

Implementing



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Definition: Identifying and applying the most effective and culturally appropriate services, resources and processes to meet the goals established in the planning stage timely.

“The role of the caseworker is to collaborate with the individual or family in developing plans and selecting services that will best facilitate change...Case management emphasizes decision-making, coordination and provision of services. Caseworkers collect and analyze information, arrive at decisions at all stages of the casework process, coordinate services provided by others, and directly provide supportive services.”

– D. DePanfilis and M.K. Salus, *Child Protective Services: A Guide for Caseworkers*, U.S. Children’s Bureau, 2003

“Implementation is a process, not an event. Implementation will not happen all at once or proceed smoothly, at least not at first.”

– Dean Fixsen, Sandra Naoom, Karen Blase, Robert Friedman and Francis Wallace, *Implementation Research: A Synthesis of the Literature*, University of South Florida, 2005

Ideal	Developmental	Unacceptable
When a need is identified, promptly facilitates service referrals and linkages on behalf of the family, with the family’s knowledge, input and, whenever possible, agreement.	Inconsistently or only in certain contexts facilitates service referrals and linkages on behalf of the family and with the family’s knowledge and agreement.	Provides resource information but does not facilitate service referrals and linkages on behalf of the family.
Appropriately shares information with providers in order to implement services. This includes the family’s presenting issues and progress, the agency’s assessment results, and the family’s goals and desired outcomes.	Sometimes provides a written and/or verbal referral outlining the presenting issues, the agency’s assessment results, and the family’s goals and desired outcomes. Inconsistently obtains the family’s agreement prior to sharing referral information with the provider.	Fails to notify the service provider of the agency’s assessment results and the reasons for the referral.
When transferring cases to a new caseworker, plans the transition with the family in a manner that is least disruptive to the family. Schedules at least one warm hand-off meeting, during which presenting issues, assessment findings, service goals, and desired outcomes are discussed. Uses implementation strategies that are strength-based, that consider	Inconsistently plans transitions with the family. Sometimes conducts warm hand-off meetings with the family and the new caseworker. Inconsistently discusses the presenting issues, assessment findings, service goals, and desired outcomes with the family. Sometimes uses implementation strategies that are strength-based.	Provides insufficient or no information to the family about the transfer of the family’s case to a new caseworker. Uses implementation strategies that are deficit-based or punitive and that exacerbate problems related to past or present trauma.

Family Case Planning

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past or present trauma, and that contribute to building resilience.	Inconsistently considers past or present trauma.	
At each contact, reviews the safety plan (if applicable) with the family and the responsible person to ensure that the plan is being implemented and is effective. Works jointly with the family to identify solutions and make appropriate adjustments to the safety plan, as needed.	Inconsistently reviews the safety plan (if applicable) or inconsistently helps the family and responsible person to identify solutions. Inconsistently makes appropriate adjustments to the safety plan, as needed. Does not review the safety plan with the family.	Does not help the family develop solutions or make appropriate adjustments to the safety plan, as needed.
At each contact, reviews the family case plan with the family and discusses successes and barriers experienced in completing the plan activities and objectives.	Inconsistently reviews the family case plan with the family and discusses successes and barriers experienced in completing the plan activities and objectives.	Reviews the family case plan only at required 90- and 180-day reviews and/or may provide insufficient detail about the plan activities and objectives.
At the family's request, the caseworker makes contacts with other community stakeholders on the family's behalf.	Sometimes responds to the family's requests to contact other community stakeholders on their behalf.	Does not respond to the family's requests for agency assistance in contacting community agencies on their behalf.
Effectively uses supervision routinely throughout the case to discuss progress and barriers toward achieving case goals and closing the case.	Sometimes uses supervision to review the dynamics of cases and identify steps needed for case closure. Or uses supervision only to discuss the status of compliance measures and not the overall case.	Only discusses case closure with the supervisor when the case may be ready to close.
Progressively moves cases to a least restrictive involvement so they can be closed when safety and risk concerns are mitigated and permanency goals are achieved.	Sometimes closes cases once safety and risk concerns are mitigated and permanency goals are achieved.	Does not close cases once safety and risk concerns are mitigated and permanency goals are achieved.

**Adapted from Ohio Practice Profiles, Revised 02/2019, ODJFS*