

Case Planning Framing Document

In order to maximize success with efforts to continuously improve our case planning practice, it is vital that staff and regional leaders are aligned together in our understanding of what we aim to do and why. This document is to frame the subject for that purpose. Input was received from staff at all levels to ensure it is meaningful to all.

Means versus Ends

We must trust that the best strategy to continuously achieve meaningful case *plans* is to focus on case *planning*, and good case planning will result in more needs met. If we put all of our energy into changing how we write case plans at the expense of focusing on how we practice, we are confusing the ends for the means and our gains will be limited. Improvements to the case plan will flow naturally if:

- ◆ Our primary focus is on how we engage families in the case planning process.
- ◆ We view the case plan as our mutual contract with families, and we use our case plan accordingly during home visits, supervision and case team meetings.

Putting Data into the Proper Context

Data concerning case planning and needs met should be examined for what it reveals about practice. Information gathered from qualitative reviews will also be utilized when evaluating Strategic Plan implementation. We will honor that it is difficult to have our practice interpreted and evaluated, but that we each will strive for learning and use insights to help target improvements in case planning practices. We seek to build trust among each other that we all seek to better our work and the outcomes for the people we serve.

Our Commitment to the Strengthening Families Practice Model is Vital

The lessons taught in Partners in Change, Purposeful Visits and Family-Centered Assessments trainings are the key ingredients for enhancing our practice. To make these real, leadership and staff must all commit to 1) demonstrating the PIC principles in the way we work with one another and with families, and 2) develop concrete strategies to conduct purposeful visits and do family centered assessments. Among our strategies:

- ◆ Through a representative workgroup, we will formally articulate and make visible in our offices the PIC principles and behaviors we believe represent those principles.
- ◆ Our mutual commitment to the core principles of partnership will result in a respectful working environment in which we can rely on our peers and leaders to behave according to those principles and in which we hold ourselves accountable to the same.
- ◆ Development of ourselves as professionals will be supported through supervision that will be strengthened with the help of formal coaching for supervisors and leadership training for managers.
- ◆ We will consider the case plan the foundation for the work we do *with* families in line with how the field of social work stresses the importance of contracting with families. The case plan will be a regular part of home visits, supervision and case team meetings.
- ◆ We will pursue practices that rely on the case plan where it can be used alone, or with additional information, to facilitate communication that is required for critical decision-making whether for legal, treatment or administrative matters.