BI-LEVEL CASE MANAGEMENT FOR YOUTH OFFENDER PROGRAMS

May 2013
Objectives

• Provide an overview of the Bi-level Approach to Case Management

• Share the required components of the Case Management Continuum

• Provide key aspects of Retention

• Explain how Mentoring can support participants

• Describe why Community Engagement is beneficial for overall youth success
Poll

Who Do We Have on Today’s Webinar?

- Project Director
- Case Manager
- MIS Specialist
- Job Developer
- Mentor Coordinator
- Other
Definition of Case Management

A client-centered, goal-oriented process for assessing the needs of an individual for particular services and assisting him/her to obtain those services.
Overarching Case Management should not be confused with the management of an individual case.

Refers to what a program strategy and implementation plan must contain if it is to be coherent, logical, and practical.
The Bi-Level Approach

- **Bi-level Case Management** is a dynamic process of service delivery that manages the helping process from enrollment to goal achievement.

- Effective case management requires the dynamic integration of all of the components and providers of service delivery.
The Bi-Level Approach (cont.)

- A Systematic Approach
- Administrative and Direct Service Roles
- Goal-focused
- Partnerships
- Total Quality Management (TQM)
Administrative Roles

- Design a service delivery approach that ensures the necessary services are available
- Empower case managers and other front-line staff to requisition the services needed, work flexibly, and be creative
- Revise traditional modes of operation if they are not working in the participants’ best interests
- Develop and maintain effective community-wide partnerships
Direct Service Roles

- Establish a partnership with each participant in order to:
  - Identify strengths and needs
  - Translate this information into a set of goals
  - Develop a plan of action
  - Access resources
  - Complete a “customized” set of services
  - Develop personal capacity for independent functioning in the future

- Cultivate and sustain professional relationships with the front-line staff of partner agencies
Goal Focused

- Serve large numbers of participants
- Monitor participant progress
- Address participant challenges or enhance participant accomplishments as they advance towards their goals
Partnerships

- Dynamic partnerships are essential for both the administrative and direct service roles.

- No single agency is equipped to provide the range of services required for individual goal achievement.
Partnerships (cont.)

- **Administrative Role:**
  - Develop and maintain effective community-wide partnerships that share in providing the necessary resources for individual and project success

- **Direct Service Role:**
  - Initiating and maintaining a partnership with participants
  - Cultivating and sustaining professional relationships with the front-line staff of partner agencies
Total Quality Management (TQM)

TQM is a cooperative form of doing business that relies on the talents & capabilities of both administrators and front-line workers to continually improve quality and productivity using teams.
Principles of TQM

- Customer-focused
- Attends to the process as well as the results
- Mobilizes the expertise of the workforce
- Utilizes fact-based and data-driven decision making
- Encourages and utilizes feedback
Poll

The Bi-level Approach to Case Management includes:

- A Systematic Approach
- Administrative and Direct Service Roles
- Being Goal-Focused
- Partnerships
- None of the above
- All of the above
The Bi-level Approach to Case Management includes:

- A Systematic Approach
- Administrative and Direct Service Roles
- Being Goal-Focused
- Partnerships
- None of the above

✓ All of the above
The Case Management Continuum

I) Intake & Enrollment
II) Assessment
III) Service Planning
IV) Service Delivery
V) Placement
VI) Follow-Up
The Importance of Retention

- Retention begins Day 1
- Program Retention vs. Placement Retention
- Quality service is a must
- Clients receive intensive monitoring through well established rapport
- Appropriate and adequate follow-up is provided
Two Types of Retention

I) **Program Retention:**

“Holding Power” - program’s ability to keep participants engaged prior to placement

II) **Placement Retention:**

Placement is sustained for three months (1st quarter after exit)
The Role of Mentoring in Retention

- **Program Retention:**
  - Build trusting relationships with participant
  - Keep client tied to program by serving as an extension of case management services
  - Assist case managers with follow-up services and activities
The Role of Mentoring in Retention (cont.)

- **Employment Retention:**
  - Serve as intermediary between case manager and job site (one-on-one)
  - Work with participants/clients on professionalism, decision making, basic work skills, and time management (group mentoring)
  - Coach and encourage participants through employment leading to career progression
  - Help participants build social networks
Benefits of Mentoring:

Mentoring can help to increase case management effectiveness

- Common goals and objectives
  - Both are looking to help the participant be successful in reentry

- Collaboration
  - On participant’s plan to achieve success (ISP)

- Communication
  - Regular formal communication
Benefits of Mentoring (cont.)

- Mentors can be “eyes and ears” on issues participants may not want to tell case managers.
- Case Managers can let mentors know how the participants feel the relationship is going.
- Together they can help the participant navigate the rough waters of reentry.
Poll

Program Retention begins:

A. 90 days after exit
B. Day 1
C. Once matched with a mentor
Program Retention begins:

A. 90 days after exit
B. Day 1
C. Once matched with a mentor
Community Engagement for Youth Program Success:

- Service Learning
- Restorative Justice
- Community-wide Efforts to Reduce Crime & Violence
Poll

Which of the following community engagement activities are you implementing in your program?

- Service Learning
- Restorative Justice
- Community-wide Efforts to Reduce Crime & Violence
- Community Service
- Other
Service Learning

✓ Promotes learning through active participation and transitioning academic subjects and learning to real-life work and positive life styles

✓ Fosters careers and continuing education
Restorative Justice

✓ YOUTH DIRECTED – An opportunity for youth to provide restoration to the community and to prove that they are community capital. It is Civic Community Service !!

✓ Provides an opportunity to reinforce work-related skills and competencies that render them employable
Reducing Crime & Violence

Integrating Restorative Justice, Service Learning and Civic Community Service via:

✓ Special Initiatives
✓ Mentor Relationships
✓ Integration of Academic, Vocational Skills and Social Skills Development
✓ Developing Social Networks & Communication Skills
✓ Promoting setting Positive Goals for Life via Service and Learning
Program Documentation

- **Reporting MIS Data:**
  - Tracks client status, program activities & outcomes and overall success

- **Maintaining Case Files:**
  - Serve as a roadmap or guide
  - Assists in the data entry and monitoring in MIS System

- **Ensuring Quality Case Note Documentation:**
  - Accurate and timely documentation is essential
  - Follow-through is not possible when case notes do not exist
Outcome Management

- **Enrollment**: Do not over-enroll! You will not meet outcomes if you lose track of clients

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

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

- **Retention**: Provide quality service to maintain program participation and job placements
Additional Resources

DOL Youth Toolkit:
http://www.doleta.gov/youth_services/Toolkit-improve.cfm

Strengthening Mentoring Opportunities for At-risk Youth:
http://www.nationalreentryresourcecenter.org/publications/strengthening-mentoring-opportunities-for-at-risk-youth

Benefits of Community-based Service Learning/National Service Learning Clearinghouse:

Balanced and Restorative Justice Practice: Competency Development:
THANK YOU!

Sundra Franklin
RExO TA Coach
sfran2626@aol.com

Carolyn Harper
RExO TA Coach
cchrpr2@aol.com

Kisha Toppin
RExO TA Coach
kishatoppin@yahoo.com