

Family Development and Intensive Case Management

Policy: Intensive Case Management is an ongoing system to assist Home Visitors in developing and implementing appropriate case management plans for families enrolled in programs at UMCHS. This includes assistance with both goal setting and indications about how frequently the home visitor may need to have face-to-face contact with the family.

Procedures:

1. At a pre-determined date, the Case Consultation Team of Family and Community Development Director, Mental Health Manager, Nutrition Services Director, Health Services Manager and community partners will review all sorted files to make an assessment of whether the family and/or child appear to be high risk. Based on written information in the recruitment notes, risk factors for each family and or child will be assigned. Team members will complete the attached form on each family
2. Prior to program start-up, the Mental Health Manager and appropriate management staff will meet individually with Child and Family Advocates and Family Advocates to review all high risk families assigned to their classroom or center.
3. In situations where the child is at high risk due to developmental, social-emotional or behavior concerns, as determined by recruitment information or ASQ-SE, the team will also inform staff and assist them in working with the family and the child.
4. Based on the risk factors for a family, a member of the Case Consultation Team or a community partner will be assigned to act as the lead consultant to staff working with the family.
 - a. The assigned lead will be available at designated times to address questions staff have regarding the family situation.
 - i. Separating out issues which need to be addressed
 - ii. How do I approach family in addressing the presented issues?
 - iii. Should we have a family staffing when families have multiple issues
 - iv. Others individualized questions
 - b. The assigned lead will assist staff in getting appropriate resources including people with expertise in other areas, as needed.
5. In order to assist staff in developing and implementing a working plan with the highest risk families, the Family and Community Development Director will access community partners for resources, when appropriate. The agency will access the C.A.R.E. Team and the 0-5 MDT as resources when appropriate. The following list of community partners is not limited to but includes:
 - a. Domestic Violence

- b. Department of Human Services, Child Welfare, Self Sufficiency
 - c. Addiction Treatment
 - d. Mental Health
 - e. Public Health or a medical provider
 - f. Community Action Program
 - g. HUD/Housing
 - h. Safety Net
 - i. WIC
 - j. Domestic Violence
6. Staff can request individual assistance with a family or child at any time by using the agency internal referral form. Education Managers will consult with CFA's on the progress of developing and implementing family plan and assist them in preparing for case consultation with the team.