

Case Management - Episode 12 Transcript

Jack 0:55

This is Jack, and I'm here with Cat and today we have a special guest in the studio. We have Irene from case management, welcome Irene..

Cat 1:17

Hi Irene I have a very important question for you What is your favorite drink at Starbucks.

Irene 1:24

So I'm not really a big coffee drinker, but I do love Starbucks refresher so my go to drinks to them, are the gummy bear the pink drink, and the Kiwi starfruit if I'm wanting something kind of sour and sweet.

Jack 1:41

Okay, I love the pink drink I have never heard of the gummy bears

Irene 1:44

either the gummy bear is on kind of like their secret menu. So I actually saw it from somebody else who posted it on social media, and I tried it and it is delicious.

Jack 1:57

Can you please tell us what your position is and what that entails in a general sense.

Irene 2:02

So, my current position is a Case Management Supervisor, and my days are so different, um, they go from being in staffings back to back all day, court hearings, supervision with my case managers I could sit in MDT meetings, reviewing court documents ELC referrals tracking placement disruptions for kids and helping my assistant program director, so

Jack 2:31

that's a lot. That's a lot. Yeah, that's, I don't even know what that means.

What was your first experience with foster care like Did you know someone in foster care.

Irene 2:41

I actually can't say that I knew anybody in foster care, growing up, it wasn't until I moved down here to Florida, that I was teaching at a daycare and I had a little boy who would get

picked up by their grandparents. And these were kind of older grandparents, and I had a meeting with them just to go over his behavior and things like that because he was really acting out, and they let me know that this was actually their great grandson and that they had raised his mother because she had gotten removed from her parents. And the same thing has happened to them. So they not only have raised their own children but also their grandchild and now their great grandchild. Oh, like,

Jack 3:26

like what like that is such the picture of the cyclical nature of trauma and removal and oh my gosh,

Irene 3:36

I still think of him to this day and wonder if he is back with mom or not, because a lot was going on with her and she right before I left that job she was slowly coming back into life

Unknown Speaker 3:48

back. Me to.

Unknown Speaker 3:50

What drove your decision to go into social work or case management.

Irene 3:54

Um, so I've always loved kids since the time I was maybe in middle school. My mom called me the Pied Piper of children like I just attracted them, I started out college wanting to be a teacher in special ed, and that kind of changed but I've always just loved working with kids, so I've been a preschool teacher I've been a babysitter, a nanny a mommy's helper and then this job just kind of fell into my lap. Kind of just due to circumstances and people that I knew, so I interviewed for the job I do have my background in social work, but hadn't had an opening to really get into the field so I love to love and I love kids and I think our kids that are under supervision of the state really need as much love and care that they possibly can get,

Unknown Speaker 4:49

well that's definitely the truth. Can you tell us about your formal education.

Irene 4:53

So I have my background in psychology, and I have a bachelor's in social work and a half done. Minor in graphic design and photography.

Jack 5:08

Would you say that, that education that you received prepared you for your position or do you feel like it's really a lot more of the hands on stuff that has given you the knowledge that you need, I think it's definitely

Irene 5:21

a lot more hands on, You know, you can sit and teach till your face is blue, but unless you're actually in the field and doing the work you really aren't applying or thinking about anything that you learned, it's a lot different than what I've learned in college and my internships that I've done, I did do an internship with a domestic violence agency, my senior year in college and that was definitely eye opening. It was a lot different than you know your normal substance abuse relationships that probably was the biggest thing that I noticed was is what I was learning was definitely not what I was physically seeing out in the workplace.

Unknown Speaker 6:09

Interesting. Interesting. What would you say to someone who's considering becoming a social worker.

Irene 6:15

Um, I would definitely say that this job is not for the faint of hearts. You really need to have thick skin to this job, I have been cussed out I have been called every single name in the book, I have had co workers who have had their lives threatened, it's not a job that you can just think you're going to sit and push paper with, you know we are physically out in the field seeing kids being in people's homes if you're not comfortable doing that, then you're not going to last very long.

Jack 6:48

What do you think would make someone a good case manager.

Irene 6:53

I definitely think you have to have that work ethic, you can't just sit around and think that things are going to be handed to you. It's a lot of making sure you're documenting every single thing because if you get a case that goes to termination of parental rights trial you best believe you better have that documentation or your state attorneys coming for you, so you definitely have to make sure that you are documenting everything that you are on top of your time management, you're organized and you're staying focused because it's very easy to get swept up in the drama of a case and needing to know like this is drama. This doesn't have anything to do with the case that I'm actually working with. Right,

Jack 7:33

that's true and that's something that we're talking about with red is about making sure you're looking at the difference between the truth, and the emotions, I feel like this is the type of job that you know you have, you have to do all this education for you have to do all this preparation for you get the job and then you start doing it. And it really is such a hard thing to do and like you're saying it's not for the faint of heart. You know, we see a lot of turnover with case management, how do you how do you prepare someone properly for a job like this, that you really don't know what you're getting into until you're doing it.

Irene 8:09

Um, I think that a lot of field experience is necessary that is one thing when you're hired. I don't know about other agencies, but especially my agency, you do an academy kind of thing, but that's more or less learning like statute codes, conduct, all that kind of stuff, it doesn't actually prepare you to actually physically do the job. I was lucky enough when I came out of the pre service that I had a couple of case managers who have been doing this for quite a while and didn't sugarcoat anything for me. Yeah, I made it a point to shadow, those case managers that were really show like dedicated they were there at like 830 in the morning, they were doing work they were making phone calls, I was like, those are my people, those are the ones that I want to see how they're handling things, how they're, you know, approaching things, what they do in court. What they do in their home visits. I'm very much type A, and I always like to know what I'm getting myself into. So I think that for me really prepared me for what this job was going to bring into my life. It's a lot I'm not gonna lie, it every day is different and there's been times where I'm just like, I don't know if I can keep going right, but at the end of the day I always remind myself, you know I love what I do, my kids are safe that I have on my caseload. My core documents are done, you know, I can't do more than what my 40 hours a week is going to allow me to do.

Jack 9:44

And so you mentioned field experience. I almost feel like because the stakes are so high in case management, as we were saying in another episode, like you guys can be held criminally responsible if things aren't done a certain way, and that's like a really big responsibility for these young kids that are coming out of school, and suddenly have these cases that they're handling. Is this not the type of career that they do internships or do they do internships,

Irene 10:10

we actually have since I've started we have had quite a few interns with us who spend entire days with us, they go to court with us they go into home visits they see how we do

our home visits and again, I like I said, I like to watch the people who have been doing this longest, who are dedicated and they're, and I go from what they did. So we have had quite a few interns that have gone to call the colleges around, and they have seen what goes on, they know what they're getting into and they don't actually have to do the pre service that we normally have to do. So I think that's really helped them and quite a few of them have said that they're really thankful for that experience,

Unknown Speaker 10:54

can you give me a word that someone would use to describe someone in case management.

Irene 11:00

There's not a single word that really describes case management, some would say organized chaos. I feel it's beautiful chaos. So it's kind of, you know, you have to be organized in the chaos that you're living in because it is kind of chaotic you're, you're trying to focus on one thing and something else will happen and then you have to literally remember where you were. So I, I'm very organized and keep schedule and if I'm in the middle of doing something I like save it because we've had those moments where your computer goes down and you didn't save and then you lose everything so I would definitely say it's in organized chaos.

Jack 11:43

Can you tell me, like, we're in the state of Florida, what the law is about how many cases you can have.

Irene 11:49

So, the Florida statute doesn't say how many cases you have but how many kids you can have on your caseload by Florida Statute you are to carry around 25 Kids,

Jack 12:02

okay. When you have these kids assigned to you, you're responsible for checking on each one of them is it, every 20 Something days right.

Irene 12:11

So by Florida Statutes every 30 days but every agency has their own regulations that they go by, and it can be. I always do the rule of thumb I do every 2322 days, because if let's say like a kid is on vacation their caregivers forgot to tell me. I do have a little bit of a wiggle worm space that I can you know, finish that home visit and get that note entered into the system of smart.

Jack 12:41

Okay, so you have to check on the kids. Obviously when the kids need services you're responsible for putting referrals and stuff like that. But you also. So you have to do all this stuff with the kids, you have to do all this stuff with the parents and then you have to do all this legal and administrative stuff as well.

Irene 12:56

So when we're dealing with our kids on our caseload, we're doing home visits every 20 to 23 days we're making sure that they are going to the doctor regularly if they're younger, making sure that they, you know their immunization records are up to date, if they're over the age of three, we're making sure that they have dental appointments every six months, and requesting all those records we're making sure that we're requesting school records making referrals for any kind of necessary providers that they need you know therapy, any medical additional services that they need, whether it's you know, a child who is autistic, that they're going to all of their doctor's appointments for that I have kids that you know go to physical therapy, occupational therapy, all kinds of therapy on those kids too. So it's, there's a lot that goes in, you know, making sure that the caregivers are also, you know, getting, you know, the attention they need to because if I'm not following up with my caregivers, I don't feel like I'm doing my job because also, they're the ones taking these cases the appointment, making sure that you know there's nothing that they need to need from me. And you know making sure that they have Medicaid coverage if the doctors need to be changed over I'm making sure that's changed, making sure a child has visits with their parents, you know, visits sibling visits if they're not together, I have to say I haven't had too many siblings separated so I think that's really good that we've been able to maintain those bonds and that relationship. When it comes to like the bio parents, it's a lot of giving them referrals, making sure they're going to their providers following up with their providers sorry to stop you there in case

Jack 14:37

someone isn't in child welfare, a referral for a parent would be something like a,

Irene 14:42

a show referring them to BayCare so that they can do their Keystone task budget, whether it's substance abuse, domestic violence, parenting classes.

Jack 14:53

So you're writing up the paperwork that will tell them they have to go to this place and get either take a class get an evaluation of some sort, yes a drug test those types of things.

Yeah, so all of that you're doing, and that's the referral part

Irene 15:07

of it, requesting all those provider records that they're writing to because it's not just one provider we have many providers that we work with here in the state of Florida. So making sure that we have releases of information so that we can get those because of a parent doesn't sign that I can't prove that this parent is actually doing the necessary steps to bring their child home, and when you go to court,

Jack 15:29

you're the one they're asking for that.

Irene 15:31

Yeah, if I don't have that the judge is asking me what am I actually doing so I made sure that when I'm laying eyes on my, that's another thing I have to lay eyes on parents every 30 days as well so we need to make face to face contact with them whether you know now. Either it's video visits or actually going to their home and seeing them, and we have to lock that because that's part of our funding that we get from our, you know, our lead agency. So there's a lot that goes in with bio parents just, you know, being there for them if they have questions or concerns. We wear many hats for parents, so that's a fun, they're, They're always so fun and I have to say I haven't really had a parent that has really given me a struggle, they're always so active and wanting to hit the ground running, even before we go to court, the initial court hearing. So I have really been lucky to have parents, which I can't say that they always stay on the straight and narrow, you know, you know relapse is part of recovery, and we see a lot of the substance abuse that comes into the state of Florida. So there's a lot that goes into the parents because they're also one of our main focuses because if the parent isn't doing what they need to do, then I need to figure out how to bridge that barrier that they're having so that we can get them to reunification with their child, and then working with foster parents or relatives or non relatives just making sure that we're in constant communication because they're basically the ones giving me all the information for my kids you know where their kid, where this kid is what they're doing, how they're doing, making sure that they feel supported, because it's not just one child they have in their house sometimes it's could be multiple children, so making sure that they're getting the necessary things that they need. Again, a lot of this stuff for caregivers kind of rolls into the child because if I'm not providing those referrals for any kind of therapies or doctor's appointments and things like that then they really can't, you know, provide the necessary care for these children.

Unknown Speaker 17:41

That's impressive. That's a lot of stuff, there's probably more than I'm missing. Do you know how, what's that, what's the average length of time that a case manager sees in their job.

Irene 17:53

Um, it really depends. Do you have some case managers that have been doing this for 15 plus years and this is their job, this is what they do this is their life, then there are other case managers who do it for maybe a year, year and a half and they're like, I can't do it anymore. I've been doing this about three years now, and my big focus was is that I wanted to engage as knowledgeable as I possibly could. Before I started moving up the ladder with my agency and I you know I'm now a supervisor and I pride myself that I, you know, know so much and I can support more case managers, as they're coming into our agency.

Jack 18:38

Do you remember a couple years ago when the turnover rate at one of the Pinellas agencies was 100%

Irene 18:45

Yeah, they are actually still having a lot of turnover right now. Yeah, I can't really speak upon what's going on in Pinellas, but just because I simply don't know, you know, being a case manager we have kids that are placed, you know, from Pinellas into our area and it's difficult just for us to get ahold of them, either they're not responding to their text messages or the emails, even their supervisors are hard to get ahold of. So, it's, they're struggling, yeah a lot down there, and I wish there was more that we could do for you know just support not just support them but support each other. This is a very difficult job.

Jack 19:23

Oh 100% Do you think the high turnover is because they didn't have appropriate expectations of what the job entails or do you think it's just difficult to work in the system

Irene 19:34

and I think it's a little bit of both. I think the system is definitely difficult to work in, there is a lot of flaws in the system. Unfortunately, there's a lot of things that could that need to change. And I think that, you know, the higher agency that does all of our stuff is really taking the necessary steps to try and bridge those barriers that everybody's facing but I think at the end of the day, we just need more support, we don't have enough time in our, in our day to get done what we really need to get done and it's, you know, it's always something new it's a, you know, we have what we need to do our court documents our

home visits, you know the staffing the meetings the court and stuff like that that we have to do, but on top of that, like, we're always getting hit with a new checklist here, checklists, they're like those small tedious things that keep being implemented, take up more time than what we actually really need to do.

Cat 20:36

That sounds like maybe the hardest part. Yeah. What's the most rewarding part about being a case manager.

Irene 20:44

I have to say, whenever I do my home visits and seeing how excited the kids are to see me. It's definitely rewarding because if I could just spend all my time with the kids that I have on my caseload, I would be happy. But I think just knowing that you that that child that has gone through so much whether it's domestic violence, seeing their parents using drugs. You know, we see a lot of sexual abuse as well. So just knowing that they find comfort in seeing you every you know a couple of weeks, really makes me feel like I am making a change and I have given that child some kind of a comfort that they feel safe when they see me yeah.

Jack 21:31

What is the hardest thing you've been through as a case manager,

Irene 21:34

I would have to say that the hardest thing I've been through is, I've had a couple of really high risk cases, I can't really talk about the genre of where they came from, but one was very medically needy and the other came in, due to sexual abuse . Um, so I have to say just trying to put your emotions away when dealing with these cases is probably really hard because you always are going to feel some type of way and you really have to separate your feelings from your work and making sure that you are providing the best care that this child can possibly get while they are under your supervision.

Jack 22:22

Yeah, I can imagine I know it's hard, even as a foster parent, to try and create the relationships with the biological parents sometimes when you know what has happened. And, you know, it's, you know, we also have to understand that a lot of the things that happen are due to trauma that they've experienced on their own and unmet mental health needs. Yeah, tough stuff,

Irene 22:50

it definitely is eye opening because, you know, we all grew up, you know, in a very stable home safe. Loved well taken care of and to see how some of these kids come into care it's, it's like you want to scoop them up and just give them all the love that they haven't been getting.

Unknown Speaker 23:08

Yeah, if you had unlimited resources and no red tape to deal with, what could we do better for kids in care.

Irene 23:15

I think one thing that I would definitely do is make sure that case managers are paid properly. We are underpaid, and under loved. It's not something new, everybody knows it. I definitely would use that money to buy houses throughout the state of Florida so that we didn't have kids and transition, kids that are literally going to placements at 1112 One o'clock in the morning, that these kids can go and have a room of their own while they're waiting to go home to their parents that they can call their own. Another thing is I think we need better providers for our kids like day programs and things like that. I would love if I had the ability and the money to buy a good piece of property, and just build the biggest building on there where there's basketball courts, there's games there's a swimming pool. There's a kitchen where they can go and eat whenever they want. They don't have to worry about, you know, oh am I gonna get yelled at. If I like go and take a snack, any kind of facility that these kids can literally just go and relax, a library for kids to read computers for the news which technology is another issue in itself, when it comes to our teenagers especially, but also, there would be two side sections, one for girls, one for boys, where they had, you know, they could, if they're in transition, they had a bed to go sleep in and they didn't have to worry about, you know, sitting in a car driving for hours on end. Yeah, I really would love to provide something for them that's you know better than what we're working with right now and that's not to take away from you know the day programs we have currently has, there are some really great ones but I think that these kids get into so much trouble because they don't, they're not engaged or things they're bored. They're you know sitting on technology like I was raised to go outside, you have a good time with your friends in the neighborhood yeah

Jack 25:23

dinner you

Irene 25:24

can't yep those street lights come on mom's calling you in for dinner, you know, we spent hours at night, after the lights came out playing man hon, you know, I grew up on, you

know, a pretty good neighborhood, and I think that's the issue. Technology plays a big issue and kids are just a word that says, Yeah, being trauma informed I think is probably one of the things I would say that everybody should be knowledgeable because this job comes with kids who are, you know, coming from trauma, you know I talked about it previously there's sexual abuse or substance abuse, you know, I've had kids who physically can tell me how to smoke cocaine or heroin or shoot it up and it's like your four you should not know how to do this I think if more people were trauma informed and trained, that they would understand a little bit more of these kids behaviors and why they're behaving that way because a child's not just going to act out for no reason, there's something underlying that's going to cause behavior.

Jack 26:28

I know I think I read or heard it recently is that the behaviors are the way the child communicates so behavior is not behavior it behaviors communication

Unknown Speaker 26:39

is important not to react. You know not to be reactive not to take it personally but to see it as communication. What can foster parents do to help case managers do their job better or to be more productive.

Irene 26:52

Um, I definitely think that foster parents could help us by, You know, transportations, for instance, if we were to go out and take a kid to a doctor, it could be almost like two, three hours of our time. That's probably that's may sound like a little bit of time but in our lives and our work, it's a lot, providing us with, you know, medical documents, I have a foster parent who every time she takes the kid to the doctor, she's sending me a picture of their updated medical records, or their immunizations, because those are always so difficult for ours to get and doctor's offices, as of lately have really been very difficult to get any kind of records so any kind of records that they could provide us and then we file those records so that we know that everything's going, you know, accordingly for the child, I had one foster parent who refused to transport a child to their visits at our local visitation center, and this was a caregiver who worked from home, you know, this was an only child in their house, and I was driving all the way, almost an hour to where they are an hour back to the visitation center, waiting two hours, and then taking the child back. That's pretty much my entire day. And that's one instant but I do, you know, I think just communicating with the case manager and telling them, Hey, I'm so okay with, you know, taking kids to their doctor's appointment taking them to dental appointment you know that those are hours out of our day that we just can't ever get back, I think that's probably the biggest thing and the biggest help for us is just helping with any kind of transportation that this kid may or

may not need would definitely help us out.

Jack 28:45

I'm always surprised when I hear foster parents that don't, maybe it's different if you work full time, and you have a lot of appointments but I can't imagine having someone else take my kids foster or adopt or whatever, like to a doctor's I want to know everything. I want to I want to make sure I'm the one taking care of them I want to make sure that I know everything that I need to do and anything that I could be doing better for them so I would definitely also encourage any foster parents to never have someone else take your kid to a doctor dental appointment unless you have no other option. What do you think biological parents can do to work better with you, Um,

Irene 29:23

I would definitely take communicating with us we you know we have a lot going on in our day and part of their case plan is communicating with us every 14 days asking us for updated referrals, there are times where parents, you know, don't finish a case plan and then they just sit and don't do anything and then they yell at us because they didn't know what they were supposed to do, but, you know, communicating that they need updated referrals or they're like, Oh hey, here are my pay stubs because I just got paid and I got a raise the other the other week and you know you can see that or providing us with any kind of, you know documents that they can get from their providers that they're working with, with their substance abuse or their, you know, domestic violence, giving us our certificate so we can file them with court and show that they're physically completing all these things. Yeah, they're taking the time to take a class they should probably take the time to send you the form so that they do and then they're like well I send it to my attorney but not all the time, do their attorneys file it with core and then I'm like, we'll send it to me like I'm your person, I should I am your main point of contact,

Jack 30:32

and if they're emailing they could just see see right yes yeah I

Cat 30:35

think that a lot of times parents don't realize that even though their kids aren't with them, that they can still be a proactive parent, by doing those things like that is parenting your when you are, like, actively engaged in your case plan you are being a parent. Yeah, because you are doing things to get your kids back and you are learning to be a parent in other ways and you're taking parenting classes and then. So doing those things is how you are parenting right so you know when I talk to parents and they're saying things like I miss them so much and I walked by their room and I, you know, I'm usually trying to tell them

things like well the way you can parent right now, is by finishing these classes and turning in your paperwork and, like, add everything to the list and then I also encourage them in other ways too, but that is a way that they can, parent, while their kids are out of their care,

Irene 31:22

and it's funny you say that because I was just doing a staffing the other day and the parent was like I'm not doing a case plan I'm not doing this like I want my kid back and we tried to explain to them, you working your case plan that you accepted and agreed in front of the judge, under oath, is how you're going to get your kid back, I know that it's difficult in this time and your emotions are valid, but the best way to ensure that your child is coming back is that you're actively engaging in your classes and you're participating in your classes because I don't know if a lot of parents know this but when they work with, let's say BayCare when we request records from maker. There are notes that say parent was actively engaged parent, you know, gave supportive information parent completed you know lessons that were provided to the class and things like that. So just being as fully active and engaged as you possibly can is a great way to you know be working for your child because ultimately that's the end goal is to change your behavior that brought your child into, you know, the custody of the state.

Jack 32:31

What do you think the biggest challenges are for working with biological parents as a case manager.

Irene 32:37

I think the biggest challenge is that a lot of them come in denial and they just feel like they've been attacked, they have had their child ripped out of their, you know, their lives in their homes. And I think that's the biggest thing that I've noticed a lot is they're like well you remove my child you did this and I'm like, I didn't remove your child that's not my job I don't ever want to go into somebody's house and remove a child, my end goal is bringing your child home safely. And you know, calmly back into the home, when a case comes in. Initially, they are in such an anger and resentment, and they're still, you know, they could still actively be using drugs so you know their mindset really isn't where, you know somebody who isn't using drugs is that so just you know, reiterating to them like yeah your, your emotions are valid, I understand where we're coming from. But you and I are going to work together to make sure your child comes home at the end of the day.

Jack 33:40

Yeah, one of the things that I've kind of discovered over the past year or two is just, you know, used to want to like get that connection with the parent as quick as possible. And,

you know start co parenting and start sharing information because I feel like if I was in that situation, I would want someone to reach out to me and share information and pictures about my kid and just let me know they're safe, you know, instead of like in this black hole of the foster care system, but I think maybe just from having some not so funny experiences with parents, I've kind of come to be like, you know, I'm going to give them a few weeks, because that initial stage and I would feel the same way if someone had just removed my kids, especially if I didn't understand, you know, if I had been paired being parented in such a way that I didn't, I didn't learn how to create a safe home for my child, and they were removed and I feel like you know I wasn't removed or maybe I was but I went back, what could I have possibly done wrong to lose my kids, and then the anger that you feel because nothing hits your emotions like your kids, you know, somebody goes for my kids like oh man, Like big mamma bear on you, you know, so I just feel like it's your most vulnerable, it's everybody's Achilles heel is their kid. So, in that time period it's almost almost like when a woman has just given birth like the emotions and the hormones, and I just kind of feel like I need to give them a little space unless you know if somebody reaches out to me more than happy to do what needs to be done but just definitely not being so proactive. Additionally, I giving them some space to kind of understand what's going on before I become a villain in their life and their life story.

Irene 35:21

I don't think it's looking at it as being a villain but also trying to remind them that you know this person is caring for your child, they are keeping them safe they're well fed, they're well clothed they are interacting with other kids their own age and you know, they're keeping your child until you can take them home, and it's not I've had quite a few foster parents who have said the same thing, who they're like you know, I don't mind supervising visits or interacting with the parents, but I need to know that they are starting to do what they need to do to bring their child home they just need that reassurance that like that everything is going okay and then they jump into the mixture and I have to praise those foster parents because they're the ones closest to the kids and you know any parents gonna be like oh well they're not doing this for my child, they're not doing that, they they're always gonna nitpick but you know it's us case managers are bringing them back, they're like, Okay, well, how'd your child look today and they're like, Oh they look happy and healthy and, like, that's because they're being provided you know food their clothes, they're enjoying, whatever the foster parents are doing they're enjoying the other kids, so it's always trying to rationalize with them and bring them back to realizing that at the end of the day their kid is safe. And I really, we are licensed to parent the parents that

Jack 36:45

are under license to do it so not to brag, but when speaking of which, what are your

biggest challenges in working with us foster parents.

Irene 36:54

Um, I think the biggest challenge is, there are some foster parents who take their role as a foster parent a little too far. Like, they start to believe that this child is theirs, and nobody else's, and they start refusing to allow any kind of contact with their parents or you know any visits with their sibling because if the siblings are separated, there's a chance that we might want to place that sibling with their other sibling, so they can kind of take this their role to a whole nother level which causes you know, case managers more of a hassle because they're like, this isn't your, you know, it's hard to tell somebody like this isn't your kid and offend them and then they're like well you can remove this child from my care then if you're good if that's how you're going to pay it. So I think just the, the ability that a foster parent can basically say no to anything is difficult because if we're all supposed to be working together, we should all be working together and not viewing it as like well this child might now it's a my custody and it's like, technically I'm their caregiver and I, they're under my custody. I'm the one who asked to sign all their paperwork. But, yeah, I've had quite a few foster parents who take it to the next level and it's, it makes our job harder because then the parents are getting upset because they're like you know this is my child this is you know, I want to bring them home and it's becoming even more difficult for them. Yeah,

Jack 38:19

I know exactly what you're talking about, what would you want foster parents to know about case management.

Irene 38:25

I think that, not just foster parents, but I think a lot of people don't realize a lot of the ins and outs that we do during the day like I've given you guys like a layout of a lot of stuff but there's even more that I'm probably even forgetting. So I think that just remembering that this is our job and it's not us just like coming into your lives and trying to, you know, cause even more chaos. That's really not like what we're trying to do. We're trying to ensure like this child safe this child happy any of their needs are being met and we're really not trying to cause more drama or more chaos in your lives, you know, we really want to we want to work together, as you know, a cohesive unit, to ensure that this child goes home to their parents at the end of the day and making sure that you're having issues with me, you know, bring it up to me and be like hey, I really don't appreciate how you did this, like, how can we move forward or you know, if I'm not answering my phone like bringing it up to my supervisor, you know, just, there are so many things that I think that foster parents don't realize that we do. If I had like a second, I would literally be taking it to breathe, because I,

I, we're always on the go, we're either in our car we're in court, we're doing multiple things I mean just this week, I was on two different staffing so I had my phone going with a staffing with my you know headphone in and then I was sitting in a staffing, you know on my computer, you know, we're always multitasking too, and we just, we need them to understand that we're going through, just as much stuff, if not more, at the end of the day.