



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES  
**BEHAVIORAL  
HEALTH SERVICES**

Date Issued	3/19/2018	Owner	Dana James
Last Approved Date	8/31/2022	Policy Area	FISS
Effective	9/1/2022		
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Next Review	12/31/2024		

## **FISS #02- Ongoing Case Management Activities (including required contact)**

### **I. POLICY**

The FISS Case Manager will maintain face to face contact at a minimum of every two weeks (every 14 days) with the youth and family to review the presence of any new concerns and the adequacy of the service plan.

### **II. PROCEDURE**

- A. The Initial Family Meeting (IFM), will be conducted within five (5) business dates of initial contact. At the IFM, the written Service Plan will be developed to include:
  1. Goals and projected time-frames for goal completion
  2. Concerns
  3. Needs
  4. Service
- B. The Service Plan will be updated as necessary and uploaded into eWISACWIS. At minimum, the Service Plan will be updated at least every thirty (30) days.
- C. Within ten (10) business days of the IFM, the FISS Case Manager will hold a Team Meeting with the youth, parent/guardian, service contractors, and natural supports as identified by the youth/family. The team will discuss finalization and implementation of the Service Plan.
- D. The FISS Case Manager will maintain face-to-face contact with the youth and family every fourteen (14) days. Once a month a team meeting must be held with youth, family, and at least

one informal or formal team member. The Case Manager will coordinate and evaluate the effectiveness of the service plan. The Case Manager will direct the completion of reassessments and make modifications to the Service Plan as necessary.

- E. On the weeks where there is no face-to-face contact, the Case Manager will contact the family via phone/video conferencing for an update on needs, goals, and services related to the Service Plan.
- F. The Case Manager will encourage the family and all team members to keep all scheduled appointments, home visits, and team meetings. In the event of a missed appointment, the Case Manager will develop a plan with the family to maintain regular contact which could include:
  - 1. Varying the time, location, and days of visits and appointments
  - 2. The Case Manager will make an unannounced home visit and leave written communication at the home if no one is present
  - 3. The Case Manager will consult with their supervisor to discuss alternative strategies for maintaining contact
  - 4. Case closure will be considered if there is no contact with the family for a significant period of time (see *Policy FISS #011- Case Closures*)
- G. If the Case Manager has a planned absence, they will arrange for coverage of home visits, phone contacts, and other case management activities as needed.
- H. The Case Manager must engage in supervision consultation on a weekly basis.

## Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/31/2022
	Brian McBride: ExDir2 – Program Administrator	8/31/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/30/2022
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