Child Welfare –
Targeted Case Management Services

• Services designed to help the child under age 21 and the child’s family gain access to needed social services, health, education and other services identified in the child's service plan.

• Coordinate Services

• Assure continuity of care

• Assess services on a regular basis.
What is Needed to Claim CW – TCM?

• Eligible Child
• Eligible Worker
• Eligible Activities
• Documentation
CW-TCM ASSESSMENTS

You don’t have to see the whole staircase, just take the first step.
Prior to any CW-TCM claims being made there needs to be an Assessment, Case Finding and a completed Case Plan for the child.
CW-TCM Assessment

• Identify eligibility criteria for the child
• Describe child’s family situation
• Explain why CW-TCM services are needed.
Who is Eligible?

• Under age 21, and
• Enrolled in MA or Minnesota Care, and
• Meet at least one of the following criteria:
  • At risk of placement or in placement or,
  • At risk or experiencing maltreatment or,
  • In need of protection or services.
Discussion Point

• I have been assigned a new case, and have met with the child and family. The child is eligible for CW-TCM services.

• What needs to be entered into SSIS on the CW-TCM eligibility screen?
Supplemental Healthcare Eligibility
Supplemental Healthcare Eligibility

<table>
<thead>
<tr>
<th>CW-TCM Eligibility</th>
<th>Annual Review Date</th>
</tr>
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<tbody>
<tr>
<td>CW-TCM assessment</td>
<td></td>
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<tr>
<td>Date the child is</td>
<td></td>
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<tr>
<td>At risk of placement or is in placement:</td>
<td></td>
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<td></td>
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<tr>
<td>In need of protection or services:</td>
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</tbody>
</table>
CW-TCM Eligibility

CW-TCM is available to children on MA or MinnesotaCare who have been assessed by the certified CW-TCM provider to be at-risk of out-of-home placement or in placement (as defined in Minnesota Statutes, § 260C.212, subd. 1).

CW-TCM is available to children on MA or MinnesotaCare who have been assessed by the certified CW-TCM provider to be at risk of maltreatment or experiencing maltreatment (as defined in Minnesota Statutes, §626.556, subd. 10e).

CW-TCM is available to children on MA or MinnesotaCare who have been assessed by the certified CW-TCM provider to be in need of protection or services (as defined in Minnesota Statutes, § 260C.007, subd.).
Supplemental Healthcare Eligibility

Assessing CW-TCM begins by selecting the Date the child meets one or more of the three assessment criteria in blue text.

1. Select a service plan
2. Why the child meets CW-TCM eligibility
   - The child is in need of protection and services due to neglect as the child, age 5, had been left alone overnight without supervision.
3. Service plan date auto fills to start date

Table:
- CW-TCM Eligibility
- Annual Review Date
- CW-TCM Assessment
  - Date the child is:
    - At risk of placement or is in placement
    - At risk of maltreatment or is experiencing maltreatment
    - In need of protection or services
- CW-TCM service plan:
  - The services to be provided for CW-TCM are specified in the client's service plan
  - Service Plan Type: CW-TCM Service Plan
  - Service Plan Date:
- CW-TCM Finding:
  - The child is in need of protection and services due to neglect as the child, age 5, had been left alone overnight without supervision.
- CW-TCM Effective Dates
  - Start Date: 8/19/2014
  - End Date:
- TEFRA override dates
  - Start Date:
  - End Date:
- Work group:
CW-TCM Case Finding

• Identifies reason child meets CW-TCM eligibility and services needed

• Assessment and case finding can be combined in one sentence.
CW-TCM Assessment and Case Finding

The Assessment statement indicates the reason the child is eligible. The CW-TCM Finding indicates why case management is necessary.

Both can be documented in one statement. This text is required to Save the screen.
Examples of Case Findings
Case Findings Meeting Criteria

• The child is in placement after police were called to the home due to a domestic argument between the mother and her boyfriend. The child is on a 72-Hour Police Protective Hold.

• The child experienced maltreatment when his father struck him in the head resulting in facial bruising and a black eye.

• The five year old child is in need of protection and services due to neglect after a finding that he was left home alone overnight.
Case Findings Not Meeting Criteria

• The child has behavioral issues at school and has been isolated at home.

• The county received a maltreatment report and an assessment will be completed.

• The agency will make medical and social service referrals, monthly contacts, and monitor services.

• The parent is chemically dependent and needs chemical dependency treatment.
Service Plans
Service Plan Requirements

Individual Service Plan

1) Each child has their own services in plan
2) The plan be identified as the CW-TCM Plan
3) The plan must be signed by parent or guardian, or must be ordered by the court,
4) The Status field on the Setup tab of the plan should reflect ‘Active’ in SSIS.
To complete the CW-TCM Service Plan section:

- Select the identified CW-TCM Service Plan in the Service Plan Type field.
- Enter the date the plan was completed and made Active in SSIS in the Service Plan Date field.
Select the service plan that is identified as the **CW-TCM Plan**.
CW-TCM Service Plan Requirements

- Identifies why the child is in need of CW-TCM services
- Goals to be achieved
- Specific services to the child
- Action steps
- Timelines, and
- Person responsible.
On the Setup tab, select “yes” in the CW-TCM? field to ensure your OHPP plan is identified as CW-TCM.
CW-TCM Service Plan must be reviewed annually in order to be renewed for the Child. Right-clicking on the Annual Review Date tab and selecting New CW-TCM Review Date opens the screen to enter this annual data.
The CW-TCM plan is an option for workers. Another plan can be used as long as the elements (highlighted) are in the plan. For example, when using a Family Assessment or Child Protective Service plan, each child must be identified and have their own individual goals.
Discussion: Case plans should be Family focused or Child focused?
CW-TCM Contacts

✓ **Client Contact**
  Face-to-face Contact as Completed, not just attempted

✓ **Collateral Contact**
  Face-to-face Contact as Completed, not just attempted

✓ **Child in Placement 60 miles or more from agency/tribal border**
  Telephone contacts for 2 months, then Face to face must occur for further claims to continue.
Face to Face Contact with Child

How often does child have to be seen?

Every month if child is in placement, regardless of the distance.

~Minn. Stat. 260C.212.subd.4

Can just the collateral contact be seen if child is not in placement?

Although a claim can be made for a collateral contact child needs to be seen to monitor and evaluate progress of goals.
Documentation of Contact

✓ Identify name of child the contact involves
  - Select the Child in the regarding field.

✓ Must be about the child; not only the parent
  - Relates to the services to achieve goals of case plan.
  - Specific enough to determine who, what, where, when and why of the contact.
Always select the Child(ren) the Contact involves in the Regarding field.
Tips for a Quality Caseworker visit

• Prepare for the visit with the child/ Identify priorities for the visit

• Observe/discuss well-being needs. Physical health, Education, Mental Health

• Identify people the child can talk to if they don’t feel safe. Pay attention to safety at every contact with a child

• Listen, follow-through and be honest in conversations
Case Worker Visits

• Developmental progress of the child

• Case planning. Re-evaluate whether the services the child is participating in continue to meet their needs. Conversation with the child.

• Balance individual alone time with child/observations and caregivers
This writer met with Bobby and her mother, Jill, at the family home. Bobby’s school attendance has improved in the last month. Jill has been looking for a dentist for Bobby and worker provided a list of MA dentists in the area for them to utilize. Jill discussed her transportation issue in getting to her mental health appointments, and we discussed options on the bus line and arrangements for possible respite for Bobby on those days.
Contact that does not meet statutory requirements (MN statute 256B.094)

• This worker met with the mother and she expressed an interest in getting help for her drug use. Mother will follow up with CD worker for a rule 25 assessment.

• Attended the TPR hearing.

• Drove child to school.
A Face to face Contact must be “Completed” for a valid claim. Location indicates where the Contact took place. For children in foster care the majority of visits are to be at the Child’s residence.
The following Brass codes enable CW-TCM claiming:

- **104** – Child Protection Investigation
- **107** – Child Welfare Assessment
- **108** – Family Assessment Response
- **109** – Concurrent Planning Assessment
- **192** – Family Assessment Case Management
- **193** – General Case Management
- **492** – Child General Case Management
- **592** – Child (<21) DD Non-Waiver Case
### CW-TCM time record requirements

<table>
<thead>
<tr>
<th>Eligible Staff Activity Time records</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services</strong></td>
</tr>
<tr>
<td>104 Child Protection Investigation</td>
</tr>
<tr>
<td>107 Child Welfare Assessment</td>
</tr>
<tr>
<td>108 Family Assessment Response</td>
</tr>
<tr>
<td>109 Concurrent Planning Assessment</td>
</tr>
<tr>
<td>192 Family Assessment Case Management</td>
</tr>
<tr>
<td>193 General Case Management</td>
</tr>
<tr>
<td>492 Child General Case Management</td>
</tr>
<tr>
<td>592 Child (&lt;21) DD Non-Waiver Case Management</td>
</tr>
<tr>
<td><strong>Activities</strong></td>
</tr>
<tr>
<td>7 Client contact</td>
</tr>
<tr>
<td>8 Collateral contact</td>
</tr>
<tr>
<td>15 CW-TCM eligible contact 60+ mi from cnty. border</td>
</tr>
<tr>
<td><strong>Contact Status</strong></td>
</tr>
<tr>
<td>2 Completed</td>
</tr>
<tr>
<td><strong>Contact Method</strong></td>
</tr>
<tr>
<td>1 Face to face</td>
</tr>
<tr>
<td>2 Phone</td>
</tr>
<tr>
<td>Phone is only valid if Activity is 15 (CW-TCM eligible contact 60+ mi from cnty border)</td>
</tr>
</tbody>
</table>
External Placement Worker

When agencies place a child out of the county or tribal border or out of state

• When a child is placed out of state through the Interstate Compact Placement of Children (ICPC), agencies must enter the contact for non-employees that meet with the child.

• An agency cannot claim CW-TCM for an External Workers contact.
External Workers

You may contact your SSIS Mentor for assistance when setting up the External Worker.

The External Worker’s Contact is recorded and agency reports will not indicate a missed visit.

(SSIS Time Entry of External Workers)
The county the child is from receives the contact notes from the supervising agency and with the security function "enter another persons time" uses the activity log to enter the contact into SSIS.
Dual Case Management
Documentation in Case plan

**Documentation Regarding Child:**

- Why does the child need two services?
- What services will each worker provide?
- How will coordination of services and communication between workers occur?

**Documentation Regarding Workers:**

Roles of case managers need to be clearly defined and distinct. Reference the Minnesota Health Care Programs (MHCP) Provider Manuel. Duplicate services are disallowed.
Children with a disability are not automatically eligible for CW-TCM. The agency's assessment determines if the child meets one of the three statute requirements for eligibility. The agency’s Case finding statement indicates the eligibility and need for services.
MN Statutes

• At risk of out-of-home placement, or in placement as defined in Minnesota Statutes, section 260C.212, subdivision 1, or (This statute covers the required elements in the out of home placement plan.)

• At risk of maltreatment, or experiencing maltreatment, as defined in Minnesota Statutes, section 626.556, subdivision 10e, (after assessment or investigation agency determines whether services are needed to address safety, and the risk of subsequent maltreatment.)

• In need of protection or services as defined in Minnesota Statutes, section 260C.007, subdivision 6 (defines specific areas where child is in need of protection including (4) is without the special care made necessary by a physical, mental, or emotional condition because the child's parent, guardian, or custodian is unable or unwilling to provide that care;)


CW-TCM, DD & MH-TCM

- **Developmental Disabilities (DD)**
  Related to disability diagnosis.
  - Rule 185

- **Mental Health–Targeted Case Management (MH-TCM)**
  Related to mental health diagnosis.
  - Minn. Stat. 245.4871

- **Child Welfare–Targeted Case Management (CW-TCM)**
  Related to CW service eligibility criteria.
  - Minn. Stat. 260.C
Eligibility under MN 260C.007 subd. 6

- Sexually Exploited Youth
- Habitual Truant, as defined by statute
- Runaway
- Delinquent, as defined by statute
- Mental deficiency, incompetent to proceed in a delinquency proceeding
**CW-TCM Claimable Activities**

- **Assessment**
  Assessment of needs after eligibility assessment is complete.

- **Service Plan**
  Development, completion and review of the written service plan.

- **Meetings with Family**
  Face-to-face contact with child and/or family or other relevant person to child such as foster parent, therapist.
Non-Claimable
CW-TCM Activities

- Foster Care Placement Activities
- Legal Services
- Duplicate Services
  Services that duplicate the same service from another case manager.
- MA Funded Facility (Includes Rule 5 Facilities)
  EXCEPTION: 30 days prior to discharge is claimable for planning purposes. This exception is limited to 2 instances per year.
Can CW-TCM claims be made in Family Assessments and Family Investigations?

If I monitor a supervised visit or attend court with my client is that claimable?

Refer to

Minn. Stat. 256B.094 subd. 8

(in effect since 1993)
Why Claim CW-TCM?

✓ CW-TCM is a reimbursable Medicaid service
✓ Revenue source for counties and tribal agencies
✓ Money may be used to maintain and/or expand designated preventative services
✓ Money can fund positions.
Discussion Point

What are the consequences if invalid claims are found in an audit?

Last Federal Audit – 118 claims were reviewed.

$3.5 Million
CW-TCM Policy Questions:
• Luke Simonett, 651-431-4528
  Luke.Simonett@state.mn.us
CW-TCM Bulletin 17-68-17

Medicaid Questions:
• Provider Call Center: 651-431-2670

SSIS Questions:
• Have your SSIS Mentor or Coordinator contact the SSIS Help Line at:
  • 651-431-4801
  dhs.ssisshelp@state.mn.us