CASE MANAGEMENT FOR EFFECTIVE SERVICE DELIVERY

TRAINING 2 WORK 3 (T2W3) – NEW GRANTEE ORIENTATION

Kisha Toppin, Technical Assistance Coach
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Today’s Session...

Case Management Overview
The Case Management Continuum
Documentation for Success
Performance & Outcome Management

Group Exercise
Case Management (CM) is a client-centered collaborative process of assessment, planning, facilitation, service coordination, evaluation, and advocacy for options and services to meet an individual's workforce development needs and achieve cost-effective program outcomes.
Two-fold Goal of T2W CM:

I) To assist our enrollees gain the skills and opportunities needed for them to achieve success in the labor market both today and in the future

II) To provide a program tool that facilitates the cost effective achievement of program goals
Case Management Approaches

Several Models:

1. Medical
2. Social Work
3. Community of Care
4. Strengths and Issues
5. **Bi-Level Case Management**
6. **Tri-Level Case Management**
The Bi-Level CM Approach

Bi-Level Case Management is a systematic approach to service delivery that identifies the roles and responsibilities of each member of the organization. It is participant driven policy development that is executed by line staff and management in tandem for the most effective programming.*

*Dorsey Consulting Services
Bi-level CM Roles

**Administrative Roles:**
- Developing effective CM system
- Supporting staff
- Developing partnerships with outside agencies
- Keeping staff on track to achieve grant goals

**Direct Service Roles:**
- Guiding clients through CM system
- Supporting the clients
- Developing partnerships with clients
- Keeping clients on track to achieve individual program goals
The **Tri-Level Approach** builds upon the Bi-Level Approach and includes:

I) Administrative Roles
II) Front-Line Roles
III) Client Roles

**Client Roles include:**
- Participating in the development and implementation of their ICP
- Taking initiative with attainment of the ICP goals
- Remaining active until program completion
- Partnering with other clients for on-going peer support
- Communicating with the case manager and/or retention specialist throughout the follow-up period
The Case Management Continuum

I. Enrollment

II. Assessment

III. SERVICE PLAN/ICP DEVELOPMENT

IV. Service Plan/ICP Implementation

V. Follow-up (9-month)
I) Enrollment

Establishing and maintaining a partnership with participants should be both the initial and sustaining focus of the case manager/participant relationship
I) Enrollment (cont.)

- Use a motivational approach and avoid an interrogatory approach.
- Give the participant the time and opportunity to tell you his/her story.
- Ask purposeful open-ended questions that encourage the participant to share his/her thinking and perspectives.
II) Assessment

- Provides the foundation for case management process
- Affects the quality of service delivery
- Impacts successful intervention and problem-solving
III) Service Planning

• A specific and individualized plan of action is the first tangible outcome of the assessment process.

• The Individual Service Plan (ISP)/Individual Career Plan (ICP) serves as the primary guiding document for program service delivery (Intake thru Follow-Up Period).
The Individual Career Plan (ICP)

*For Clients*, an ICP should be a living action plan designed to:

- Identify assets and barriers and the plan to move towards career success
- Articulate short- and long-term goals
- Provide a tracking mechanism
- Create the foundation for a life-long career development plan

*Refer to ICP Webinar (9/10/15)*
For Programs, an ICP is an articulation of a specific program plan for a client that:

- IDs assets and barriers
- Articulates short- and long-term goals
- Outline services and service strategies that will be used to address needs and achieve goals
- Tracks and records progress
The Opportunity of the ICP

ICP

- PARTICIPANT
- CASE MANAGER
- BARRIER REMOVAL
- EDUCATION SERVICES
- SKILLS TRAINING
- WORKFORCE DEVELOPMENT
- CAREER EMPLOYMENT
Sample ICP – ID and Assets

INDIVIDUAL CAREER PLAN (ICP)

Name: _________________________________  Date: __________________

Address: __________________________________________________________

Phone #: ___________________  Email: _________________________________

Case Manager: ________________________________

ASSETS (List):
Educational: _________________________________________________________

Credentials: _________________________________________________________

Experiences: _________________________________________________________

Other: _____________________________________________________________
Sample ICP – Needs Assessment

NEEDS ASSESSMENT INFORMATION (Check all that apply):

Supportive Service (Needs Assessment):

- IDs
- Transportation
- Housing
- Medical/Dental
- Childcare
- Other
- Other
- Other

Workforce Development (Career Assessment):

- Continuing Education (HS Diploma, GED, Post-2nd Ed)
- Occupational Skills Training (Certification)
- Workplace Learning (Internships, Summer Jobs, etc.)
- Employment Placement (Unsubsidized Empl.)
- Other
- Other
- Other

(See Attached ISS for plan of action for addressing needs)
Sample ICP – Goals

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<td>LONG-TERM CAREER GOAL: ____________________</td>
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## Sample ICP – Goals

### GOALS

**LONG-TERM CAREER GOAL:**  

**OTHER GOALS:**

**Goal #1:**  
- **Objectives/Action Steps:**  
- **Person/Organization Responsible:**  
- **Due/Completion Date:**

**Goal #2:**  
- **Objectives/Action Steps:**  
- **Person/Organization Responsible:**  
- **Due Date:**

**Goal #3:**  
- **Objectives/Action Steps:**  
- **Person/Organization Responsible:**  
- **Due Date:**

**Goal #4:**  
- **Objectives/Action Steps:**  
- **Person/Organization Responsible:**  
- **Due Date:**

**Goal #5:**  
- **Objectives/Action Steps:**  
- **Person/Organization Responsible:**  
- **Due Date:**
Sample ICP – Notes/Sign. Review

Notes: ____________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

Client Signature __________________________________________________ Date ____________

Case Manager Signature ____________________________________________ Date ____________

ICP Review/Revision Dates:
Date: 1st________________ 2nd________________ 3rd________________ 4th______________
Initials: _______/_______  _______/_______  _______/_______  _______/_________
III) Service Planning (cont.)

For Effective Goal-Setting:

- Develop a set of sequenced, shorter-range, “bite-size” objectives, leading to the goal, and enabling the participant to achieve regular “wins.”

- Each objective should be a measurable, achievable outcome, rather than a description of process.

- Goals and objectives should be prioritized – On what does the client want to focus his/her attention the most?
IV) Service Plan Implementation

• Implement a schedule for reassessing and modifying the initial goals and plans should be part of the initial ICP

• Ensure ICP is current and that the services being provided are according to the plan

• Encourage the client to accept some responsibility for carrying out the ICP while providing an appropriate amount of support
V) Follow Up

- If a partnership is established and maintained throughout the case management process, follow up will be natural, personal, and can even be managed by the client.

- This is a period for solidifying progress and validating personal growth and accomplishments.
The Importance of Retention

- Retention begins Day I
- Convey expectations and provide clarity during Orientation
- Partner with clients & obtain “the right” contact information
- Sustain relationships with partner agencies
- Provide appropriate and adequate follow-up
- Document program activities and outcomes
Documentation

- **Reporting MIS Data:**
  - Tracks client performance, grant outcomes and overall success

- **Maintaining Updated Case Files:**
  - Include program “proof” documents
  - Serves as a roadmap and assists in MIS data entry
Documentation (cont.)

- Ensuring Quality Case Note Documentation:
  - Follow-thru is not possible in absence of case notes

- Sharing Client Success:
  - Success stories should highlight key benchmarks & outcomes
Outcome Management

• **Enrollment**: Do not over-enroll on the front-end; will not meet outcomes if lose track of clients

• **Services**: Assess well to know client’s potential and all needed services and supports

• **Job Placements**: Maximize credentials and placements early while clients are motivated

• **Retention**: Provide quality service to maintain program participation and placements
Small Group Exercise

APPROACHES & STRATEGIES FOR THE FOLLOWING:

Project Directors/Leadership Staff:
- Ensuring Timely ICP Development & Implementation
- Conducting Case File Audits/Reviews
- Monitoring Timely Data Entry

Case Managers/MIS/Front Line Staff:
- Developing & Implementing the ICP
- Updating Case Files (i.e., case notes and hard copy documentation)
- Collecting & Entering Data into the MIS Database
THANK YOU!!!

kishatoppin@yahoo.com

240-245-3812