



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.

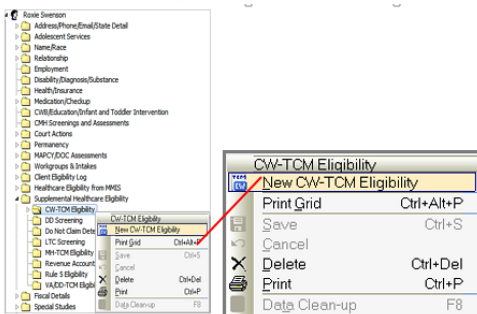
Who is Eligible?

- 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

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 :

At risk of placement or is in placement: Ⓢ

At risk of maltreatment or is experiencing maltreatment: Ⓢ

In need of protection or services: Ⓢ

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

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:

Service Plan Date:


CW-TCM 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

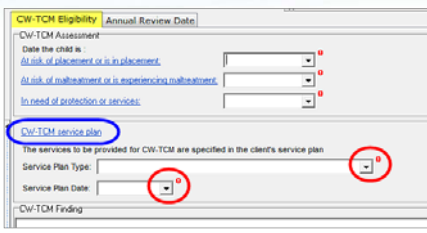


Service Plan Requirements

Individual Service Plan

- 1) Each child 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



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: ▼

- 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**.

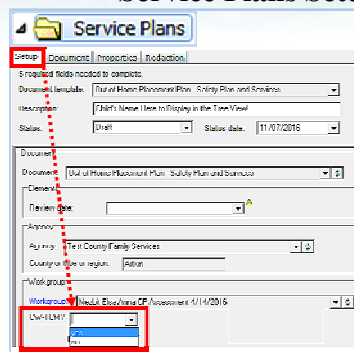
CW-TCM Service Plan Requirements

- 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.

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Service Plans Setup Tab

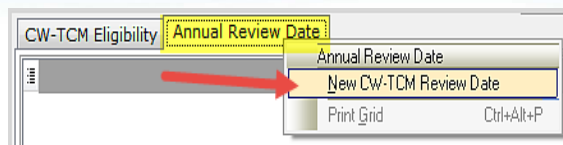


On the Setup tab, select "yes" in the CW-TCM? field to ensure your plan is identified as CW-TCM.

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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.

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Copy CW-TCM Questions to FA/CP Plan

Missouri Department of Children Services
CW-TCM Number Page

Family Name: Harold Ethelinda Lopez-Harris	County Case #
Client: Anna Johnson	Date of Birth: 04/01/1978
Case Status: Child in Placement - 04/01/2017	Case Reference Code: 0001100107
Case Manager: Angela Brown	Phone Number: 00014214793

Parent's Legal Guardian Information

Name

Address

City

State

Zip

Relationship to Child as in case of CW-TCM activities

Consent to be interviewed

Consent to be provided to child

Action steps

Comments

Person responsible

Department and individual from person responsible to achieve goals

Department

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

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

The screenshot shows a software interface for entering contact information. The 'Date' is 11/17/2016 at 5:20 PM. The 'Activity' is 'Client contact'. The 'Status' dropdown is set to 'Completed' and the 'Location' dropdown is set to 'Child's residence'. The 'Method' is 'Face to face'. The 'Contact With' list includes 'Daf Green Heald', 'Angi Lill Johnson', 'Kaitlin Johnson', and 'De Shalton Cooper'.

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

Contact by External Case Manager

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) (88)

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

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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

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