



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 level of priority that should be given a case. This begins with a safety assessment at intake when presenting issues indicate that a child is at *high 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 permanent 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.