Case Management

ISED
Institute for Social and Economic Development

creating opportunity, building capacity
Question 1

What is Case Management?
What is the optimum amount of service that you can offer a client?
Definition

Case management is the organization and coordination of a network of formal and informal activities, services, and supports designed to optimize the well-being of a person.
Components and Processes

Case Management involves:

- (a) the six stages in the case management process, and
- (b) the three dimensions that pervade all of the stages.
Six Stages of Case Management

1. Engagement
2. Assessment
3. Planning/goal setting
4. Intervention
5. Monitoring and Coordination
6. Termination
Stage 1: Engagement

1. Outreach
2. Eligibility determination
3. Enrollment
Stage 2: Assessment

An identification of strengths and barriers which are stated and summarized in both objective and subjective terms.
An Assessment is:

- Needs based
- Holistic and comprehensive
- Participatory
- Systematic
- Process oriented
- Product oriented
An Assessment will identify:

1. The extent & nature of refugee needs
2. The capacity of the refugee to address these needs
3. The capacity of the refugee’s social network to address needs
4. The capacity of the agency to meet these needs
5. Document needs clearly
An Assessment determines needs using the following:

- verbal interview with refugee
- bio/supporting documentation
- relatives
- direct observation of refugee
- testing
An assessment is holistic & comprehensive

- biological & physical
- social
- psychological & emotional
An assessment is participatory

1. Opportunity for refugee to articulate needs
2. Opportunity for refugee to prioritize needs
3. Opportunity to be present and involved in planning
An assessment is systematic

- it is formal
- it uses data available
- it uses tests/evaluations
An assessment is a process

- dynamic
- ongoing
- changes to meet new needs
- incorporates new information
An assessment is a product

It is complete set of materials/data that clearly identifies and numbers client needs/barriers to success.
Stage 3: Planning & Goal Setting

The planning process:

- Explores the full range of goals.
- Establishes specific goals with the client.
- Develops a plan that:
  1. Maximizes client’s strengths.
  2. Minimizes barriers.
  3. Is in objective terms and time-referenced.
The key elements of a Service and Support Plan

- Relates directly to the assessment – numbers correspond
- States needs
- Identifies actors
- Outlines activities
- Has a timeline
- Lists expected changes
Planning – individual or team

- Individual CM – responsible for all client planning – team review/evaluation still possible

- Team – multiple program staff participate in planning process
Stage 4: Intervention

1. Identifies the appropriate services and supports.

2. Arranges for services by:
   - Providing direct services or
   - Making referrals and linkages to services and arranging for a “hand-off” to referral agency.
Direct Service Functions

1. Implementing plans
2. Teaching/instructing
3. Guiding/collaborating
4. Processing
5. Providing Information
6. Supporting
Indirect Service Functions

1. Brokering
2. Linkage
3. Advocacy
4. Coordination
5. Social network intervention
6. Technical assistance consultation
Stage 5: Monitoring

- **Goal** - To assure that quality services:
  - Are provided at appropriate levels of care for each client,
  - Are provided in a timely and logical fashion, and
  - Enable the client to move forward with their plan.
Monitoring – dimensions & types

Dimensions:
- effort
- adequacy
- quality
- outcome

Types:
1. Informal
2. Formal
Monitor**ing** is an *ongoing* process
Monitoring identifies issues in the following areas:

- Client cooperation
- Case management coordination
- Service Delivery System
Monitoring:

focuses on whether the plan is being implemented and the services are being carried out
Evaluation:

focuses on whether the entire process of the program elements achieve the goals expected
Stage 6: Termination

- Follow up session and exit interview with the client for each program component
- A plan for the next stage
- A list of ways the agency can continue to serve the client
- A list of resources/referrals
The Three Dimensions of Case Management

1. Documentation
2. Supervision, Quality Control and Utilization Review
3. Relationship
Dimension 1: Documentation (1)

Record of all stages of intervention:
  • Eligibility determination
  • Enrollment
  • Assessment outcomes
  • Plan/goals (including updates)
  • Coordination activities
  • Client progress notes

Chronological description of:
  • Background information
  • Activities and utilization of services
  • Actions, reactions, and achievements of the client
Dimension 1: Documentation (2)

*Internally:*
  - Assure quality services
  - Share information among staff

*Externally:*
  - Meet Federal standards
  - Allow auditors to verify that funded services were provided
Dimension 2: Supervision

1. The case manager supervisor is the primary advocate for the refugee
2. The case manager supervisor is the primary protection for the case manager
Dimension 2: Supervision, Quality Control, and Utilization Review

1. Supervision of Case Managers
2. Quality Control/Review of Case Files
3. Aggregate Reviews of Client Services

To assure that:

- Quality services are being provided.
- The client is getting what she/he needs to move toward his/her goals.
- Appropriate assessments, plans, referrals, and monitoring/coordination are occurring with all cases.
- The organization is effectively and efficiently providing the level of care needed by the client population.
Goal:
- Enable the client to see the case manager as someone s/he can trust and the agency as concerned about his/her well-being.

This can be best accomplished if the case manager:
- Maintains appropriate
- professional boundaries
- Creates a relationship of trust
Six Precepts of Case Management Practice

1. Work at the “client level”
2. Maintain a system’s perspective
3. Use administrative processes and skills
4. Use clinical processes and skills
5. Serve as a source of accountability
6. Attempt to achieve integration of service delivery
Integration of Client Documentation (1)

- Documentation should be an unbroken chain of information.
- Links the assessment with the training or service plan:
  1. Identified barriers should be listed with strategies to overcome them.
  2. Identified strengths should be listed with strategies to build upon them.
Progress Notes should describe:

a. **how** the client is progressing in relation to the plan

b. The efforts of the case manager and the client.

Follow-up Notes and Up-Dated Plans should reflect the client’s progress toward amelioration of barriers and enhancement of strengths.
A case manager must have a body of knowledge that includes:

- Case management system
- Local resources
- Services available on site
- Cultural sensitivity
Ghandi’s Nine Steps to Decreasing Conflict

- Define the Conflict
- It’s not you against me, it’s you & me against the problem
- Identify shared Concerns
- Ask what did you do – not “what happened”
- Be an active listener
- Move to a neutral place
- Start with what is doable
- Practice forgiveness skills
- Purify your heart
Thank You!

For more information, please contact (Peggy Moon Gilbert, (845) 638-9612, pgilbert@ised.org)