

Difficulty Engaging the Parent(s)

When there are situations where the parents are unable or unwilling to engage, or the case manager and the parents disagree about the reason for the agency's involvement or what needs to change, it is the ongoing responsibility of the case manager to exhaust all efforts to move the case forward and to continue to actively seek the parents' involvement.

The case manager will continue to make diligent efforts to engage the parent/legal guardian(s) in the following ways:

- Work diligently to identify and overcome the barriers to participation
- Frequently and actively re-invite the parent/legal guardian(s)' participation
- Continue to work towards establishing a partnership by stating the need for parent/legal guardian(s)' perspectives, ideas and input.
- Obtain and review all relevant documentation for family strengths that might be the basis for further exploration with the family
- Interview other persons who know the parent/legal guardian(s) to elicit their suggestions for engaging the parent
- Obtain professional assessments and evaluations
- Obtain professional input as to engagement approaches, such as use of a substance abuse, domestic violence advocate or mental health professional.

When a parent/legal guardian(s) is incarcerated, the case manager will attempt to meet with the parent personally or when necessary, to gather information as to their understanding of the child's current status, the child's strengths and needs, their relationship with the child and how it is maintained, and the parent's plans for the future concerning the child.