

Therapeutic Case Manager

ROLES AND RESPONSIBILITIES

PURPOSE

Therapeutic Case Management (TCM) and the integration of mental and behavioral health services are core components of the Therapeutic Foster Care Model.

When children are in therapeutic foster care settings, the therapeutic case manager (TCM) supports the TFC resource parents and the youth with the daily implementation of the youth's treatment plan. The TCM also helps facilitate the ongoing engagement of the youth's family with whom the child may be reunified.¹

Therapeutic case managers work with the TFC parent(s), the youth, the youth's parent(s) and family members, service providers, schools, and other agencies to coordinate services from multiple providers and funding streams into an integrated plan of care. These services are provided to the youth while in the TFC home and remain in place upon the youth's reunification with their parent(s) and family.

Primary Role

Therapeutic case management is an intensive, high touch model of case management in which frequent in person and virtual contacts occur throughout the week based on need. Responsibilities of Therapeutic Case Managers include:

- Work with the child, the TFC resource parent(s), youth's parent(s) and family members; and other members of the service team to develop an individualized integrated care plan.
 - Assists with navigating the service system and gaining access to services
 - Secures/manages funding for services
- Conducts frequent contacts with youth, TFC Family, youth's parent(s) and family.
- Functions as a support with the youth, TFC family, youth's family, school, and others identified as part of the youth's team.
- Provides oversight and monitoring of ongoing services; monitors youth's progress towards goals in the care plan; works with the youth's team to modify goals and services; coordinates new services as needed.
- Assures necessary medical/mental/behavioral health; health supports; social; educational; and other services follow the youth regardless of custody status.
- Monitors the ongoing health, safety, and wellbeing of the youth while in the TFC home and continues to work with the youth and youth's family after reunification occurs.
- May coordinate and facilitate child and family team meetings.
- Report participation data monthly to the ACFS Program Manager, including but not limited to the following:
 - Number of children served
 - Indication of whether they are served in a rural or urban community
 - Status of youth
 - Number admitted and discharged
 - If discharged, reasons
 - Critical incidents, including child abuse reports and outcomes, if available; hospitalizations; police charges; and media events.

¹ State Practices in Treatment/Therapeutic Foster Care, U.S. Department of Human Services, Office of the Assistant Secretary for Planning and Evaluation. April 2018

Strategies and approaches

The therapeutic case manager is typically a Targeted Case Manager (TCM). The TCM and the HHS SW2 Social Work Case Manager (SWCM) work closely together to coordinate services, align goals, and to ensure there is not duplication of services or of effort.

The therapeutic case manager ensures a seamless transition of services as youth transition back to their family home. Services that are “wrapped around” a youth in the TFC setting follow the youth to their family home as reunification with their family occurs.

Resources

The Therapeutic Case Manager (TCM) will have a reduced caseload to ensure adequate monitoring and the expectation of providing frequent in person and virtual contacts with the youth, the TFC Resource Parents, the youth’s parents, and others. Caseload size should average no more than 10 youth.

The Therapeutic Case Manager will receive weekly supervision to assist them in navigating resources and to support the TCM as they provide ongoing, frequent monitoring to these youth, the TFC family, and the youth’s family. Supervision will also be available at any time when challenges/crisis arise.