

# BLUE LIGHT TIME

## Case Worker CASE MANAGEMENT REDESIGN



Blue Light are the activities and work that you do each day that provide the most value to our primary customer.

### Engagement with Families



- **Engaging Parent Involvement in Present Danger and Safety Planning:** Transparency is essential so parents fully understand why a plan is needed and how it protects their child.
- **Motivational Interviewing:** Workers utilize Motivational Interviewing to address resistance and ambivalence to change, supporting parents in finding their own motivation for change.
- **Ongoing Assessment and Collaboration:** Initial and ongoing assessments with the parents through home visits and meeting families “where they are at” allow the worker to check progress and adjust plans collaboratively with the parents.
- **Supporting Self-Determination:** Parents are included in identifying next steps and are reminded of their right to self-determination in decision making.

## Present Danger



- **Managing the Immediate Crisis:** Workers focus on the danger directly in front of them, ensuring immediate child safety.
- **Least Intrusive Safety Plan:** Collaborate with families to implement the least disruptive safety plan possible that still controls the danger.
- **Connecting to Supports:** Connecting and communicating with supportive safety services and providers to stabilize families during the crisis.
- **Transparent Communication:** Communication with Parent/Caregiver to ensure they understand the danger situation/incident occurring.

## Danger and Ongoing Safety Assessments



- **Reviewing and Adjusting Plans:** Workers regularly review and assess whether the present danger plan remains stable or needs adjustment.
- **Identifying Impending Danger:** Assess whether impending danger exists and, if so, develop a clear danger statement that is understandable to families.
- **Safety Determination Process:** Walk through the Safety Determination Threshold. If any “no’s” are identified, workers document clear justification for those decisions.
- **Safety Plan Development:** Create a safety plan that controls the identified impending dangers.

## PCFA Process with Families



- **Building Partnerships:** Engage with parents/caregivers to identify and seek agreement on what must change related to child safety.
- **Preparation for Family Meetings:** Prepare for an initial meeting with the family by having a thorough understanding of the dynamics of the case, clear danger statement, and be prepared for parents' questions.
- **Focusing on Behavior:** Discussion is on parents/caregivers' behaviors or patterns contributing to danger, not incidents.
- **Assessing Protective Capacities:** Through discussion, identify enhanced and diminished protective capacities.
- **Individualized Case Plans:** Develop clear, individualized goals that enhance protective capacities and focus on sustainable change.

## PCPA Process with Families & Child and Family Team Meetings



- **Ongoing Assessment of Progress:** Workers evaluate whether parents/caregivers are making measurable progress toward achieving case plan goals and enhancing protective capacities.
- **Assessing Readiness to Change:** Workers evaluate specific indicators of parent change and parent readiness to change.
- **Child and Family Team Meetings:** Hold CFTM's every 90 days at minimum to review case planning, discuss progress towards permanency goals.



## Parent/Child Visits



- **Maintaining Family Connections:** Children, their parents/caregivers, and siblings have the right to family interaction whenever possible to preserve attachment and connection.
- **Supporting Meaningful Visits:** Workers ensure visitation is safe, purposeful, and supports healthy parent-child relationships.

## Engagement with Natural and Family Supports

- **Maintaining Connections:** Workers assess and prioritize maintaining natural and family relationships that reduce trauma and promote stability for children.
- **Expanding Supports:** These connections may include extended family, friends, neighbors, community groups, cultural supports, and spiritual communities. Workers encourage families to strengthen these networks as part of ongoing safety and permanency planning.

## Out of Home Placements



- **Assessment of Caregivers:** Evaluate initial and ongoing ability of alternate caregivers/foster providers to meet the child's needs, including emotional and developmental well-being.
- **Support and Stability:** Communicate with caregivers about their needs and provide assistance, including referrals, to maintain stable placements.
- **Ongoing Safety Monitoring:** Ongoing communication and checking in with safety supports to ensure safety is being maintained, as well as changing the Safety Plan if needed.
- **Parent Engagement in Voluntary Plans:** For voluntary out-of-home placements, maintain ongoing communication with parents to confirm agreement and engagement.



# PROTECTED TIME



A scheduled block of time reserved for the worker to complete necessary documentation, assessments, and referrals that support their blue light and the primary customer.

## FRAME Documentation

- Opening/closing cases in FRAME
- Entering service periods
- Assigning a primary worker
- Entering placements
- Entering/updating permanency goals
- Entering group home approvals
- Entering Independent Living Services
- Completing Case Activity Logs
- Updating demographics

## Completion of Case Management Tools

- Present Danger Assessment & Plan
- Safety Plan
- PCFA (Protective Capacity Family Assessment)
- Case Plan & PCPA (Protective Capacity Progress Assessment)
- Preparing Level of Care (LOC) documents
- Universal Application when needing a higher level of care
- Extra Maintenance Payment (when needed)
- Uploading documents into system

## Court Preparation

- Writing and notarizing affidavits
- Discussions with State's Attorney and Supervisor
- Preparing for testimony

## Windshield Time

- Driving to and from home visits, placements, and safety planning

## Trainings and Meetings

- Case Management call (1.5 hours monthly)
- Training: SFPM 101, Motivational Interviewing, local trainings, conferences
- FSS weekly coaching (when available in zone) – supports fidelity and case movement
- Onboarding training & Child Welfare Certification Training
- Learning new program, practice, or policy updates
- Unit-level updates for situational awareness
- Housekeeping: timesheets, zone cars, etc.

## QA Reviews and CCM Site Visits

- CCM site visits (approx. once every 2 years per zone) – workers and supervisors block time to meet with FSS to discuss cases
- Ongoing QA reviews requiring worker and supervisor participation

# NON-ESSENTIAL RESPONSIBILITIES



Tasks that still need to be completed by the agency but do not necessarily need to be completed by the case worker. It is important to consider reassigning these duties when the worker does not have the capacity to engage in their blue light and protected time.

## WHAT:

Documentation: FRAME entry, initial eligibility paperwork, respite and shelter care referrals, and permanency fund requests.

## WHO:

Each zone will identify a person to approve all financial requests and required paperwork.

## WHAT:

Finding placements for children with unlicensed relative caregivers or licensed foster care providers.

## WHO:

Each zone will identify a "placement coordinator" to offer support to the case worker in locating a placement.



## WHAT:

Transporting parents/children to appointments such as therapy, OT, PT, SP, dental, vision, school, etc.

## WHO:

Parents, relatives, Foster Care Providers/Caregivers, or Human Service Aide

## WHAT:

Relative Search: Seneca, parent locators, social media, ND courts, connect our kids, online obituaries, family search, yellow pages etc.

## WHO:

Zones will work together to identify individuals who have capacity to assist with relative search for their own zone and/or partnering zones.

## WHAT:

Uploading Court Documents: Required to upload case plan, PCPA, safety plan, and placements to Odyssey.

## WHO:

Each Zone will identify an individual from each zone that will upload items into Odyssey.

## WHAT:

Records request: medical, dental, school records, mental health records etc.

## WHO:

Each Zone will identify an individual from each zone that will request records when needed.