

# **NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES**

## **Technical Assistance Site Report**

Prepared for South Dakota Department of Social Services  
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## *The Development of the Ongoing CPS Case Management Function*

### Technical Assistance

The South Dakota Department of Social Services requested technical assistance to consider possible enhancements and/or adjustments to their ongoing case management function. It has been determined that changes to the case management process are necessary to adequately address related PIP issues. Technical assistance involved a site visit with a Department workgroup to discuss the goals of the workgroup, status of the work, the identification of areas in need of change and specifically to determine the outcome for technical assistance.

### Site Visit

Todd Holder, Coordinator of Curriculum Design for NRCCPS, met with the Ongoing Case Management (PIP) workgroup on December 14 and 15, 2004. A number of ongoing practice issues were identified by the CFSR and subsequently are now receiving attention within South Dakota's PIP. The specific concerns prompting this request for technical assistance from NRCCPS had to do with the need for increasing family participation in the case planning process, increasing provision of services that are appropriate for addressing identified needs and improving the delivery of ongoing safety management.

To improve the case management function the workgroup identified several goals which included:

- developing a practice protocol for case management;
- articulating federal expectations and requirements for ongoing CPS;
- creating an ongoing case management assessment process that encourages family participation in the case planning process;
- revising case planning documentation that further supports family involvement; and
- writing a curriculum that incorporates adjustments and enhancements.

The workgroup identified what needs to change (based on current practice) in order to achieve desired outcomes. Things in need of change include:

- Centralized oversight at the state office level to effectively coordinate the case management function and help to assure consistency statewide.
- Standardization of case management practice among all of South Dakota's service districts.
- An ongoing assessment process that is integrated with the Initial Family Assessment.
- Greater precision regarding the delivery of ongoing safety management (i.e. provisional protection, continued safety evaluation and planning, integrating safety threats into case planning, evaluating/ measuring progress, etc.).
- Clarity regarding the worker's role during case management
- Improvement of staff skills in effectively engaging families in a collaborative assessment/ case planning process.
- Clear outcomes for ongoing case management.

Technical assistance also included facilitated discussions concerned with criteria for conceptualizing and developing the case management function, defining what constitutes case management effectiveness, consideration of a general framework for the case management process and the identification of activities required for case management model development.

## Next Steps

- A second site visit has been scheduled for February 16<sup>th</sup> and 17<sup>th</sup>, 2005. The purpose for the February site visit is four fold:
  1. To review drafts of case planning documentation;
  2. To review and react to drafted outline of a case management practice protocol;
  3. To begin the process of further fleshing out the specifics of the practice protocol;
  4. To continue discussion regarding an ongoing case management assessment process and consider necessary areas of integration.