



## Section 6 – Case Management

## Standard 6.12

### Case Review

The Child Protection Worker/Designate (including Authorized Persons, or Supervisor/Manager) must evaluate and reassess a **Case Plan** every **three (3) months** for every child, youth, young adult or family receiving services through Voluntary Support Services and Agreements (VSA, SSA & ESSA), Plan of Care Agreement (POCA), Supervision Order (SO), Temporary Custody Order (TCO) and Permanent Custody Order (PCO). Moreover, the Child Protection Worker/Designate must complete a review when there are significant changes in the child/youth's circumstances.

If the child/youth is placed out of the home, the Child Protection Worker/Designate **must** assess the possibility of family reunification on an ongoing basis. It is also important to continue assessing if it would be in the Indigenous child/youth's best interests to be placed with their parent(s)/care provider(s)/caregiver(s) or other family members as per **Section 16.3 of the Federal Government's Act respecting First Nations, Inuit and Métis children, youth and families** and **Standard 10.15: Commitment to Indigenous children, youth and families**.

### REFERENCE

*NWT Child and Family Services Act, Section 20(1) (2),*

*Federal Government's Act respecting First Nations, Inuit and Métis children, youth and families, Section 9(1), 10 (1-3), 16(3), 17*

*Child and Family Services Standard 6.6 – Child and Family Services Minimum Contacts*

*Child and Family Services Standard 9.1 – Concurrent Planning for Children and Youth*

*Child and Family Services Standard 9.5 – Long-Term Planning for Children and Youth*

*Child and Family Services Standard 10.15 - Commitment to Indigenous Children, Youth and Families*

*Child and Family Services Standard 10.16 – Requirement to Provide Notice Before Taking a Significant Measure in Relation to an Indigenous Child or Youth*

### PURPOSE

- To ensure the Child Protection Worker/Designate reviews Case Plans and interventions regularly and that these are centred on the best interests of the child, youth or young adult.
- To continue planning for the child/youth's safety and determine whether specific casework activities and interventions outlined in the POCA, VSA, SSA, ESSA, and Case Plan Report have

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made a positive impact and occurred within the specified timeframe.

- Involve a child/youth, young adult, parent(s)/care provider(s)/caregiver(s), extended family, Aboriginal Organizations and Indigenous Governing Bodies and other cultural organizations as required in decision-making processes regarding their circumstances.
- To ensure concurrent, long-term and transitional planning occurs in a timely manner.

### PROCEDURE

#### Responsibilities

##### Child Protection Worker/Designate:

##### **Support Provided to a Family While Accessing Services:**

- Support the family's progress towards achieving their goals for the child/youth's safety and well-being by:
  - Meeting with the family regularly and directly as per **Standard 6.6 Child and Family Services Minimum Contacts** to support them in achieving their identified goals in their Case Plan;
  - Responding to any planned or unplanned changes in the family's circumstances (e.g. birth of a baby, unknown adult moves into the home, a person leaving the home, etc.) or to any significant incidents involving the family;
  - Preparing the family to participate in services;
  - Coordinating and monitoring any community services for the family;
  - Assessing the appropriateness of services for the family;
  - Evaluating progress or barriers to achieving goals and desired outcomes; and
  - Preparing for the child/youth to be returned to the care of their parent(s)/care provider(s)/caregiver(s) or extended family if an out-of-home placement was required.

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### Review of the Case Plan:

- Review and reassess the young adult and family's progress towards the goals outlined in their Case Plan every **three (3) months** or when there is a **significant change** in child, youth, young adult or family's circumstances, including:
  - a change in placement or out of home placement is required (follow process outlined in **Standard 7.1 Placement Priorities for Children and Youth**)
  - when there is a change in family composition or physical/mental health of a family member;
  - a child/youth is returning to the family;
  - before a young person transitions to independent living;
  - a family requests more services or wishes to end services; and
  - when there are changes in the availability of a significant support person(s) or available resources.
- The formal review requires the completion of the following with the young adult and family:
  - Assess the child/youth and their family's strengths and needs using the **SDM® Household Strengths and Needs Assessment (HSNA) form** (to be completed only with those families who are receiving services through a protective intervention (e.g. POCA, SO, and TCO);
  - Review the information collected by service providers regarding the family's progress and engage in joint service planning where this is beneficial;
  - Assess the quality and frequency of family visits if child/youth is in an out-of-home placement;
  - Assess the safety of the environment to which the child/youth is being returned;
  - An updated plan related to the goals and any need for desired changes over the next review period;
  - An assessment of the continued need for ongoing prevention and/or protection services

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as well as the need for reunification or an alternate long-term plan if the child is in an out-of-home placement.

- Consult with the Supervisor/Manager after reviewing and reassessing the **Case Plan, SDM® HSNA**, if applicable, MatrixNT and the hard file to discuss any concerns and progress that that family has made regarding their **Case Plan**. Document your consultation in the **NTHSSA's Supervision Form: Case Management** and then upload a copy of the form in MatrixNT and place a copy of it on the hard file.
- Complete the **Case Review** and document the findings in MatrixNT as a **Case Note** and upload a copy of the completed **SDM® HSNA** and **Case Review** in MatrixNT and place a copy of the forms on the hard file.

### **Reassessment of Case Plan prior to the expiry of the Case Plan:**

- Reassess the young adult and family's progress towards the goals outlined in their **Case Plan thirty calendar days** before the expiry of their **Case Plan**. The reassessment process includes meeting with the young adult, family and all individuals involved, including the child 12 years of age or older (as developmentally appropriate; and/or in a manner that is responsive to their developmental understanding), extended family, support persons, Aboriginal Organization, Indigenous Governing Body, and/or cultural community (if applicable). The reassessment process includes the following:
  - Interacting with the child/youth and seeing the home where the child/youth is residing or the home that the child/youth may be returning to;
  - Documentation of any child/youth protection court activity, if applicable;
    - An analysis of outcomes of all assessments, significant case events, including subsequent child protection investigations and substantiation decisions, as well as a review of the last **Case Plan** in relation to: the child, youth, parent(s)/care provider(s)/caregiver(s)' progress or lack of progress in achieving goals, objectives and activities contained in their last **Case Plan**;
    - An analysis of the young adult's progress or lack of progress in achieving goals, objectives and activities in their last **ESSA Case Plan**.
    - Changes that have occurred involving the most critical risk factors identified

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during the initial or subsequent investigation(s);

- The quality and appropriateness of services, any barriers to service provision and the young adult and family's participation in services; and
- The extent to which a positive support network (formal and informal) is present and used by the young adult and family and/or the barriers in accessing this support.

- Discuss with the Supervisor/Manager the reasons for closing a file and document your consultation in the **NTHSSA's Supervision Form: Case Management** to MatrixNT and place a copy of the form on the hard file.
- Obtain the Supervisor/Manager's approval and signature on the **Case Review**.
- Provide a copy of the **Case Review** to the parent(s)/care provider(s)/caregiver(s), child over 12 years of age or older (as developmentally appropriate; and/or in a manner that is responsive to their developmental understanding) and young adult, upload a copy of the **form** in MatrixNT, and place a copy of it on the hard file within **48 hours** from the date it is approved.
- Document your reassessment and the reason(s) for closing the file in MatrixNT as a **Case Note** and place a copy of the **form** on the hard file.
- Close the file as per **Standard 6.19 Child and Family Services File Management** and update the **Workflow Status** on MatrixNT.

\*See **Standard 7.1 Placement Priorities for Children and Youth**, **Standard 9.1 Concurrent Planning for Children and Youth** and **Standard 9.5 Long-Term Planning for Children and Youth** for additional information about reassessing the placement of Indigenous and Non-Indigenous child and youth.

**Supervisor/Manager:**

### **Support Provided to a Family While Accessing Services:**

- Ensure the Child Protection Worker/Designate meets with parent(s)/care provider(s)/caregiver(s), children, youth and young adult as per **Standard 6.6 Child and Family Services Minimum Contacts** to support them in achieving their identified goals in



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their **Case Plan**.

- Ensure the Child Protection Worker/Designate coordinates and supports the young adult and family in accessing appropriate community services to meet their needs.
- Ensure the Child Protection Worker/Designate appropriately documents their work and client interventions in MatrixNT as a **Case Note** and places a copy of the form on the hard file.

### Review of the Case Plan:

- Ensure the Child Protection Worker/Designate regularly evaluates the young adult and family's progress in achieving their goals and outcomes as outlined in their **Case Plan**.
- Ensure the Child Protection Worker/Designate assesses the safety of the child/youth and before preparing them to return to the care of their parent(s)/care provider(s)/caregiver(s) as outlined in their **Case Plan, Transition Plan, and/or Long-Term Plan**.
- Ensure the Child Protection Worker/Designate properly completes the **SDM® HSNA** as outlined in the **HSNA® Policy and Procedures** on those families who are receiving services through a protective intervention.

### Reassessment of Case Plan prior to the expiry of the Case Plan:

- Ensure the Child Protection Worker/Designate reassesses the young adult and family's progress towards the goals outlined in their **Case Plan thirty calendar days before** the expiry of their **Case Plan**.
- Review and approve the reasons for closing a file with the Child Protection Worker/Designate and ensure they document the consult in the **NTHSSA's Supervision Form: Case Management** and uploads a copy of the form to MatrixNT and places a copy of it on the hard file.
- Review and approve the young adult and family's **Case Review** and ensure the Child Protection Worker/Designate uploads the **Case Review** in MatrixNT and places a copy of form on the hard file within **48 hours** from the date it is approved.
- Review and approve the young adult and family's **Closing Summary** and ensure the Child Protection Worker/Designate closes the file as per **Standard 6.19 Child and Family Services File Management** and uploads the form to MatrixNT while updating the **Workflow Status** on MatrixNT.

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### Ongoing Reassessment of Placement (for children or youth placed out of the home):

- Ensure the Child Protection Worker/Designate reassesses the placement of an Indigenous and a Non-Indigenous child/youth as outlined within **Standard 7.1 Placement Priorities for Children and Youth** and that all procedures are adhered to.
- Ensure the Child Protection Worker/Designate collaborates with the parties involved in the provision of services to address any concerns identified during the **Case Review**.
- Review all open cases with the Child Protection Worker/Designate **once every three (3) months or more frequently** as per the status and complexity of the case.

#### NTHSSA Deputy Director of Practice:

- Ensure that all Supervisors/Managers are aware of and inform Child Protection Worker/Designate of the importance of the **Federal Government's Act respecting First Nations, Inuit and Métis children, youth and families** and its importance on practice.
- Promote practices to ensure adherence to **Standard 6.12 Case Review**.

#### DHSS Director of Child and Family Services or Deputy Director:

- Provide the Regional Health and Social Services Authorities and the Northwest Territories Health and Social Services Authority with a copy of the Community Agreement as per **Section 20(1) and (2) of the Federal Government's Act respecting First Nations, Inuit and Métis children, youth and families**.
- Maintain a list of applicable Aboriginal Organizations and Indigenous Governing Bodies.
- Receive the Quality Reviews quarterly from the Deputy Director of Practice or Designate.

## FORMS

- Form 6.12.1 Case Review
- Form 6.13.1 Closing Summary

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- Form 9.2.1 Transition Plan
- Form 6.2.1 SDM® Household Strengths and Needs Assessment
- Form 10.16.1 Notice of Significant Measure to Parent(s), Care Provider(s) and Indigenous Governing Body/Avis de Mesure Importante au Parent, au Fournisseur de Soins et au Corps Dirigeant Autochtone

### TOOLS

- Tool 6.12.1 Case Plan Evaluation and Assessment
- Tool 6.2.1 SDM® Household Strengths and Needs Assessment Policy and Procedures
- Tool 9.2.1 Elements of a Transition Plan
- Tool 10.15.2 Bill C-92 Compliance Guide for Social Workers and Service Providers  
**Wahkohtowin Law and Governance Lodge**

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