



## Introduction

Chapter 1 contains foundational (provincial) case management standards. They apply to the delivery of service by mandated child and family services agencies and, with respect to non-agency adoption services, to licensed adoption agencies

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## Chapter Content

The foundational standards in this chapter are divided into six sections as follows:

- Section 1 – [Intake](#)
- Section 2 – [Assessment](#)
- Section 3 – [Planning](#)
- Section 4 – [Service Provision](#)
- Section 5 – [Evaluation](#)
- Section 6 – [Service Completion](#)

## Legislation

[Section 7](#) of *The Child and Family Services Act* lists the duties of child and family services agencies.

The [Adoption Regulation](#) contains detailed requirements for the delivery of adoption services by child and family services agencies and licensed adoption agencies.

## Policy

As with many other jurisdictions, Manitoba has adopted a case management approach to the delivery of child and family services (including adoption services).

Child Protection Branch has adapted the core competency-based training program developed by the Institute for Human Services at Ohio State University for use in Manitoba. The case management standards in this chapter are generally consistent with the curriculum.



## **Standards**

Case management is a systematic approach to managing the provision of services to individuals, families and children.

[Need for Case Management Standards](#)

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[Case Management Themes](#)

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### **Need for Case Management Standards**

Case management standards help to ensure that agency workers, supervisors and managers:

- identify the needs of individuals, families or children requesting or requiring services and match them to available services and resources
- coordinate the delivery of services in an effective and efficient way
- follow a consistent process in delivering services

These standards were developed over time and reflect the current wisdom in the field. Agency staff and managers are encouraged to test them and recommend revisions that will improve them.

### **Case Management Stages**

The case management process involves six interconnected and overlapping stages starting at intake and concluding with service completion.

While specific issues are to be considered at each stage of the case management process and information recorded in the same way, the methods used to collect that information and work with the child or family may vary depending on the individual, community or culture.

### **Case Management Themes**

These standards are based on four themes or criteria as follows:

- response time
- client contact
- discussion with or approval by a supervisor
- documentation



## Levels of Risk to Children

Child and family services agency workers and supervisors are expected to assess the level of risk to children throughout the case management process to determine the priority that should be given a case. This begins with the [Safety Assessment](#) at intake when presenting issues indicate that a child is at risk of suffering harm or injury and may be in immediate need of protection

Response-time and client-contact standards are based on levels of risk to children as follows:

**High Risk** – A child is likely to be seriously harmed or injured, subjected to immediate and ongoing sexually abuse, or be permanently disabled or die if left in his or her present circumstances without protective intervention.

**Medium Risk** – A child is likely to suffer some degree of harm if he or she remains in the home. Intervention is warranted. However, there is no evidence that the child is at risk of imminent serious injury or death.

**Low Risk** – The home is safe for children. However, there are concerns about the potential for a child to be at risk if services are not provided to prevent the need for protective intervention.

**No Risk** – The home is safe for children and there are no indications of potential risk to a child.