



Minnesota Department of **Human Services**

Child Welfare – Targeted Case Management (CW-TCM)

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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



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.

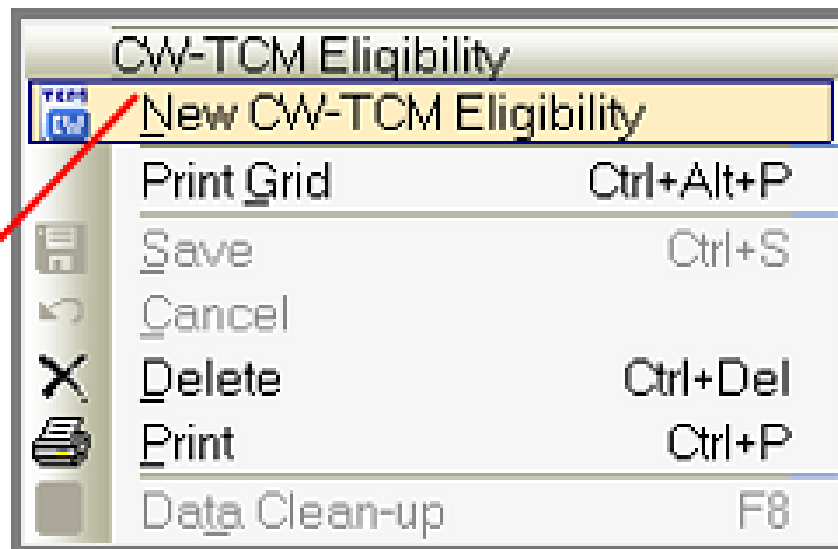
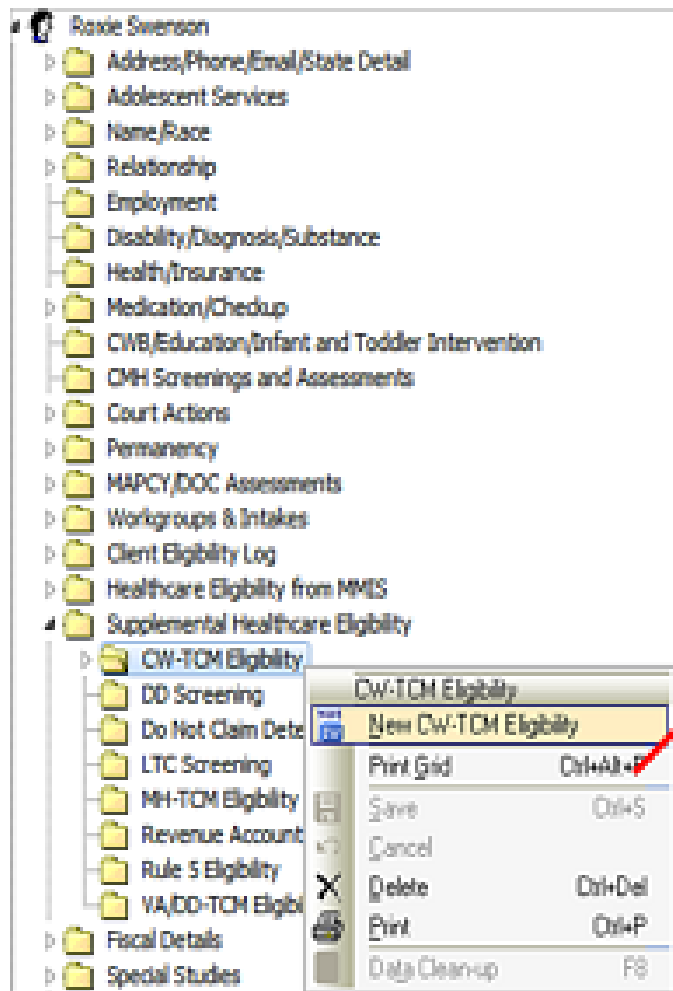
Who is Eligible?

- 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

CW-TCM Eligibility Annual Review Date

CW-TCM Assessment

Date the child is :
[At risk of placement or is in placement:](#) 0
[At risk of maltreatment or is experiencing maltreatment:](#) 0
[In need of protection or services:](#) 0

CW-TCM service plan

The services to be provided for CW-TCM are specified in the client's service plan

Service Plan Type: 0
Service Plan Date: 0

CW-TCM Finding

Johnny, age 5, was left alone at night without supervision.

CW-TCM Effective Dates

Start Date: 0 End Date: 0

TEFRA override dates:

Start Date: 0 End Date: 0

Workgroup

0




Assessing CW-TCM begins by selecting the Date the child meets one or more of the three assessment criteria in [blue text](#)

Select a service plan

Why the child meets CW-TCM eligibility

Service plan date auto fills to start date

Supplemental Healthcare Eligibility

CW-TCM Eligibility	Annual Review Date
CW-TCM assessment	
Date the child is :	
<u>At risk of placement or is in placement:</u>	<input type="text"/>  0
<u>At risk of maltreatment or is experiencing maltreatment:</u>	<input type="text"/>  0
<u>In need of protection or services:</u>	<input type="text"/>  0

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. 4**).

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 screenshot shows a web-based form for CW-TCM assessment. It has two tabs: 'CW-TCM Eligibility' (selected) and 'Annual Review Date'. The 'CW-TCM Assessment' section contains three dropdown menus: 'Date the child is : At risk of placement or is in placement:', 'At risk of maltreatment or is experiencing maltreatment:', and 'In need of protection or services:'. The 'CW-TCM service plan' section includes a text box for 'The services to be provided for CW-TCM are specified in the client's service plan', a 'Service Plan Type:' dropdown, and a 'Service Plan Date:' dropdown. The 'CW-TCM Finding' section is a large text area, which is circled in red. Each dropdown menu has a small red 'e' icon next to it.

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 must have their own service 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.

CW-TCM Service Plan

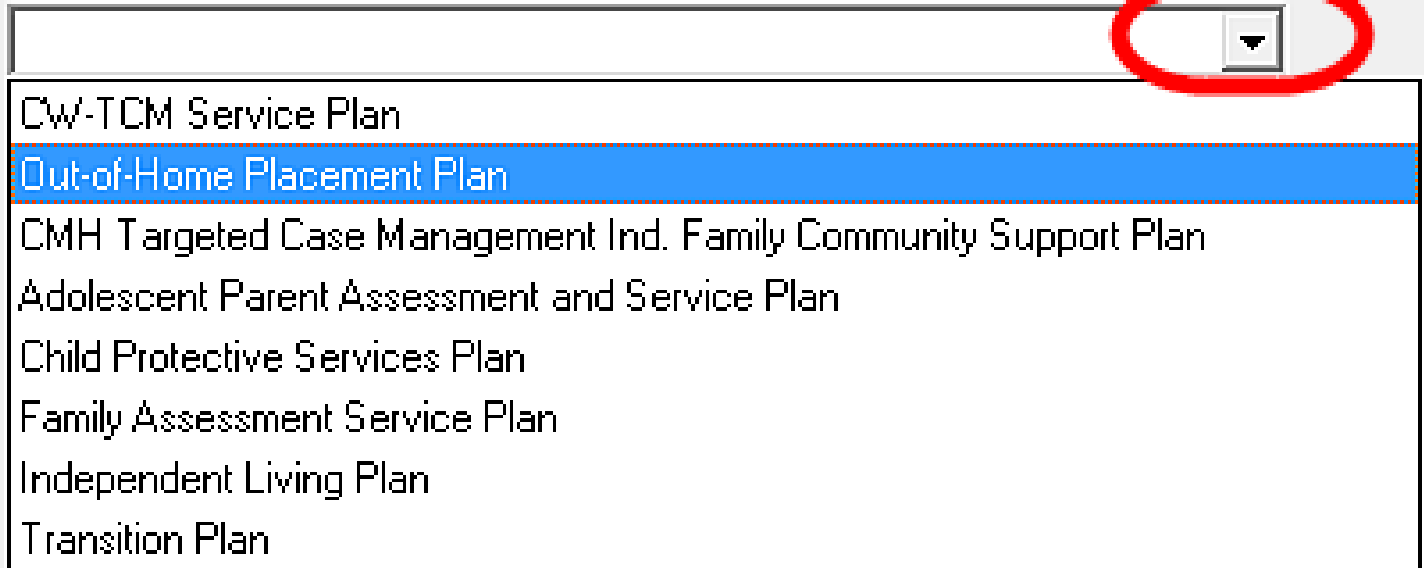
The screenshot shows a web form titled "CW-TCM Eligibility" with a sub-section "Annual Review Date". The "CW-TCM Assessment" section contains three dropdown menus: "Date the child is :", "At risk of placement or is in placement:", and "At risk of maltreatment or is experiencing maltreatment:". Below these is the "CW-TCM service plan" section, which is circled in blue. It contains the text "The services to be provided for CW-TCM are specified in the client's service plan" and two dropdown menus: "Service Plan Type:" and "Service Plan Date:". Both dropdown menus are circled in red. The "CW-TCM Finding" section is partially visible at the bottom.

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.

Service Plan Type Field

Service plan type:



A screenshot of a software interface showing a dropdown menu. The label 'Service plan type:' is on the left. The dropdown menu is open, displaying a list of service plan types. The second option, 'Out-of-Home Placement Plan', is highlighted in blue. A red circle highlights the dropdown arrow icon in the top right corner of the menu box.

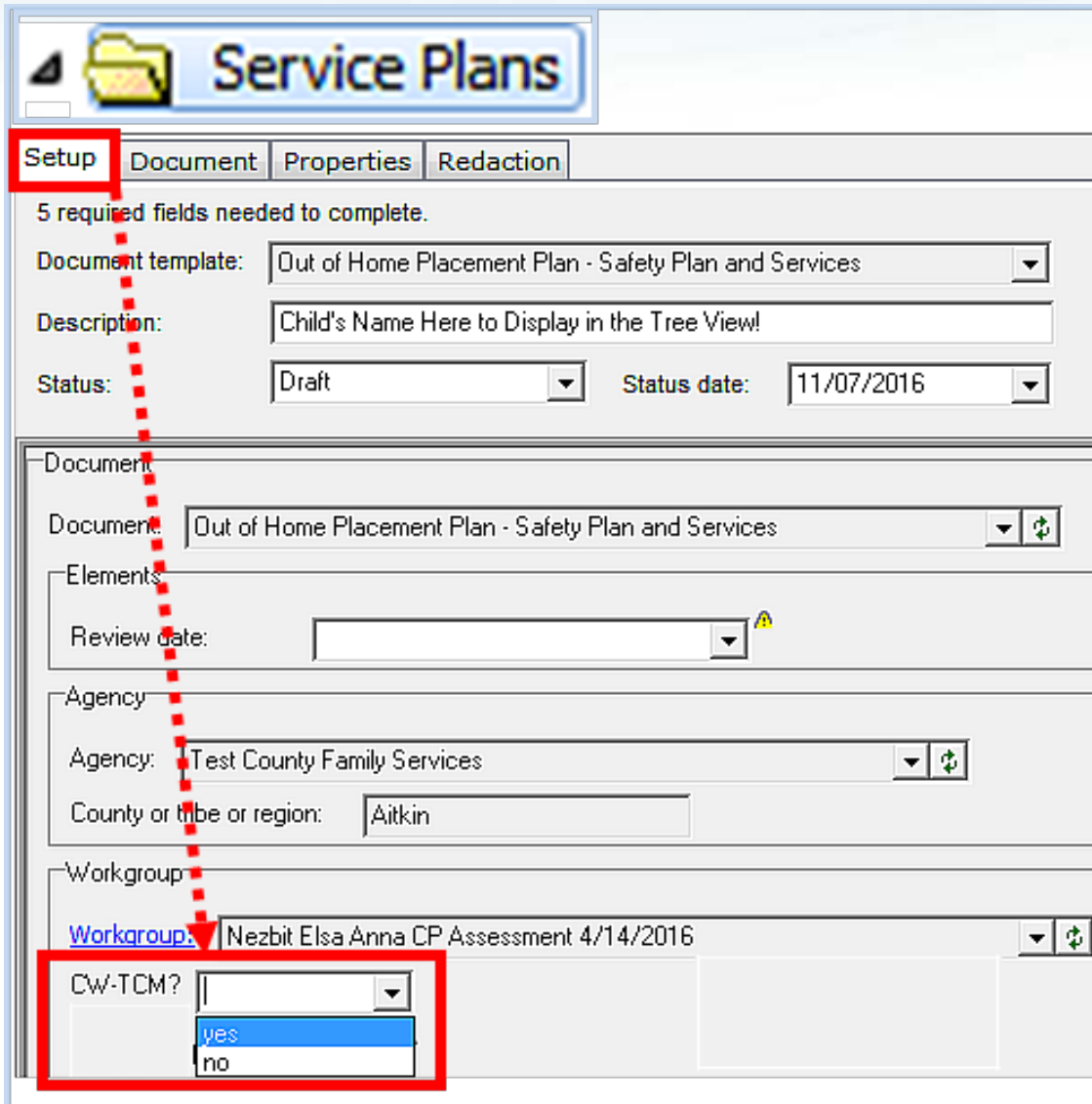
- CW-TCM Service Plan
- Out-of-Home Placement Plan
- CMH Targeted Case Management Ind. Family Community Support Plan
- Adolescent Parent Assessment and Service Plan
- Child Protective Services Plan
- Family Assessment Service Plan
- Independent Living Plan
- Transition Plan

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.

Service Plans Setup Tab



Service Plans

Setup | Document | Properties | Redaction

5 required fields needed to complete.

Document template: Out of Home Placement Plan - Safety Plan and Services

Description: Child's Name Here to Display in the Tree View!

Status: Draft | Status date: 11/07/2016

Document

Document: Out of Home Placement Plan - Safety Plan and Services

Elements

Review date:

Agency

Agency: Test County Family Services

County or tribe or region: Aitkin

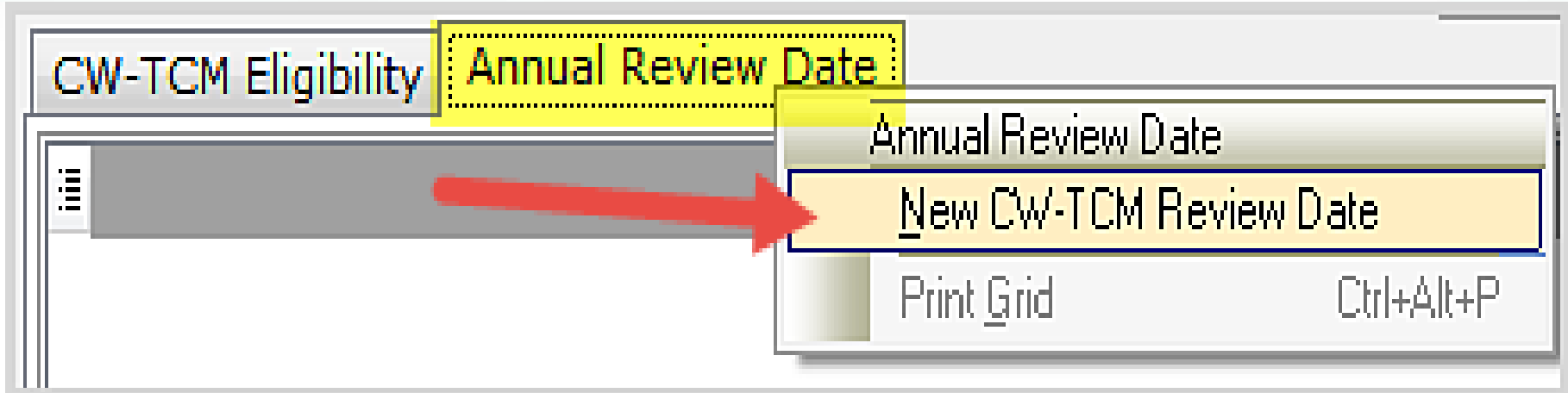
Workgroup

Workgroup: Nezbit Elsa Anna CP Assessment 4/14/2016

CW-TCM?

On the Setup tab, select “yes” in the CW-TCM? field to ensure your plan is identified as CW-TCM.

Annual Review of CW-TCM in SSIS



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.

Copy CW-TCM Questions to FA/CP Plan

Minnesota Department of Human Services
CW-TCM Service Plan

Family Name: Nezbit Elsa Anna 226919559	County Case #:
Child: Amy Johnsen	Date of Birth: 04/01/2015
Plan Dates: 11/01/2016 - 05/01/2017	Next Review Date: 02/01/2017
Worker Name: Angela Walswick	Worker Phone: (651)431-4793

Parent / Legal Guardian Information

Name

- Hans Carcel
- Kristin Johnsin
- Luke Simonett

Identify the reason the child is in need of CW-TCM services:

Goals to be achieved:

Specific services to be provided to child:

Action steps:

Timelines:

Person responsible:

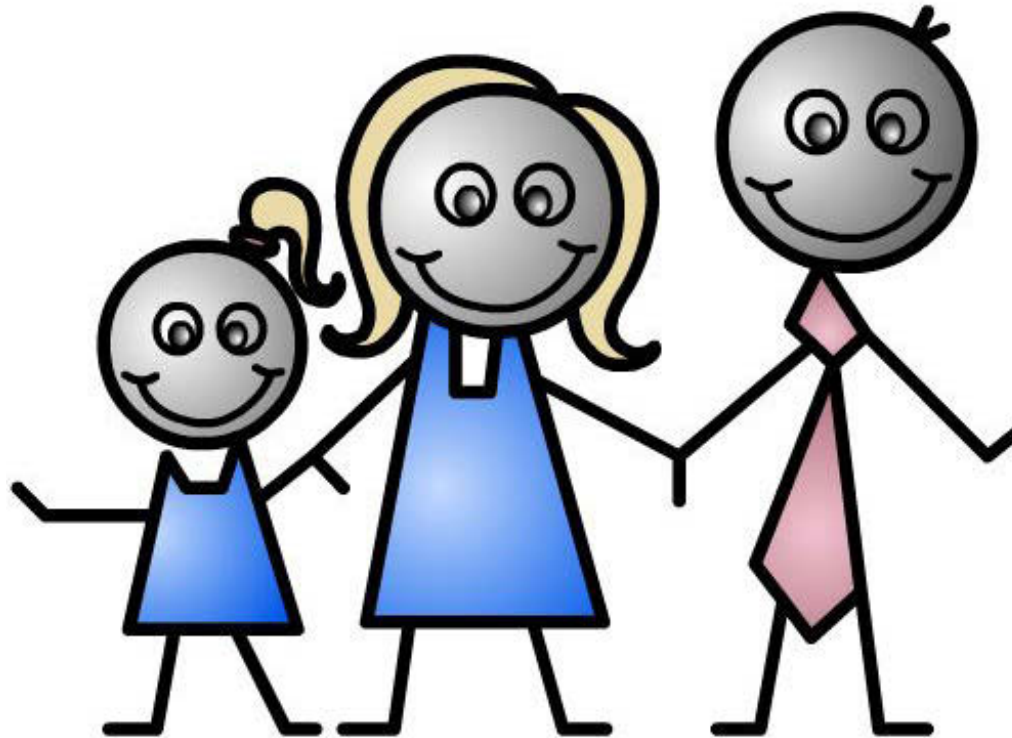
Signatures are required from people responsible to achieve goals.

Signatories

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, you can copy the highlighted into your plan.

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.

Contact Note - Complete Entry

Date: 11/1/2016 02:00 PM

Activity

Workgroup: Nezbit Elsa Anna CP Assessment 4/14/2016 Caseload

Program: 110 - Child Protective Services a# No. of Persons: 1

Service: 193 - General Case Management

County sub-service:

Activity: Client contact

Duration: Hr. 1 Min. 0

Regarding:

Elsa Anna Nezbit

Allocate Time

Note:

E ALWAYS complete Case Noting from this NOTE box within a New Activity! Separately entered case notes permit no billing to occur, nor do they permit the caseworker to run reports on the time they have entered from General Reports.

Contact:

Purpose: Text here displays under Description column in Chrono grid

Status: Completed Attempted

Contact With: Add

Method: Face to face 4

Location: Child's residence

Elsa Anna Nezbit
 Dr Sheldon Cooper
 Luke Simonett
 Olaf Sven Nezbit

Always
select the
Child(ren)
the
Contact
involves
in the
Regarding
field.

Good Contact Documentation

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.

Poor Contact Documentation

- 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.

Contact Entry – Status and Location

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

Date: 11/1/2016 02:00 PM

Activity

Workgroup: Nezbit Elsa Anna CP Assessment 4/14/2016 Caseload

Program: 110 - Child Protective Services No. of Persons: 1

Service: 193 - General Case Management

County sub-service:

Activity: Client contact

Duration: Hr. 1 Min. 0

Cnty Acctg:

Regarding:

- Ainsley Hope Nezbit
- Maia Rae Nezbit
- Emma Brooke Nezbit
- Hans Kristoff Carcel
- Elsa Anna Nezbit
- Olaf Sven Nezbit
- Amy Lilith Johnsen
- Kristin Johnsin

Allocate Time

Note:

E Monthly Case Worker Visit to child

Contact:

Purpose: CW-TCM Monthly CW Contact

Status: Completed Attempted

Method: Face to face

Location: Child's residence

Contact With:

- Olaf Sven Nezbit
- Amy Lilith Johnsen
- Kristin Johnsin
- Dr Sheldon Cooper

CW-TCM Brass Service Codes

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

-Activity

Workgroup: Nezbit Elsa Anna CP Assessment 4/14/2016

Program: 110 - Child Protective Services

Service:

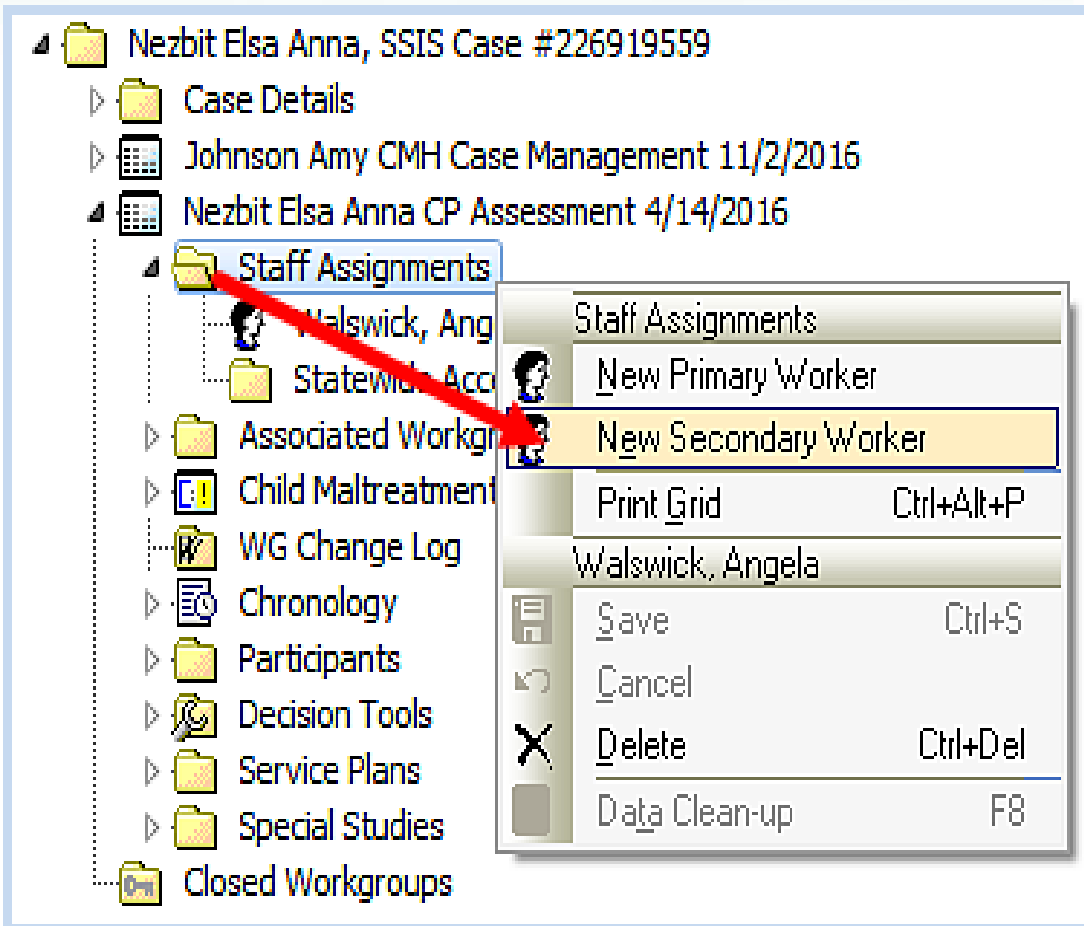
Code	Service Description
101	Information and Referral
102	Community Education and Prevention
104	Child Protection Investigation
107	Child Welfare Assessment
108	Family Assessment Response
109	Concurrent Planning Assessment
111	Mental Health Screening
116	Transportation
119	Court-Related Services and Activities
121	Legal Services
155	Individual Counseling
156	Group Counseling
158	Approved Pilot Projects
161	Family-Based Crisis Services
164	Family Assessment Response Services
165	Services for Concurrent Permanency Planning
166	Family Group Decision Making
192	Family Assessment Case Management
193	General Case Management
198	Licensing and Resource Development

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



(SSIS Time Entry of
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.

Contact by External Case Manager

Date: 11/16/2016 11:00 AM

Activity

Workgroup: Nezbit Elsa Anna CP Assessment 4/14/2016 Caseload

Program: 110 - Child Protective Services a# No. of Persons: 1

Service: 193 - General Case Management

County sub-service:

Activity: Client contact

Duration: Hr. 2 Min. 0

Regarding:

- Ainsley Hope Nezbit
- Maia Rae Nezbit
- Emma Brooke Nezbit
- Elsa Anna Nezbit
- Olaf Sven Nezbit
- Amy Lilith Johnsen

Allocate Time

Note:

E Monthly Caseworker Visit reported by External Case Manager Mary Wilson.

Contact:

Purpose: CW-TCM Monthly CW Visit by External CM Mary Wilson

Status: Completed Attempted

Method: Face to face

Location: Child's residence

Contact With:

- Olaf Sven Nezbit
- Amy Lilith Johnsen
- Kristin Johnsin
- Dr Sheldon Cooper

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 Manual. Duplicate services are disallowed.

Each service program must have a separate file (workgroup) with all the required documentation.

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**

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.

Discussion Points

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)

Benefit of CW-TCM Claims

- ✓ 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.

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?



\$3.5 Million

Last Federal Audit – 118 claims were reviewed.

DHS Bulletins for CW-TCM

2014 Bulletins

[Children's Services \(Including Title IV-E\) \(68\)](#)

- | | |
|--------------------------|--|
| 14-68-20 | CW-TCM Policy Guidelines
Child Welfare-Targeted Case Management (CW-TCM) requirements for counties and contracted vendors. 12/9/14 |
| 14-68-21 | CW-TCM Policy Guidelines
Child Welfare-Targeted Case Management (CW-TCM) requirements for tribal social service agencies. 12/9/14 |

Resources and Questions

CW-TCM Policy Questions:

- **Luke Simonett, 651-431-4528**
Luke.Simonett@state.mn.us

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.ssishelp@state.mn.us