

Case Management Activities

Introduction Agencies will provide client and family-centered case management services to AFLP clients in accordance with the AFLP Standards and Scope of Work. Services are to be provided in a culturally, linguistically, and developmentally appropriate way.

AFLP BAU and AFLP Only case manager caseloads, including exited clients, throughout any one month shall be between 40 and 50 clients per one full-time equivalent (FTE) case manager (or as negotiated in the agency's Memorandum of Understanding for participation in the federal evaluation, when applicable). Agencies must notify the Maternal, Child, and Adolescent Health (MCAH) Program Consultant if caseloads drop below 40 to inform of the situation and provide a plan of action to address the ratio.

AFLP PYD caseloads, including exited clients, throughout any one month shall be between 20 and 25 clients per one FTE case manager. Agencies must notify the MCAH Program Consultant if caseloads drop below 20 to inform of the situation and provide a plan of action to address the ratio.

Each agency will provide the following for each client:

- Intake
- Comprehensive Baseline assessment (CBA)
- Re-assessment(s)
- Individual Service Plan (ISP) or Care Plan/My Goal Sheet (for PYD only)
- Referrals for needed services
- Face-to-face contact with clients in accordance with the agency's and State MCAH's policies and procedures
- Quarterly home visits
- Advocacy and support
- Monitoring of the client's progress and changing needs
- Evaluation of client's progress and continued need for services
- Quarterly contact with collaterals or service providers

Comprehensive Baseline Assessment (CBA) Each agency will complete a CBA for each AFLP client and maintain the CBA in the client record meeting the following requirements:

- AFLP BAU and AFLP Only: As of July 2015, the CBA must be

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completed within 90 days of the client's consent to participate and must include a home visit to assess a client's living environment.

- AFLP PYD: As of July 2015, the standardized PYD CBA must be completed within 60 days of the client's consent to participate and must include a home visit to assess a client's living environment.
- For clients who exited the program and are requesting re-entry within six months, the CBA must be updated.
- For clients who have exited the program and are requesting re-entry and more than six months have lapsed, a new CBA must be completed.

The AFLP CBA should include, but is not limited to, the following elements:

- Breastfeeding
- General health
- Exercise and nutrition
- Family planning
- Early and consistent prenatal care
- Age appropriate immunizations
- School attendance, when appropriate
- Pregnancy, labor, birth and postpartum, as applicable
- Education achievement
- Life skills
- Employment/job training
- Fatherhood, as applicable
- Psychosocial (basic needs including financial/legal, drug and alcohol history, mental health history)
- Healthy lifestyle choices
- Healthy parent –child and peer relationships
- Safety/violence/abuse
- Index child, as applicable
- Parenting education/child development, as applicable
- Strengths, social programs/special interests and support systems
- Date, name, title, and signature of case manager completing the assessment

AFLP PYD agencies and AFLP BAU agencies will use a standardized CBA provided by MCAH.

Individual Service Plan (ISP)*

The ISP integrates all of the assessments into a goal-oriented, measurable strategy unique to each client for the purpose of supporting the client to achieve the four goals of the AFLP:

***For AFLP PYD Agencies the Care Plan replaces the ISP. See 500-10 of the P&P for details about the Care Plan.**

- Improving the health of the client
- Completing high school or its equivalent
- Avoiding repeat teen pregnancy
- Accessing needed services for the client or client's child

The ISP specifies goals, objectives, services, activities, timelines, progress, and roles of client and case manager relative to the unique needs of the client. The ISP will define specific activities that will be completed by the client and case manager. The case manager will monitor and evaluate progress of the goals and objectives in the ISP.

An ISP will be in place for each AFLP client. A copy of the ISP, signed by the client and case manager, will be in the case file and given to each client.

The ISP must be:

- Goal-oriented
- Completed within 90 days of the client's consent to participate in the program
- Completed in a face-to-face contact with client
- Reviewed and revised at least quarterly
- Developed by the case manager in collaboration with the client in the client's primary language, when possible
- Include a plan for transitioning from the program as appropriate.

Comprehensive Reassessment

The comprehensive reassessment of the AFLP client will be updated no less than annually. For AFLP Only, the reassessment will include elements contained in the CBA.

For AFLP PYD and BAU, the standardized Youth Outcome Assessment will be used for reassessment every six months from enrollment.