



Case Management – Direct and Indirect Services

	Activity Title	Activities Included
Direct	Case Conference about Family(D)	Includes any direct (face to face) contact with support providers, schools etc., regarding the family when the family is not present.
	Case Conference with Family(D)	Includes any direct (face to face) contact with support providers, schools etc., when the family is present.
	Connecting to Community Resources(D)	Any contact you make with resources applicable to family intervention and treatment plan.
	Crisis Support(D)	To be used if you are providing unscheduled support to your family for a specific situation.
	Family Skills(D)	When you are working with the family to teach, coach and/or model skills.
	No Show(D)	If your family doesn't cancel a visit within a reasonable time frame: 1 hour if cancelled within 24 hours of the appointment
	Parenting Skills(D)	When you are developing and teaching parenting skills with your families. 1:1 time with the parents.
	Phone Call(D)	To be used when you have a phone call with or about a family (with family, community resource etc.)



	Treatment Planning and Assessment(D)	Developing and updating family Service Plans, complete assessment tools. Case Review and 1:1 supervision about a family.
Indirect	Activity Title	Activities Included
	Consultation(I)	Supervisor consultation and when you are conversing with a colleague about families or work-related items. Supervision that is not about a specific family and family related conversations with peers.
	Paperwork(I)	To be used to document progress of family – Case notes. To be used to document your time spent completing non-family related paperwork (i.e. time sheets, family log, mileage, checking emails, etc.).
	Phone Call(I)	To be used when you are engaged in a non-family related phone call (i.e. colleague).
	Preparation(I)	To be used when you are preparing to attend a scheduled family visit (i.e. planning family visit agenda, getting ready to leave).
	Travel(I)	Used for any work associated travel.