

## A Framework for Motivational Interviewing Cross-Cutting Case Management

### OVERVIEW

This Motivational Interviewing (MI) Fiscal Fact Sheet clarifies how MI may be used for case management within the FFPS Program and addresses common implementation questions<sup>1</sup>. Counties, Tribes, and providers can use this Fact Sheet to support contracting, claiming, and the development of processes for tracking MI related activities within the FFPS Program. This document is not intended to prescribe specific documentation activities beyond what is required for FFPS claiming. Title IV-E agencies and providers will establish expectations for documentation to ensure that the process is family friendly and does not require families to have multiple plans.

MI is considered a federally reimbursable prevention service when:

- MI supports the family in progress towards their goals, as outlined in the Family Well-Being Plan,
- MI is identified as the intervention being delivered to address the identified need in the Family Well-Being Plan, and
- MI is included in the county Comprehensive Prevention Plan (CPP), and
- All MI fidelity requirements are met

Case management activities are coordinated, child- and family-specific administrative and service functions that support the safety, permanency, and well-being of children and families. Activities include engagement, assessment, planning, care coordination, and monitoring efforts designed to connect families to appropriate evidence-based practices (EBPs) and community supports to prevent foster care placement. Under California's FFPS Program, these activities may be delivered using MI as a cross-cutting case management activity.

The following information and tables provide an overview of the seven phases of case management (adapted from the [California Integrated Core Practice Model](#)) and applied to MI to clarify service and administrative activities when MI is used as a cross-cutting case management approach in FFPS.

The phases are:

1. Initial Engagement
2. Assessment
3. Planning
4. Plan Implementation
5. Monitoring & Adapting
6. Advocacy & Education
7. Transition

The tables on the following pages include examples of activities that may be utilized when delivering MI across each of the seven phases of case management. Although they are not exhaustive, they provide clarification for differentiating between MI service activities and child-specific administrative activities required

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<sup>1</sup> This document explores the use of Motivational Interviewing specifically as an ongoing case management intervention. MI may also be used in a more limited way as a discrete intervention encounter to engage families in services. When used as a cross-cutting case management intervention MI is billed using a monthly rate. Title IV-E Agencies and partners using MI as a discrete intervention encounter (not ongoing case management) will use an hourly rate for time spent delivering an MI activity (when all other FFPS requirements are met). See Appendix C for additional information about MI discrete intervention encounters.

by the FFPS Program. Specific service activities and documentation requirements will be established collaboratively with Title IV-E agencies and providers using an approach that minimizes the use of multiple or duplicative planning documents that may be burdensome or confusing to families. The information here can be used to support claiming for such child- and family-specific activities. Each table includes:

1. Key Eligible Activities
2. Alignment with MI Practice
3. Designation as Service Activity (EBP/direct service - shaded pink in the tables below) or Administrative Activity (FFPS child specific claimable admin - shaded blue in the table below)

MI service activities include direct interactions with the child, parent, caregiver, or family, as well as child- and family-specific case management activities that are integral to delivering the MI cross-cutting case management EBP, such as MI-informed documentation, coordination, and consultation.

Routine FFPS eligibility, reporting, approval, and program compliance activities remain child-specific administrative activities.

The key consideration for determining if an activity is an MI service activity or a child specific administrative activity is whether or not the activity is considered part of MI as an evidence-based practice (this is a service) or is a requirement of the FFPS program (this is a child specific administrative activity).

An activity is part of the MI cross-cutting case management service model when it is:

1. Child or family specific
2. Tied to an identified well-being plan goal
3. Necessary to deliver, support or sustain the MI intervention; and
4. Performed by staff operating within the approved MI service model and fidelity structure

## APPENDICES

- Appendix A is a glossary of key terms used in this document.
- Appendix B identifies general (non-child specific) administrative activities to differentiate between child-specific and program administrative activities.
- Appendix C provides detailed considerations for using MI as a discrete intervention alongside other EBPs rather than as a cross-cutting case management strategy.

## CROSS-CUTTING MI DIRECT SERVICE ACTIVITIES AND ASSOCIATED FFPS CHILD-SPECIFIC ADMINISTRATIVE ACTIVITIES

### 1. Initial Engagement <sup>2</sup>

The Initial Engagement phase is the first opportunity to connect with the family, build trust, begin to understand the family's priorities and determine if the family is eligible for services.

| INITIAL ENGAGEMENT                                                                                                                             |                                                                                 |                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Key Eligible Activities                                                                                                                        | MI Element / Technique Examples                                                 | Is this an MI Service Activity or a Child Specific Administrative Activity? |
| Completing intake interviews                                                                                                                   | Engagement using OARS; build trust; scaling questions; Elicit family priorities | MI Service Activity                                                         |
| Establishing relationship and ongoing interactions                                                                                             | Engagement using OARS; build trust; scaling questions; Elicit family priorities | MI Service Activity                                                         |
| Documenting case management activities and use of MI elements with the family                                                                  | Incorporate in all documentation the MI strategies utilized                     | MI Service Activity                                                         |
| Case supervision / consultation                                                                                                                | Consulting with the supervisor on MI engagement                                 | MI Service Activity                                                         |
| Documenting FFPS risk screening <sup>3</sup> , funding eligibility, and candidacy determination gathered during the initial engagement process | No MI specific documentation required                                           | FFPS Child Specific Administrative Activity                                 |
| Case supervision / consultation / approval of FFPS risk screening, funding eligibility, and candidacy determination                            | No MI specific documentation required                                           | FFPS Child Specific Administrative Activity                                 |
| Monthly FFPS CARES documentation                                                                                                               | No MI specific documentation required                                           | FFPS Child Specific Administrative Activity                                 |

<sup>2</sup> Child-specific administrative activities and service activities for Motivational Interviewing can be claimed beginning in the same month that the Family Well-Being Plan was developed.

<sup>3</sup> This risk screening refers to assessment of imminent risk as part of the candidacy determination process. For more information on this process please see FFPS [Implementation Brief #1: Requirements, Roles, and Responsibilities for Candidacy Determination, Safety Monitoring, Family Well-Being Planning, and Needs Assessment](#) and FFPS [Candidacy Determination and Service Pathway Brief](#).

## 2. Assessment

Assessment is the case management phase that involves an in-depth, collaborative conversation(s) that explores a family's strengths, challenges, and needs while uncovering their own motivations for change, rather than simply gathering information through traditional question-and-answer assessment.

| <b>ASSESSMENT</b>                                                                                                     |                                                                                                                                                                            |                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>Key Eligible Activities</b>                                                                                        | <b>MI Element / Technique Examples</b>                                                                                                                                     | <b>Is this an MI Service Activity or a Child Specific Administrative Activity?</b> |
| Completing assessment of needs and strengths and any biopsychosocial assessments                                      | Evoking change talk; collaborative assessment; Reflective listening                                                                                                        | <b>MI Service Activity</b>                                                         |
| Discussing the analysis and results of the needs and strengths or other biopsychosocial assessments                   | Evoking change talk; collaborative assessment; Reflective listening                                                                                                        | <b>MI Service Activity</b>                                                         |
| Documenting the results and analysis of the needs and strengths or other assessments, including documenting use of MI | Incorporate in all documentation the MI strategies utilized                                                                                                                | <b>MI Service Activity</b>                                                         |
| Case supervision / consultation                                                                                       | Consultation with the supervisor on issues identified in assessment/supervision to ascertain appropriate MI techniques to assist with gathering information from families. | <b>MI Service Activity</b>                                                         |
| Monthly FFPS CARES documentation                                                                                      | No MI specific documentation required                                                                                                                                      | <b>FFPS Child Specific Administrative Activity</b>                                 |

### 3. Planning

Planning is the case management phase in which a collaboratively developed Family Well-Being or other approved plan is co-created with the family, building on the assessment, and intended to serve as a roadmap.

| PLANNING                                                                                                                                                           |                                                                                                                                                                  |                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Key Eligible Activities                                                                                                                                            | MI Element / Technique Examples                                                                                                                                  | Is this an MI Service Activity or a Child Specific Administrative Activity? |
| Developing plans and goals with the family                                                                                                                         | Elicit-Provide-Elicit; shared decision-making                                                                                                                    | <b>MI Service Activity</b>                                                  |
| Participating in multidisciplinary team meetings (e.g., Child and Family Team Meetings, Individualized Education Program (IEP) Meetings, etc.)                     | Elicit-Provide-Elicit; shared decision-making                                                                                                                    | <b>MI Service Activity</b>                                                  |
| Case supervision / consultation                                                                                                                                    | Consulting with the supervisor on goals and services / supports identified with the family for guidance on MI strategies to use in supporting with meeting goals | <b>MI Service Activity</b>                                                  |
| Family Well-being Plan documentation, including creating, modifying, or updating the Family Well-Being Plan and other related CWS-CARES documentation <sup>4</sup> | No MI specific documentation required                                                                                                                            | <b>FFPS Child Specific Administrative Activity</b>                          |
| Family Well-being Plan supervision / consultation / approval including CWS-CARES documentation                                                                     | No MI specific documentation required                                                                                                                            | <b>FFPS Child Specific Administrative Activity</b>                          |
| Monthly FFPS CARES documentation                                                                                                                                   | No MI specific documentation required                                                                                                                            | <b>FFPS Child Specific Administrative Activity</b>                          |

<sup>4</sup> Title IV-E agencies and providers will establish expectations for documentation to ensure that the process is family friendly and does not require families to have multiple plans.

## 4. Plan Implementation

Plan Implementation is the case management phase in which the Family Well-Being or other approved plan is put into action.

| PLAN IMPLEMENTATION                                                                                                        |                                                                                                                                               |                                                                             |
|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Key Eligible Activities                                                                                                    | MI Element / Technique Examples                                                                                                               | Is this an MI Service Activity or a Child Specific Administrative Activity? |
| Providing referrals and linkage to other services and supports                                                             | Support autonomy; reinforce motivation                                                                                                        | <b>MI Service Activity</b>                                                  |
| Discussing with the family available support and services and identifying those appropriate for the family's participation | Support autonomy; reinforce motivation                                                                                                        | <b>MI Service Activity</b>                                                  |
| Conducting visits <sup>5</sup> with a family (non-duplicative of another Evidence Based Practice (EBP))                    | Evoking change talk; Reflective listening                                                                                                     | <b>MI Service Activity</b>                                                  |
| Communicating and coordinating services and supports with other cross-system partners                                      | Arranging and operationalizing the supports and services the family will be accessing based on the MI interaction with the family             | <b>MI Service Activity</b>                                                  |
| Documenting progress on goals and access to services and supports                                                          | Incorporate in all documentation the MI strategies utilized                                                                                   | <b>MI Service Activity</b>                                                  |
| Case supervision / consultation                                                                                            | Consultation regarding services and supports; supervision for guidance on MI strategies to address any barriers/resistance to access services | <b>MI Service Activity</b>                                                  |
| Monthly FFPS CARES documentation                                                                                           | No MI specific documentation required                                                                                                         | <b>FFPS Child Specific Administrative Activity</b>                          |

<sup>5</sup> An MI visit can be held in-person, virtually, or telephonically (although local policy and practice may limit the use of virtual or telephonic visits).

## 5. Monitoring & Adapting

Monitoring and Adapting is the case management phase in which there are ongoing check-ins with the family to ensure the plan is effective and services are being received, while addressing ambivalence and strengthening the family's commitment to change.

| MONITORING AND ADAPTING                                                                                                                   |                                                                                                                        |                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Key Eligible Activities                                                                                                                   | MI Element / Technique Examples                                                                                        | Is this an MI Service Activity or a Child Specific Administrative Activity? |
| Discussing services being received and any relevant changes to services and supports needed                                               | OARS; Evoke change talk; Support autonomy; reinforce motivation                                                        | <b>MI Service Activity</b>                                                  |
| Discussing progress of family goals including ongoing safety monitoring and needs assessment <sup>6</sup>                                 | Evoke change talk; Support autonomy; reinforce motivation                                                              | <b>MI Service Activity</b>                                                  |
| Exploring resistance to services or ambivalence about tools provided / used (e.g., assessments, skill resources, etc.) or behavior change | Address ambivalence; discrepancy                                                                                       | <b>MI Service Activity</b>                                                  |
| Completing documentation of family progress                                                                                               | Incorporate in all documentation the MI strategies utilized                                                            | <b>MI Service Activity</b>                                                  |
| Case supervision / consultation                                                                                                           | Consulting to address barriers; supervision to gain insight on MI strategies to address barriers to progress on goals. | <b>MI Service Activity</b>                                                  |
| Monthly FFPS CARES documentation                                                                                                          | No MI specific documentation required                                                                                  | <b>FFPS Child Specific Administrative Activity</b>                          |
| Updating the Family Well-being Plan if applicable <sup>7</sup>                                                                            | No MI specific documentation required                                                                                  | <b>FFPS Child Specific Administrative Activity</b>                          |
| Supervision / consultation / approval of Family Well-being Plan update including CWS-CARES                                                | No MI specific documentation required                                                                                  | <b>FFPS Child Specific Administrative Activity</b>                          |

<sup>6</sup> Monthly safety monitoring and ongoing needs assessment are required to ensure services are addressing family needs. For more information on these activities, please see FFPS [Implementation Brief #1: Requirements, Roles, and Responsibilities for Candidacy Determination, Safety Monitoring, Family Well-Being Planning, and Needs Assessment](#) and FFPS [Family Well-being Plan Implementation Brief](#).

<sup>7</sup> Title IV-E agencies and providers will establish expectations for documentation to ensure that the process is family friendly and does not require families to have multiple plans.

|                             |  |  |
|-----------------------------|--|--|
| documentation if applicable |  |  |
|-----------------------------|--|--|

## 6. Advocacy & Education

Advocacy and Education is the case management phase aimed at supporting the family in building self-efficacy and the skills needed to independently navigate systems and sustain progress.

| ADVOCACY AND EDUCATION                                                                                          |                                                                                                                     |                                                                                   |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Key Eligible Activities                                                                                         | MI Element / Technique<br>Examples                                                                                  | Is this an MI Service Activity<br>or a Child Specific<br>Administrative Activity? |
| Assisting the family in navigation of services and reducing barriers to support                                 | Affirm strengths; self-efficacy                                                                                     | MI Service Activity                                                               |
| Working with the family to arrange childcare and transportation (i.e., deciding on options) to meet their goals | Reduce barriers; Support autonomy; shared decision making                                                           | MI Service Activity                                                               |
| Working with the parent to build their skills and knowledge                                                     | Coaching; Evoke change talk                                                                                         | MI Service Activity                                                               |
| Coordinating transportation and child care so the family can attend an MI related event / appointment           | Arranging and operationalizing access to the supports and services the family will attend in support of their goals | MI Service Activity                                                               |
| Case supervision / consultation                                                                                 | Supervision to gain insight on MI techniques to support family autonomy/case consultation to address any barriers   | MI Service Activity                                                               |
| Documenting services coordinated to support the Family Well-being Plan <sup>8</sup>                             | No MI specific documentation required                                                                               | FFPS Child Specific<br>Administrative Activity                                    |
| Monthly FFPS CARES documentation                                                                                | No MI specific documentation required                                                                               | FFPS Child Specific<br>Administrative Activity                                    |

<sup>8</sup> Title IV-E agencies and providers will establish expectations for documentation to ensure that the process is family friendly and does not require families to have multiple plans.



## 7. Transition

Transition is the case management phase in which the case moves toward discharge, the focus shifts to reviewing progress toward achieving their goals and reinforcing the family's commitment to change.

| TRANSITION                                                                                                                          |                                                                                    |                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Key Eligible Activities                                                                                                             | MI Element / Technique Examples                                                    | Is this an MI Service Activity or a Child Specific Administrative Activity? |
| Assessing progress with the family                                                                                                  | Summarize change talk;<br>Reflect achievements                                     | MI Service Activity                                                         |
| Conducting final in-person or virtual visits to support transition planning after case discharge                                    | Transition planning; reinforce motivation; shared decision making                  | MI Service Activity                                                         |
| Documenting activities associated with closing and/or transitioning the family from case management, including progress.            | Incorporate in all documentation the MI strategies utilized                        | MI Service Activity                                                         |
| Case supervision / consultation                                                                                                     | Consulting/supervision on transition/discharge planning, goal accomplishment, etc. | MI Service Activity                                                         |
| Documenting and reporting relevant FFPS Program data (i.e., ongoing and final cost information, etc.)                               | No MI specific documentation required                                              | FFPS Child Specific Administrative Activity                                 |
| Supervision / consultation / approval of Family Well-being Plan termination and FFPS case closure including CWS-CARES documentation | No MI specific documentation required                                              | FFPS Child Specific Administrative Activity                                 |
| Monthly FFPS CARES documentation                                                                                                    | No MI specific documentation required                                              | FFPS Child Specific Administrative Activity                                 |

### Feedback and Questions

#### Feedback

We welcome your feedback on this fact sheet. Please take a few moments to complete the [MI Cross-Cutting Case Management Framework Feedback Survey](#) to share your input and suggestions. Your feedback will help inform future resources and ensure they are clear, effective, and supportive of FFPS Program implementation.

#### Questions?

For additional questions regarding FFPS Program policy and requirements, please contact the CDSS FFPS Team at [ffpsapreventionservices@dss.ca.gov](mailto:ffpsapreventionservices@dss.ca.gov).

## APPENDIX A: GLOSSARY OF KEY TERMS

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Candidacy Determination</b>      | A key designation under the Family First Prevention Services Act (FFPSA) indicating a child is a candidate for foster care or at imminent risk of foster care entry. Children who are at imminent risk of entering foster care (but who can safely remain at home or in a kinship placement if prevention services are provided) may receive Title IV-E funded prevention services (if other requirements are met).                                                                                                                                                                                                                                                                                           |
| <b>Family Wellbeing Plan (FWBP)</b> | A written, strengths-based, trauma-informed prevention service plan developed collaboratively with the family. The plan must align with Title IV-E documentation requirements when federal reimbursement is sought and should demonstrate how services are reasonably expected to prevent foster care placement. Title IV-E agencies and providers will work together to identify the specific plan format used in the community pathway as many providers have existing plan templates. Elements required for FFPS may be incorporated into existing plan templates to avoid families having multiple plans. For more information refer to the <a href="#">Family Well-Being Plan Implementation Guide</a> . |
| <b>Needs Assessment</b>             | A process to determine how service interventions are impacting and resolving risks within the family. This will help identify if services meet the family needs and if the family still meets candidacy requirements. Needs Assessment may also identify new prevention services or other supports that might help the family.                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Safety Monitoring</b>            | A process by which community prevention providers observe, document, and respond to child safety concerns within the scope of their role, consistent with definitions in the Child Abuse and Neglect Reporting Act (CANRA). This includes recognizing and responding to “child abuse or neglect,” defined as physical injury inflicted by other than accidental means, sexual abuse (including sexual assault or exploitation), willful cruelty or unjustifiable punishment, unlawful corporal punishment or injury, and neglect (severe or general).                                                                                                                                                         |

**APPENDIX B: ADDITIONAL ADMINISTRATIVE ACTIVITIES ASSOCIATED WITH MOTIVATIONAL INTERVIEWING (NOT CHILD SPECIFIC)**

| <b>Activity</b>                                                             | <b>Purpose</b>                                            | <b>Type of Activity</b> | <b>Admin Type</b> |
|-----------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------|-------------------|
| Training (MI, FFPS)                                                         | Ensure MI fidelity;<br>FFPSA Compliance                   | Training                | General           |
| MI-Related Policy &<br>Procedure Development                                | FFPSA Compliance                                          | Administrative          | General           |
| CQI / Data Analysis                                                         | FFPSA<br>Compliance;<br>Improve<br>engagement<br>outcomes | Administrative          | General           |
| CARES access &<br>system management                                         | FFPSA Compliance                                          | Administrative          | General           |
| Reporting Capacity,<br>Reach, Fidelity, and<br>Outcomes Data<br>(aggregate) | FFPSA Compliance                                          | Administrative          | General           |

## APPENDIX C: CONSIDERATIONS FOR USING MI AS A DISCRETE INTERVENTION ENCOUNTER ALONGSIDE OTHER EBPS

Families will often have multiple goals and may receive more than one intervention as part of their Family Well-being Plan. When MI is used within other EBP models (e.g., during a Parents as Teachers home visit, etc.), it cannot be claimed simultaneously with another EBP for the same service; the other EBP must be selected for claiming purposes. When MI is provided outside of the delivery of another EBP and is identified as a standalone intervention, it may be claimed in addition to other models so long as all fidelity requirements are met. If MI is used in a more limited way as a discrete intervention encounter to engage families in services rather than as a cross-cutting case management intervention, providers will use an hourly rate for time spent delivering the MI activity.

In all cases, there must be a clear distinction between models to avoid duplicate claiming:

| Concept                                                                                                         | Description                                                                                                                                                                                                                           | Example                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MI Hourly Unit of Service</b>                                                                                | A single documented episode of direct MI intervention delivered to support progress toward a Family Well-Being Plan goal. Units may be hourly (or portions of an hour, 15-minute, etc.)                                               | A stand-alone home visit using MI to address a parent's ambivalence about engaging in SUD treatment.                                                |
| <b>MI Cross-Cutting Case Management EBP Monthly Unit of Service (Enhanced Prevention Case Management Model)</b> | The longitudinal evidence-based practice model delivered across the life of the case using MI principles and techniques throughout engagement, assessment, planning, implementation, monitoring, advocacy, and transition activities. | Six months of prevention-focused case management delivered through an MI framework to support family behavior change and prevent foster care entry. |