

Module**Objectives**

<p>Module 1: Introduction to Case Management</p> <p>Module Purpose: The purpose of this module is to provide the framework for practice by understanding of the Child Welfare Practice Model and exploring the basic functions of a Case Manager.</p>	<p>Unit 1.1: Review of CORE Unit Overview: The purpose of this unit is to review the concepts and processes learned in CORE training that Case Managers will need in Case Management.</p> <ol style="list-style-type: none"> 1. Identify the key concepts and terminology from CORE. 2. Identify the steps in the Florida Child Welfare Practice Model. <p>Unit 1.2: Overview of the Case Management Process Unit Overview: The purpose of this unit is to explain the case management process within Florida’s Child Welfare Practice.</p> <ol style="list-style-type: none"> 1. Identify and describe the four family engagement standards used for information gathering. 2. Recognize the importance of information collection during the case management process. <p>Unit 1.3: Purposeful Contacts Unit Overview: This unit will provide an understanding of the skills and personal attributes that contribute to building ongoing interpersonal relationships. Participants will begin to understand the key tasks that they need to accomplish during their contacts with parents, children and caregivers.</p> <ol style="list-style-type: none"> 1. Describe the importance of Case Manager’s working relationships with parents, children and caregivers. 2. Identify the policy requirements for contacts. 3. Identify the tenets of purposeful contacts with families. <p>Unit 1.4: Laws, Rules and Policies Unit Overview: The purpose of this unit is to provide Case Managers with an understanding of the legal foundations governing case management.</p> <ol style="list-style-type: none"> 1. Identify and review the laws, rules and policies governing child welfare and case management. <p>Unit 1.5: Understanding Quality Assurance Case Reviews and Family-Centered Practice Unit Overview: The purpose of this unit is to provide participants with an overview of the types of Quality</p>

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	<p>Assurance Reviews that are conducted for case management cases.</p> <ol style="list-style-type: none"> 1. Define child well-being, permanency and safety. 2. Explain the application of family-centered practice during the work of the Case Manager. 3. Identify the different types of quality assurance reviews used in child welfare.
<p>Module 2: Case Transfer</p> <p>Module Purpose: The purpose of this module is to define the process and procedures surrounding the case transfer process.</p>	<p>Unit 2.1: Case Transfer – What is it? Unit Overview: The purpose of this unit is to review the preparation process for ongoing case management in regards to case transfer.</p> <ol style="list-style-type: none"> 1. Explain the primary purpose of an ongoing service case. 2. Identify the skills needed for case transfer. <p>Unit 2.2: Preparing for Case Transfer Unit Overview: In this unit participants will learn about the importance of being prepared for the case transfer process and will walk through the process of receiving a case at case transfer.</p> <ol style="list-style-type: none"> 1. Identify the importance of being prepared for case transfer. 2. Explain how to conduct an analysis of information already known using a case example. <p>Unit 2.3: Case Types Unit Overview: The purpose of this unit is to review the different types of cases that the Case Manager may be involved with.</p> <ol style="list-style-type: none"> 1. Identify Florida’s service array, including the different types of case management cases. 2. Explain the four types of Special Conditions Referrals, including their differences. <p>Unit 2.4: Case Transfer Unit Overview: In this unit participants will review the policies and procedures for conducting a Case Transfer Conference.</p> <ol style="list-style-type: none"> 1. Review the requirements for conducting a Case Transfer Conference. 2. Describe the local case transfer process.

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	<p>Unit 2.5: Out-of-County Service Requests Unit Overview: In this unit participants will review both the state and local policies and procedures regarding out-of-county service requirements.</p> <ol style="list-style-type: none"> 1. Explain the purpose of and process for making out-of-county service requests.
<p>Module 3: Safety Management</p> <p>Module Purpose: This module provides an overview of how Case Managers monitor and manage safety plans within the Child Welfare Practice.</p>	<p>Unit 3.1: Case Manager’s Responsibility for Safety Management Unit Overview: The purpose of this unit is to review the Case Manager’s role and responsibility for safety management after case transfer.</p> <ol style="list-style-type: none"> 1. Explain the Case Manager’s responsibility for safety management after case transfer. 2. Define the key objectives of safety management. <p>Unit 3.2: Managing Safety Plans Unit Overview: This unit provides Case managers with a complete picture of what safety services are, how they can be used to manage danger, and what safety services are available in their local area.</p> <ol style="list-style-type: none"> 1. Identify safety plan management requirements. 2. Explain how ongoing observations of family conditions and dynamics influence safety plans. 3. Identify what safety services are available and how to match services with needs. 4. Identify the safety service providers available in the Case Managers’ local area. <p>Unit 3.3: Modifying Safety Plans Unit Overview: This unit provides an overview of the skills needed for safety plan assessment and modification.</p> <ol style="list-style-type: none"> 1. Explain and demonstrate application of the essential practice skills needed for safety plan assessment and modification. 2. Identify and demonstrate the use of Safety Analysis and Planning criteria. 3. Construct and manage conditions for return.

Module**Objectives****Module 4: Court Proceedings and Staffings**

Module Purpose: This module provides an overview of the court process in dependency cases and provides statutory guidance on each petition and hearing in the dependency process. In addition, this module provides an overview of case management staffings.

Lab 1: Courtroom Testimony

Purpose: The purpose of this Lab is to prepare Case managers for the communication skills that are necessary to demonstrate in the courtroom.

Unit 4.1: Taking Court Action

Unit Overview: The purpose of this unit is to provide a review of the dependency court process and legal requirements for each of the petitions and hearings that are part of the process.

1. Determine when court involvement should be initiated.
2. Identify requirements for reasonable efforts.
3. Explain the four different types of evidence and the standards of proof in judicial dependency cases.
4. Identify and review the dependency court proceedings processes and petitions.

Unit 4.2: Staffings

Unit Overview: The purpose of this unit is to provide a review of the types of staffing that occur during case management.

1. Identify the types and purposes of case management specific staffings.
2. Describe how to prepare for and conduct a staffing.

Lab Purpose: This Lab prepares Child Welfare Professionals for the communication skills that are necessary to demonstrate in the courtroom. This lab includes preparation for testimony, responding to questions in appropriate ways, and understanding the strategies that parent's attorneys will use during cross-examination. This unit also discusses ways in which Child Welfare Professionals can support Children's Legal Services (CLS) as they prepare children for their testimony.

Learning Objectives:

1. Discuss activities necessary for preparation for court testimony.
2. Explain "hearsay" and how this legal term is likely to surface in child welfare hearings.
3. Practice using appropriate responses to questions asked during testimony.
4. Discuss strategies and tactics used in court and demonstrate appropriate responses.

Module**Objectives****Module 5: Out-of-Home Care**

Module Purpose: This module provides an overview of Case Manager's responsibilities when children are placed out of the home.

Unit 5.1: Placement Considerations (Out-of-Home Care)

Unit Overview: The purpose of this unit is to provide basic information on how to make placement decisions for children who are in out-of-home care.

1. Explain case management's role in removals and explain the difference between "emergency" and "planned" placement of children.
2. Discuss the principles to follow and the complex issues that may exist when considering placement.
3. Explain the requirements for a unified home study.
4. Identify the basic requirements of federal laws affecting placement and the Case Manager's responsibility for ensuring compliance.

Unit 5.2: Meeting Children's Needs in Out-of-Home Care

Unit Overview: The purpose of this unit is to provide participants a review of how the needs for children in out-of-home care are addressed.

1. Explain what a Child Resource Record is and case management responsibilities associated with it.
2. Explain what a CBHA is and how it is utilized.
3. List the steps to follow when a child enters care on medication or needs medication while in care.
4. Explain informed consent and what reasonable efforts are to obtain it.
5. Evaluate a medical report to demonstrate knowledge of what needs to be included.
6. Specify information relating to psychotropic medication required to be entered in FSFN.
7. Explain case management's role in children's medical and dental care.
8. Describe Case Management responsibilities regarding education for children in out-of-home care.
9. Explain what an IEP is.
10. Define a surrogate parent and who can be that surrogate.
11. List the steps of reporting a child missing and reporting when a child has returned.
12. Explain reasonable efforts to locate a child.

Unit 5.3: Family Visitation and Maintaining Connections

Unit Overview: The purpose of this unit is to provide participants a review of what family time is, how to assess family time for progress updates, and the importance of maintaining sibling and other connections.

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1. Explain what Family Time is.
2. Demonstrate ability to evaluate frequency and quality of family time.
3. Explain how the Keeping Families Safe Act affects visitation.
4. Identify why sibling visitation is important.
5. Explain the Case Manager’s role in helping a child maintain family and important connections.

Unit 5.4: Transitions and Achieving Permanency

Unit Overview: The purpose of this unit is to help participants understand the type of transitions children in out-of-homecare face and how to help them navigate through the process.

1. Name the different transitions for children in out-of-homecare.
2. Describe how transitions affect the child and caregiver and what a Case Manager’s role is in helping them through transitions.
3. Explain what an exit interview is and how it is utilized.
4. Identify Case Management’s responsibilities when a child is reunified.
5. Explain what a transition plan is.
6. Identify what life skills are and how Case Managers ensure life skills are being provided.
7. List the services available after a child turns 18 and the requirements to qualify.

Module 6: Family Engagement Standards – Preparation and Introduction

Module Purpose: This module provides an overview of the Family Engagement Standards; Preparation and Introduction.

Unit 6.1: Family Functioning Assessment-Ongoing

Unit Overview: The purpose of this unit is to discuss the philosophy behind and the focus of the Family Functioning-Ongoing.

1. Describe the philosophy of the Family Functioning Assessment-Ongoing.
2. Identify the participants who should be included in the Family Functioning Assessment-Ongoing.

Unit 6.2: Overview of Preparation

Unit Overview: The purpose of this unit is to discuss the initial step in the Family Engagement Standard for Preparation.

1. Identify the tasks that must be accomplished during the Family Engagement Standard for Preparation.
2. Review the stages of change and identify the indicators for each stage.

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	<p>Unit 6.3: Overview of Introduction Unit Overview: The purpose of this unit is to discuss the next step in the Family Engagement Standard: Introduction.</p> <ol style="list-style-type: none"> 1. Identify the tasks that must be accomplished during initial contact with the family. 2. Demonstrate using rapport building skills learned in CORE.
<p>Module 7: Family Engagement Standard – Exploration</p> <p>Module Purpose: This module provides an overview of the Family Engagement Standard, Exploration.</p>	<p>Unit 7.1: Overview of Exploration Unit Overview: The purpose of this unit is to discuss the third step in the Family Engagement Standard, Exploration.</p> <ol style="list-style-type: none"> 1. Explain the purpose of the Family Engagement Standard-Exploration and why it is important in the Family Functioning Assessment-Ongoing process. <p>Unit 7.2: Scaling Caregiver Protective Capacities Unit Overview: The purpose of this unit is to discuss the importance of scaling caregiver protective capacities to determine what Case Plan Outcomes will focus on to facilitate change.</p> <ol style="list-style-type: none"> 1. Define the concept of scaling caregiver capacities. 2. Demonstrate the ability to scale caregiver protective capacities using a case example. <p>Unit 7.3: Assessing and Ensuring Child Well-Being Unit Overview: This unit is an overview of the Child Strength and Needs assessment including the information needed to complete the assessment and how to scale a child’s strengths and needs.</p> <ol style="list-style-type: none"> 1. Define the different child strengths and needs indicators. 2. Scale the child strengths and needs. <p>Unit 7.4: Danger Statement, Family Change Strategy and Motivation for Change</p>

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	<p>Unit Overview: The purpose of this unit is to discuss the importance of establishing a danger statement and family goal with the family that will facilitate change.</p> <ol style="list-style-type: none"> 1. Describe what a danger statement is and how to develop one. 2. Describe what a family goal is and how to develop one. 3. Identify how to develop a family change strategy using the danger statement, family goal and motivation for change. <p>Unit 7.5: Information Collection/Domains</p> <p>Unit Overview: The purpose of this unit is to discuss the importance of gathering sufficient information along the domains to inform the FFA-Ongoing.</p> <ol style="list-style-type: none"> 1. Explain how the five worker competencies affect information collection. 2. Demonstrate documentation of the FFA-Ongoing domains.
<p>Lab 2: Engage and Motivate</p> <p>Purpose: This Lab is an in-depth exploration of the Case Manager’s role as a change agent and how they will use engagement skills to achieve the family engagement standards.</p>	<p>Learning Objectives:</p> <p>Unit 2.1: Interviewing During Exploration</p> <p>Unit Overview: In this unit participants will learn motivational interviewing skills that can be used during the exploration stage.</p> <ol style="list-style-type: none"> 1. Identify and demonstrate how to use motivational interviewing techniques to develop discrepancies, create decisional balance, and obtain mutuality. 2. Describe how to evoke change talk to elicit self-motivational statements. 3. Define self-efficacy and identify how to increase self-efficacy in parents. <p>Unit 2.2: Interviewing to Engage and Motivate</p> <p>Unit Overview: In this unit, participants will learn interviewing skills that will help engage and motivate families with the change process.</p> <ol style="list-style-type: none"> 1. Identify the motivational interviewing technique, “Roll with Resistance.” 2. Identify and demonstrate interview techniques that diffuse resistance. <p>Unit 2.3: Follow-up Activity</p>

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	<p>Unit Overview: In this unit, participants will be given a detailed field observation tool to shadow, observe and record interviewing skills they learned in Lab 2.</p> <ol style="list-style-type: none"> 1. While in the field, participants will observe an interview and recognize interviewing skills and techniques learned and practiced in Lab 2.
<p>Module 8: Family Engagement Standard – Case Plan</p> <p>Module Purpose: The development of the Case Plan is the final step in the family engagement standards’ process. This module will allow participants to integrate the knowledge they have learned from the FFA-Ongoing process and develop a strategy for change through the Case Plan process.</p>	<p>Unit 8.1: Building a Case Plan for Change</p> <p>Unit Overview: The purpose of this unit is to teach participants basic components of Case Plans and how to integrate knowledge obtained during the FFA-Ongoing process.</p> <ol style="list-style-type: none"> 1. Identify statutory requirements for the Case Plan goals for children. 2. Review the purpose and outcomes associated with the Case Planning intervention stage. 3. Describe how the FFA-Ongoing informs the Case Planning process. 4. Describe the SMART criteria for outcomes. 5. Evaluate case information to develop Case Plan outcomes. 6. Develop individualized tasks to achieve Case Plan outcomes. <p>Unit 8.2: Addressing Child’s Needs in the Case Plan</p> <p>Unit Overview: The purpose of this unit is to teach participants how to address child’s needs in the Case Plan.</p> <ol style="list-style-type: none"> 1. Describe how to integrate the child’s needs into the Case Plan. <p>Unit 8.3: Concurrent Case Planning</p> <p>Unit Overview: The purpose of this unit is to discuss permanency for children and the need to develop concurrent Case Plans to ensure timely permanency is achieved.</p> <ol style="list-style-type: none"> 1. Explain the permanency options for Florida’s children. 2. Define concurrent Case Planning.
<p>Module 9: Evaluating Family</p>	<p>Unit 9.1: Ongoing Assessment</p>

Module**Objectives****Progress**

Module Purpose: This module focuses on the Case Manager's primary mission of supporting and assessing caregiver progress in achieving change and achieving child well-being, including the child's need for permanency. The evaluation of family progress drives changes to safety plans, achievement of reunification, and the contents of Case Plans (goals, outcomes, tasks, services).

Unit Overview: The purpose of this unit is to focus on the fundamental purposes of ongoing assessment- sufficiency of safety plans, assessment of family change as to caregiver protective capacities, and child functioning (improved well-being including stability in care). This module provides a high level overview of two fundamental methods for documentation of information about the family, including ongoing assessment information: the child's record in FSFN and the formal Progress Update.

1. Identify the purpose of ongoing assessment.
2. Identify and describe assessment activities and skills.

Unit 9.2: Progress Update

Unit Overview: Participants will learn when formal Progress Updates are required, what information must be in the update and for court supervised out of home cases, what Judicial Social Study Reviews (Judicial Reviews) must include. Screen shots from FSFN are shown to give participants a view of the Progress Update functionality, and to begin to understand how information completed in other parts of the child's record will pre-fill the pages. This unit is not expected to result in FSFN proficiency; it is simply a glimpse of functionality related to Progress Update and Judicial Review.

1. Describe the purpose and sufficient information needed to complete a Progress Update.
2. Describe the sufficient information needed to complete a Judicial Review.
3. Explain the assessment of family time.
4. Practice the evaluation of Case Plan outcomes.

Unit 9.3: Modifications to the Case Plan and Family Time

Unit Overview: This session will focus on the fundamental purposes of ongoing assessment- sufficiency of safety plans, assessment of family change as to caregiver protective capacities, and child functioning (improved well-being including stability in care). This module provides a high level overview of two fundamental methods for documentation of information about the family, including ongoing assessment information: the child's record in FSFN and the formal Progress Update.

1. Review the actions that should result from a Progress Update.
2. Describe the reasons for parents not participating in family time or negative child behaviors and possible solutions.

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3. Describe the process for Case Plan modifications.
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