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|  | <b>STATE OFFICE for SERVICES<br/>to CHILDREN and FAMILIES</b><br><br><b>CLIENT SERVICES MANUAL I</b><br><br>ISSUED BY: Field Operations<br><br>EFFECTIVE DATE: January 2, 1996 | NUMBER: I-B.3.1                 |
|   |  | SECTION: B. Case Management     |
|   |  | SUBSECTION: 3. Service Planning |
| <b>SUBJECT: 1. Service Plans</b>  |  |                                 |

Interpretation: Executive Assistant,  
Field Operations

Approval: *Diana Roberts*  
Assistant Administrator,  
Field Operations

## PURPOSE

**413-040-000** The purpose of these rules is to define the minimum requirements for developing and maintaining a service plan. The service planning process requires that the worker and family identify the key problem issues facing the family, determine the objectives to be achieved and agree upon the action to be taken.

**Statutory Authority: HB2004**

**Stats. Implemented: HB2004**

## POLICY

### DEVELOPING A SERVICE PLAN

**413-040-010 (1)** The initial service plan shall be developed and carried out through a process which assures that the client/family will have to relate to the fewest persons necessary to provide services.

**(2)** In all cases a minimum of one face-to-face client interview shall be made in order to develop the service plan. When a service plan is in effect, contact with the client/family shall be maintained as prescribed in the service plan with at least one face-to-face contact made per month and recorded in accordance with policy I-1.2, Narrative Recording.

**(3)** Family members (including children who are old enough) to whom the social service plan is primarily addressed shall be given an opportunity to participate in its development, and to discuss their options in participating in the plan. All service plans developed must be available to the parents.

**(4)** The parent or guardian shall participate in developing and reviewing services planned when the service is directed toward specific behavior problems of a minor unless the service pertains to an exception in statute. (See I-B.2.1 for the statutory exemptions, i.e., diagnosis and treatment of venereal disease of children 12 years of age and older; referral of minors 15 years of age and older for pregnancy termination; surrender of parental rights by minors; services to minors who are legally emancipated.)

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(5) In all cases an evaluation shall be made to determine if a family or family member is entitled to special handling under the Indian Child Welfare Act or the Refugee Act. (See I-E.1.1 and I-E.1.2.)

(6) A service plan shall be revised and recorded in accordance (1) through (5) of this rule at any time there is a substantial change in a service objective or the planned services.

**Statutory Authority: HB2004**

**Stats. Implemented: HB2004**

#### **TIME FRAMES FOR SERVICE PLAN DEVELOPMENT**

**413-040-020 (1) Preventive/Restorative and Protective Services.** A social service plan shall be developed within 30 calendar days after the completion of the written assessment. An exception is made in instances when the extended assessment is required and approved by the supervisor. In those instances the service plan shall be developed within 30 days of completing the extended assessment. A new or revised service plan shall be developed with families within 30 calendar days following a child's return home from substitute care.

**(2) Substitute Care.** A social study and a service plan (as required by PL 96-272) shall be developed within 60 calendar days from the date of placement.

**Statutory Authority: HB2004**

**Stats. Implemented: HB2004**

#### **REVIEW REQUIREMENTS**

**413-040-030 (1) Frequency of Reviews.** A review of the service plan must be completed by the worker:

(a) When a plan has been in effect for six months from the date of the last plan;

(b) Whenever the program classification is changed.

**(2) The service plan review shall include:**

(a) A face-to-face interview with the parent(s) or family covering a review of the objectives of the plan;

(b) A determination of the progress toward achieving each objective;

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- (c) A determination of any further services to be provided by the agency;
- (d) The necessary service plan revisions when further services are planned; and
- (e) Recording in accordance with policy I-I.2, Narrative Recording.

(3) If the parent(s) or pertinent family member(s) is not available to participate in a service plan review, an explanation shall be recorded in the case record.

**(4) Supervisory Review:**

(a) Supervisory review is required in each case where no significant progress toward achieving the service plan objectives has been made during a three month period and further services are planned. The service worker shall be responsible for submitting these cases to the supervisor for review. The purpose of the review will be to assist the worker in reviewing:

- (A) All available resources;
- (B) Alternative service strategies; and to
- (C) Evaluate whether services should be continued.

(b) Supervisors shall review all cases which have received continuous services for a 12 month period.

(c) The supervisor shall document completion of a review by entering "Reviewed" plus date and initials on the respective service plan narrative.

**Statutory Authority: HB2004**  
**Stats. Implemented: HB2004**