by DCYF Child Protection and Juvenile Justice staff, the family, and placement providers to develop and document the steps necessary to assure the safety, permanency, and well-being of children. It is also designed to motivate and measure changes in child/youth and family behaviors; and encourage stability and permanence for children/youth. DCYF believes that effective case planning is best achieved when developed in collaboration with families; is based on family strengths, and resources; and is time-limited, goal-oriented, and solution-focused.

Purpose

This policy outlines the steps and tools available to staff to create an effective case plan. [Federal laws and regulations](#) have been incorporated into sections of this policy and the case plan form to further guide case practice and meet regulatory requirements.

Definitions

"Concurrent Goal" means an alternate permanency plan in the event that a child/youth cannot be safely reunified with his or her parents.

"CPS" means the Bureau of Field Services' Child Protective Services within DCYF.

"CPSW" means a Child Protective Service Worker employed by DCYF.

"DCYF" or the **"Division"** means the DHHS Division for Children, Youth and Families.

"Family/Youth Engagement" means an approach to involving families/youth in a respectful, collaborative process of identifying family/youth strengths and determining needs. The family/youth is engaged as a partner in achieving goals and working toward identified outcomes.

"Family/Youth Strengths" refers to information derived from the application of recognized tools and during previous contacts with the child/youth and family that are used to systematically identify the family/youth's behaviors, skills, abilities, and resources that supports their healthy functioning.

"Family/Youth Risk Factors" refers to family/youth risk information derived from the application of recognized tools and during previous contacts with the child/youth and family that identifies the behaviors and/or actions that present risks to the child/youth and family.

"JJS" means the Bureau of Field Services' Juvenile Justice Services within DCYF.

"JPPO" or **"Juvenile Probation and Parole Officer"** means an employee of DCYF who discharges the powers and duties established by RSA 170-G: 16, and supervises paroled delinquents pursuant to RSA 170-H.

"Out-of-Home Placement" means the placement of a child in substitute care with someone other than the child's biological parent(s), adoptive parent(s), or legal guardian(s).

"Permanency Goal" means the desired outcome of interventions and services, which is determined to be consistent with the health, safety, well-being, and best interest of the child/youth. For each child/youth, there will be one primary current goal from the following options:

- (1) Maintain in own home;
- (2) Return home (Reunification);
- (3) Adoption;
- (4) Legal guardianship; or
- (5) Another Planned Permanent Living Arrangement (APPLA).

"Reasonable and Prudent Parent Standard" means the federal standard in SSA 475(10)(A) characterized by careful and sensible parental decisions made by a caregiver for a child in foster care, that maintain the health, safety, and best interests of the child/youth while encouraging the emotional and developmental growth of the child through participation in extracurricular, enrichment, cultural, and social activities.

Policy

I. Preparing for case planning:

- A. Prior to meeting with the child(ren)/youth and family to develop the case plan, the CPSW/JPPO must review any family and/or youth risk factors.
 1. CPSWs must complete a full review of the Assessment file, recommendations of the Assessment CPSW, prior service proposals with the family, and determine the family's progress since the case was transferred in addition to formal assessments of family risk factors.
 - (a) If services have already begun, the CPSW must conduct a brief review of the family's situation and include the family's perceptions in considering any changes in services.
 - (b) The CPSW must review the family strengths and needs identified in the original NHIA [Family Strengths and Needs](#) assessment as well as the [original risk assessment](#). The CPSW gathers additional information through interviews, observation, self-reports, or a combination of these strategies.

2. JPPOs must review court orders, case history (including any previous Community Supervision Plan), pre-dispositional investigation (if available), any formal assessments of family and/or youth risk factors, and any other assessments that have been completed through outside agencies (school, mental health, etc).
- B. The CPSW/JPPO must review any information gained or conclusions drawn through the review of family/youth risk factors with the family and child(ren)/youth, as appropriate to the child(ren)/youth's age.
 - C. Identified strengths must be discussed with the family and must be documented in the case plan, in the Bridges case contact logs, and/or in reports to the court.
 - D. The financial, educational, emotional resources and/or connections of the family must also be reviewed and considered in service planning. A family ecomap, or a genogram might be useful tools to use when discussing these issues with the family.
 - E. The educational stability of a child/youth in out-of-home placement must be considered at the time of each/any placement change.
- II. Team Case Planning:
- A. DCYF, in conjunction with the family, has the primary responsibility for the management of a case.
 - B. Wrap-around or multidisciplinary teams may be used in response to providing services and consultation on a CPS or JJS Case.
 1. Either the family or the assigned CPSW/JPPO may access these teams.
 2. The wrap-around/multidisciplinary team may consist of:
 - (a) The family;
 - (b) School personnel;
 - (c) Law enforcement personnel;
 - (d) Medical personnel;
 - (e) Service providers; and
 - (f) Natural supports identified by the family.
 - C. Any youth age 14 or older may choose to include two (2) individuals on the case planning team other than a foster parent or CPSW/JPPO to consult on the development of (or revisions to) the case plan.
 1. The CPSW/JPPO can deny an individual chosen by a youth if there is sufficient reason to believe that the individual would not act in the best interest of the youth.
 2. The youth may identify one individual as his/her advisor and advocate in case planning matters and reviews of the "[Reasonable and Prudent Parenting Standards](#)."

- D. Case planning participants may:
 - 1. Share information to identify community resources that may be helpful to the family;
 - 2. Assist in developing the case plan;
 - 3. Coordinate case management activities when a variety of service providers are involved with the family; and
 - 4. Help determine and maintain aftercare support at the case closure.

- III. Progression of Case Planning:
 - A. The focus of intervention must always be to facilitate a time-limited service process, which consistently addresses the safety of the children/youth, family, and community.
 - B. Case planning must always be progressive, that is, moving toward a permanent plan for the child/youth and family.
 - C. If stagnation in case planning occurs, the CPSW/JPPPO should re-assess the goals in conjunction with the family strengths, capabilities, and resources.
 - 1. Consider re-evaluating assessments of the family/youth; and/or
 - 2. Consider alternative planning methodologies such as, a meeting with the family that includes the supervisor, a Multi-Disciplinary Team Meeting, a Court Hearing, a Solution Based Family Meeting, FAIR meeting, Permanency Planning Team meeting, or Permanency Round Table meeting may serve to assist in moving the case forward.

- IV. When framing goals in the case plan and determining service provision with the family, the CPSW/JPPPO needs to consider these factors:
 - A. Whether services/programs currently available to families are considered appropriate and meet the special needs of the child(ren)/youth and family.
 - 1. Each service type has a general framework in which the service is to be provided, e.g., child health support aides focus most on building and enhancing parenting skills.
 - 2. If the service is one in which DCYF will be making payments, then the service must be certified for payment by DCYF.
 - B. Determining the strengths of service providers in relation to the child(ren)/youth and family's needs and goals is critical in determining the combination of services to be coordinated with the family. When considering service use, cost-effectiveness is achieved when the services being coordinated are the most appropriate for meeting the child(ren)/youth and family's needs.

- V. The CPSW/JPPPO is responsible for ensuring that the services identified in the case plan for families are the best quality possible.

- A. The CPSW/JPPPO needs to remain in contact with the family and the service providers to facilitate focused and timely goal achievement.
- B. If it is determined that the service being provided is not meeting the family's needs, the CPSW/JPPPO and the child(ren)/youth, family, and provider must review the goals in the case plan and consider other alternatives.

VI. Case Plan

- A. Case plan, Form 2240, is a template completed by the CPSW/JPPPO in collaboration with the youth, family, and placement provider.
 - 1. For all placement cases, the permanency/case plan goal and concurrent goal must be identified in Bridges within 30 calendar days of placement.
 - 2. All case planning will incorporate Solution Based Casework to teach families to manage the challenges in their lives and create self-sustaining changes in the circumstances that resulted in Division involvement.
 - (a) Case plans are developed with families to identify challenges for the family, and barriers for individuals, that need to be focused on to prevent/reduce risk of further maltreatment/behaviors.
 - (b) A Family Level Objective, or FLO, will be written as a statement of what the family will do to safely accomplish the high-risk everyday life event(s) that led to reason for Division involvement.
 - (1) The Family Level Objective refers to the tasks, plans, or arrangements that the whole family can and will do to improve the overall safety and security of the family.
 - (2) Family Level Objectives cover issues like keeping the house clean, child supervision, or proper nutrition.
 - (c) An Individual Level Objective, or ILO, will be developed with certain individuals in the family to identify what he/she will do to safely manage their personal behavioral issues that have been shown to interfere with the successful accomplishment of the everyday family life tasks.
 - (1) A youth may or may not have an Individual Level Objective based upon the circumstances of the case.
 - (2) Individual Level Objectives cover issues like overcoming substance use, controlling one's anger, or maintaining emotional stability.
 - 3. CPSWs must develop a case plan with the family within:
 - (a) 30 calendar days from the assessment outcome for non-placement cases;
 - (b) 30 calendar days from the date a Non-Court Agreement is signed by a family;

- (c) 60 calendar days from the date of the initial placement of the child/youth.
4. JPPOs must develop a case plan with every family and youth within:
 - (a) 30 calendar days of placement (FORM 2240J); or
 - (b) 30 calendar days of the court order for supervision, services, or conditional release (FORM 2240CS); or
 - (c) Five (5) business days of a determination that a child/youth is appropriate for [Voluntary CHINS Services](#) (Form 2240VC).
 5. All case plans must be reviewed, and updated as needed, with the family not to exceed:
 - (a) Six (6) months from the last signed case plan;
 - (b) 30 calendar days from a change in a case plan goal/permanency goal or concurrent goal;
 - (c) 30 calendar days from a change in a placement, including reunification; or
 - (d) 30 calendar days of a change in an identified need, Family Level Objective, or Individual Level Objective.
- B. Out-of-home case plans must include:
1. A copy of the completed child's information sheet (Form 2267) or Youth Information Sheet (2281J) with health care provider information;
 2. An educational plan (if special education services are received this is an IEP or a 504 Plan) or report card in order to document the known educational needs;
 3. An Adult Living Preparation plan for youth age 14 and older with any services needed to help the youth transition to successful adulthood; and
 4. A Bill of Rights for Youth in Care (Form 1960) signed by any youth age 12 or older in an out-of-home placement.
- C. Case plans must address the educational stability [[Policy 1666 Educational Planning for Children in Care](#)] of the child/youth in out-of-home placement.
1. Efforts must be made by the CPSW/JPPO in coordination with the school(s), to maintain the child/youth in the same school district while in out-of-home placement, including arranging for transportation, or
 2. If, despite concerted efforts to maintain the child/youth in their home school district, it is determined to be in the best interest of the child/youth to transfer to another school, the receiving school district should be in close proximity, and
 3. The child/youth is to be enrolled immediately with all required educational records transferred to the receiving school district.

4. All communications, decisions, and actions regarding changes or coordination with the school district(s) are to be documented in the Bridges Case Contact Log.
- D. CPS case plans will be shared with the appropriate family or district court as follows:
1. The completed case plan may be submitted to the court no later than five (5) business days before the [dispositional hearing](#).
 2. Any updates to the case plan should be submitted to the court no later than five (5) business days before the next hearing.
 3. For cases in the post-permanency stage, case plans will be submitted to the appropriate probate or family court no later than five (5) business days before the hearing.
- E. Case plans will be maintained in the paper case file in addition to the electronic version stored in Bridges.
- VII. Once the CPSW/JPPPO and the family have developed the Case Plan together, progress toward goals must be assessed continuously by the CPSW/JPPPO in conjunction with the child(ren)/youth, family, service provider, and other natural supports or individuals party to the case.
- VIII. Closure of a case may be considered with the child/youth and family once the safety issues of the child/youth, family, and community have been addressed and goals have been met.

Procedures

- I. The CPSW/JPPPO must:
- A. Maintain a time-limited and goal-oriented approach to developing the case plan with the family, inclusive of Solution Based Casework;
 - B. Enter the initial case plan and updates into NH Bridges screens;
 - C. Authorize and arrange services for the family by submitting Form 2110, Service Authorization to the Fiscal Specialist;
 - D. Prepare reports for the district or family court and file the reports no later than five (5) business days before any court hearing;
 1. CPS reports include but are not limited to a social study, case plan, and review reports as applicable; and
 2. JJS reports include but are not limited to Pre-Dispositional Investigations, Review Reports, and Violations of Conditional Release, if applicable.
 - E. Submit any forms related to educational planning;
 - F. Review court orders and file documentation in the record;
 - G. Ensure that the child/youth receives routine and specialized health care services;

- H. Make referrals to community agencies as appropriate, e.g. developmental services, parent education classes.
 - I. For children/youth in out-of-home placements:
 - 1. Notify the Fiscal Specialist of any changes in placement status and reassess the placement as well as the educational stability of the placement;
 - 2. Arrange appropriate [visitation](#) for any child/youth in placement;
 - 3. Ensure youth over the age of 14 have a credit report run and that additional supports are identified to assist the youth in reading the report and correcting any inaccuracies.
 - J. Monitor the progress of goal achievement by using recognized tools to complete ongoing assessment of the family/youth's strengths, needs, and risk factors, and document it in the case plan;
 - K. Request the family/youth's signature on the case plan. If a family/youth member refuses to sign the case plan, his or her disagreement must be recorded on the case plan; and
 - L. Provide copies of the case plan to the family, youth, foster parents, residential care providers, and any individuals as court ordered.
- II. The CPS or JJS Supervisor must:
- A. Provide a minimum of weekly supervision for each CPSW I-III/JPPO I-III and a minimum of every other week supervision for each CPSW IV/JPPO IV in compliance with [Policy 1050 Standards of Supervision](#). Minimal supervision requirements may be met through informal case specific discussion as well as regular scheduled supervisory conferences;
 - B. Enter Bridges data documenting supervision;
 - C. Guide the CPSW/JPPO in maintaining a time-limited and goal oriented case plan;
 - D. Be available to meet with the family if necessary to facilitate effective case planning;
 - E. Review the case plan;
 - F. Approve or disapprove the case plan; and
 - G. Monitor case progress.