

**MANUAL FOR CASE MANAGEMENT FORMS**

effective September 16, 1999

**1. INTRODUCTION**

Prior to 1999, service standards for child welfare professionals in Manitoba mirrored the Child and Family Services Act (1986) - that is standards were developed along program lines such as protection, adoption, foster care, child in care etc. The standards manual was lengthy and at times repetitive. Depending on the case designation or situation, a worker had numerous case requirements to follow which could be confusing. It was decided that the standards had to be reviewed.

In 1997, a review of the standards was undertaken with the following objectives:

- to present the standards in a logical and user friendly way
- to eliminate duplication in the presentation of the standards
- to differentiate between those issues which will be defined by required standards and those which will be the subject of recommended procedures
- to write the standards in a way which would facilitate quality assurance review (e.g., measurable)
- to present the standards in a way that they could be adapted to the Child and Family Service Information System (CFSIS) and/or be incorporated into an electronic "Integrated Case Management" system.

A conceptual framework was developed for the creation of the new standards. The decision was made to develop the standards in three themes: case management, service provider and administration. Within the case management standards, the approach was to generate General Standards which would apply to all case categories and Specific Standards would accompany them as required.

The creation of the standards involved the identification of key decisions which were made by workers in each stage of case management. In order to ensure that the standards were outcome driven, four themes were integrated throughout the document: required documentation, type of client contact, time-frames for worker and events requiring consultation or approval by supervisor.

During 1998-1999, draft case management standards and accompanying forms were developed by a working group within Child and Family Support Branch. These were distributed to the field for review and feedback. Working groups representing the private agencies, the regional offices and the First Nation agencies were created to provide constructive feedback to the working group. These standards represent a synthesis of the work and feedback from the various stakeholders in the system namely the field staff, agency management and the Child and Family Support Branch. The work has been extensive and challenging but it represents an innovative approach in Manitoba.