

Case Management

ISED

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creating opportunity, building capacity

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Question 1

What is Case Management?



Question 2

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



Monitoring...

**Monitoring 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.**



Dimension 3: Relationship

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.



Integration of Client Documentation (2)

- ***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.



Case Manager Knowledge

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



THE END

Thank You!

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