

Title: Case Plan Reviews
Issued By: Case Management Services
Applies To: Program Services Department

I. POLICY STATEMENT

Covenant House Vancouver (CHV) conducts regular case reviews to ensure that the goals and objectives outlined in the youth's case plan continue to be appropriate. Case reviews are the responsibility of the Case Manager, working collaboratively with all staff involved in the case plan.

II. OVERVIEW

Youth have aspirations for themselves that do not include living on the streets. Youth made decisions for a variety of reasons that brought them to the streets, but this does not speak to their long-term intentions. They need support and assistance to develop the skills and knowledge to reach their full potential, and to mature and learn from their mistakes in a safe environment.

When a youth seeks help and support voluntarily, it signals that they are ready to begin making positive changes. At this stage, achieving their goals will be much easier. It will be more difficult when a youth is forced or feels forced by external pressures to comply with program goals and objectives that do not match what the youth believes to be their goals and objectives.

III. PURPOSE

- A. To ensure that case plans continue to be relevant and appropriate.
- B. To ensure the success of youth in meeting their service objectives while at CHV.

IV. PROCEDURE

- A. Case plan reviews are part of, but not exclusive to, the following –
 - 1. Case review meetings and case conferences;
 - 2. Case Management Team (CMT) meetings;
 - 3. Complex case rounds with Inner City Youth Mental Health Team (ICYMHT);
 - 4. Formal internal consultations;
 - 5. Informal internal consultations;
 - 6. External agency consultations;
 - 7. Shift change; and
 - 8. File reviews.

- B. Case Managers identify the need for, make arrangements for, and facilitate appropriate file reviews for their assigned youth –
 - 1. In the Crisis Shelter Program, at first discharge and every third discharge;
 - 2. In the Rights of Passage Program, as required and at discharge; and
 - 3. In the Community Support Services, as required.
- C. Youth Workers may request a file review at any time. Case Managers must consider the following –
 - 1. Needs of the youth;
 - 2. Purpose of the request; and
 - 3. Appropriateness of the file review. (*Refer to the Rights of Passage Policy on File Management, PM007*)
- D. The Manager of Case Management Services will determine the format for file reviews that Case Managers will use for presentations at case review meetings.
- E. Case review meetings (CRM) will be facilitated by Program Manager or Designate.
 - 1. The assigned Case Manager will present the initial case plan of the youth;
 - 2. When requested by the Case Manager or Youth Worker, the Case Manager will present and review the subsequent case plan of their assigned youth; and
 - 3. Minutes of the CRM will be taken by any staff in attendance and a copy will be emailed to appropriate individuals.
- F. Review the overall care of a youth in a timely manner. Include the input of active program staff identified in case plans in consultation with program professionals.
- G. Consider the views and opinions of youth during decision-making meetings and case plan reviews. Youth Workers shall present and advocate for the views and opinions of the youth.
- H. Explain to the youth the outcomes of file reviews, when appropriate. Outcomes shall be—
 - 1. Implemented into case plans and strategies as soon as possible; and
 - 2. Documented in the youth's file.