



Client-Centered Case Management

Best Practices in Serving Refugees through Case Management

Amy Shir, ICF International

Christina Techico, ICF International

Megan Bracy, USCRI

Jon Vosper, International Rescue Committee,
Phoenix

April 16, 2015

Bridges for Refugees and Asylees is an Office of Refugee Resettlement technical assistance initiative supported by ICF International

Presenters



Amy Shir

Technical Assistance Provider, ICF International

Amy launched a refugee IDA program in Louisville, KY in 2000. Ever since, she has been providing technical assistance for ORR grantees in economic development, workforce, and community integration. Amy also provides TA for the Assets for Independence Program.



Christina Techico

Principal, ICF International

Christina has over 15 years of experience working on workforce development, social service programs, youth development, and education reform efforts, primarily for the U.S. Departments of Labor (USDOL), Education, and Health and Human Services at the Federal, State, and local levels.



Presenters



Megan Bracy

Associate Director for Community Integration, U.S. Committee for Refugees and Immigrants.

Prior to joining USCRI, Megan provided direct services to refugees at the International Institute of New Hampshire. She has worked with refugees for over ten years.



Jon Vosper

Deputy Director, International Rescue Committee Phoenix

Jon Vosper implemented IRC in Phoenix's first Financial Education program, managed the Microenterprise Development Program, Individual Development Accounts Program, and Financial Education. Currently, Mr. Vosper is supervising both the Education and Health teams, and IRC's Resettlement and Employment Programs. Mr. Vosper has spoken nationally on Economic Development programming.



Agenda



- Introductions of presenters
- Overview of Case Management Best Practices
- Case Management in Workforce Programs
- Q and A
- Case Management USCRI
- Case Management IRC, Phoenix
- Q and A
- Wrap Up

Case Management Best Practices



- Washington State WorkFirst Program¹
 - Person and Family Centered Engagement through an Individualized Case Management Model
 - Participants are connected to one of four engagement tracks. Each track is geared to offer an array of services most applicable to families' needs.
- Washington, D.C. TANF Program²
 - Wraparound case management activities include an in-depth assessment of a client's situation, defining long-term and short-term goals, developing a detailed individual service plan to achieve those goals, and coordinating applicable services to ensure the client is making progress. The case manager serves as the lead in assuring care and service coordination.
 - Requirements for D.C. TANF Case Managers include a minimum of a Bachelor's Degree in a relevant field or a minimum of five years experience providing case management services to populations similar to the District's TANF clients and with a professional certification.
- Cook Inlet Tribal Council TANF Service Delivery Case Management Model
 - Comprehensive Assessment → Development of Client Plan → Allocation of Resources → Service Coordination → Monitoring of Service Delivery → Reassessment and Evaluation
 - Obtain results by delivering quality service
 - Communication is key
- Ohio Works First for Franklin County
 - Essential case management elements include: team approach, holistic case management, high-touch interaction, and client-oriented outcomes.
 - Case managers and clients have regular contact, which leads to the clients knowing exactly what is expected of them.

¹ Weed, R., Hyde, B., Dreyfus, S., Trause, P., Brown, M., & Earl, C. (2011, January). Resetting Washington's WorkFirst for the 21st Century. Retrieved from [http://www.workfirst.wa.gov/reexam/reexamdocs/WF Re-exam Report Feb 03 2011.pdf](http://www.workfirst.wa.gov/reexam/reexamdocs/WF_Re-exam_Report_Feb_03_2011.pdf)

² D.C. Temporary Assistance for Needy Families (TANF) Employment Program – Work Readiness and Placement Services. (2014, April). Retrieved from <http://www.buildingbetterprograms.org/wp-content/uploads/2014/04/DCPO-2011-H-0072.pdf>



Q & A



Case Management Best Practices

USCRI Network

- Diverse and large
- Consists of 32 agencies
- Main Programs – R&P, MG, and PC
- Peer to Peer Exchange model
- Cohorts



Common Case Management Models



“Silo” Approach

- Larger agencies with more diverse funding
- Expertise is nurtured
- Communication is vital
- Tools, databases, are essential

“All in One” Approach

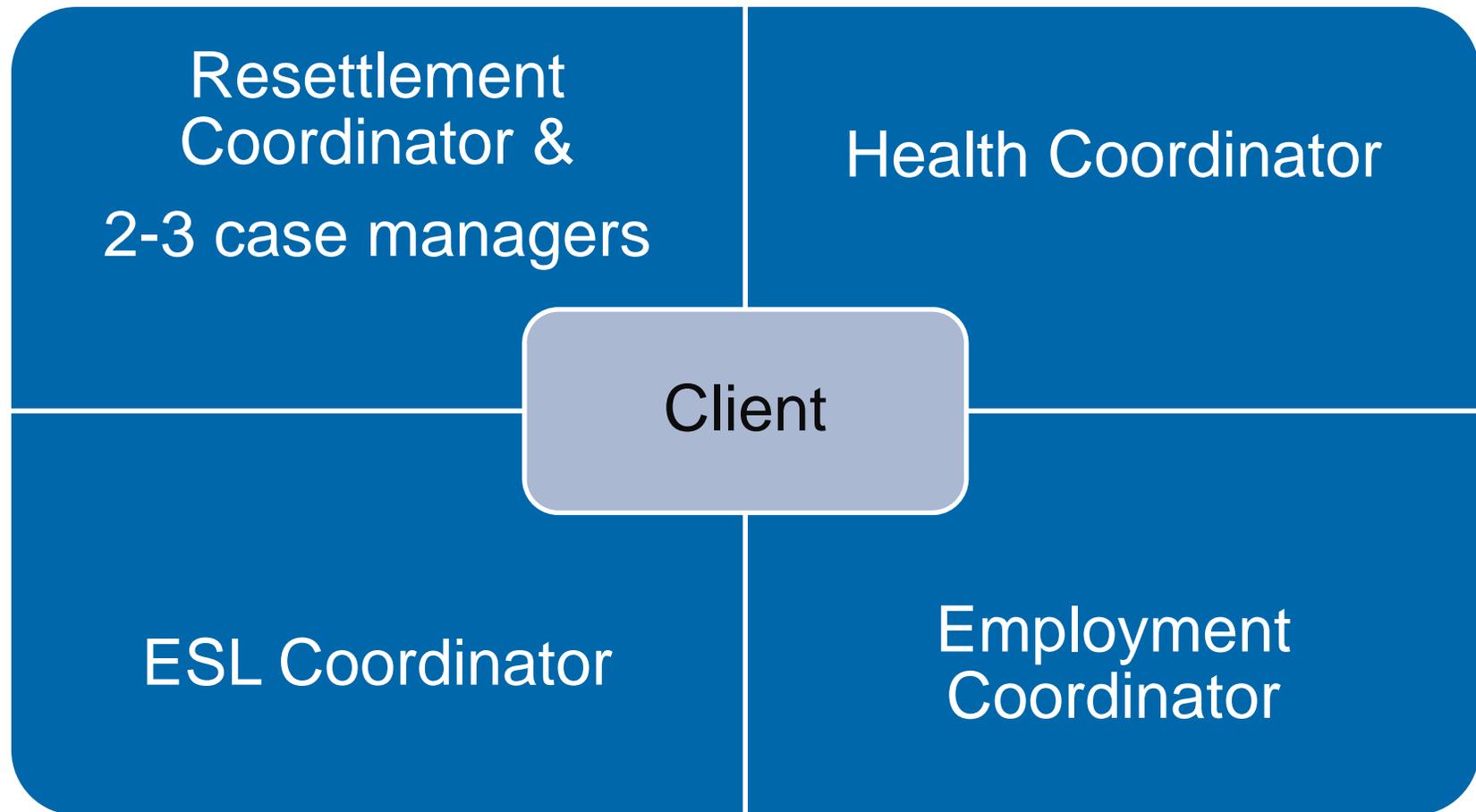
- Smaller agencies with less funding available
- The case manager does everything from A-Z
- Positive: knows client very well
- Negative: overwhelmed, clients have to wait for services

Utilizing social workers



- Kansas City office has a Social Work Department including 4 MSWs and 4-8 social work interns
- Provide trainings for R&P case managers on triggers and signs of depression and anxiety issues, suicide prevention, and domestic violence.
- Depression screenings at the 90th day home visit or all refugees resettled by the agency
- Capability to create safety plans for clients in harmful situations or those exhibiting suicidal ideation
- Narrative Therapy Project conducted by Licensed in-house therapist

Personal Experience in Manchester, NH



Important Aspects of Case Management

- Strengths-Based Case Management
- Trauma-Informed Care



Strengths-Based Case Management



- Everyone has inherent resources that can be used to help them meet their goals.
- Humans have an innate capacity for health and healing.
- Most people know what is right for them.
- Healing and change almost always occurs within the bounds of personal, friendly, supportive relationship.
- A positive future outlook is more conducive to healing.

Trauma-Informed - Case Management



- Trauma refers to intense and overwhelming experiences that involve serious loss, threat or harm to a person's physical and/or emotional well being.
- Trauma-informed care requires a *change in the culture* of the organization to create a space that is safe, empowering, and full choice for refugees.
- Learning and becoming aware of triggers.

Components of trauma-informed culture



Measuring Success



Quality of Life Scale

Preferred Communities (PC) case managers should complete this form after client assessment, and every three months from intake through closure to capture program outcomes and to measure client’s progress in meeting their goals. This assessment should be based on conversations with the client and reflect their actual situation, but should be completed after client contact.

Participant Name: _____ **Alien Number:** _____ **Closure Date:** _____

Evaluation Date (circle one): intake 90 days 180 days 270 days 360 days (max) Closure

Basic Needs	1	2	3	4	5	Score/ NA
1. Housing	Homeless or household has eviction notice	Resides in unaffordable, overcrowded housing	Lives in affordable housing but non ideal	Lives in affordable housing	Living in stable, affordable, sanitary housing	
2. Food Access	Unstable and insufficient food access	Unstable food access and regularly receives food from service providers	Stable food access and occasionally receives food from service providers	Stable food access and only seldom relies upon family and friends	Totally stable and sufficient food access	
3. Income						

1 – 1.9 Dependent 2 – 2.9 Vulnerable 3 - 3.9 Stable 4 – 5 Successful

Thank you!





Client Centered Service Delivery Model A Strengths Based Approach

**Presenter: Jon Vosper
Deputy Director
IRC-Phoenix**

Learning Objectives:

- An introduction of the theory of client centered services and a strengths based approach
- The pros and cons of this approach
- What is the culture shift?

Strength-based Approach

A strength-based approach is a positive psychology perspective that emphasizes the capabilities and strengths of the individual.

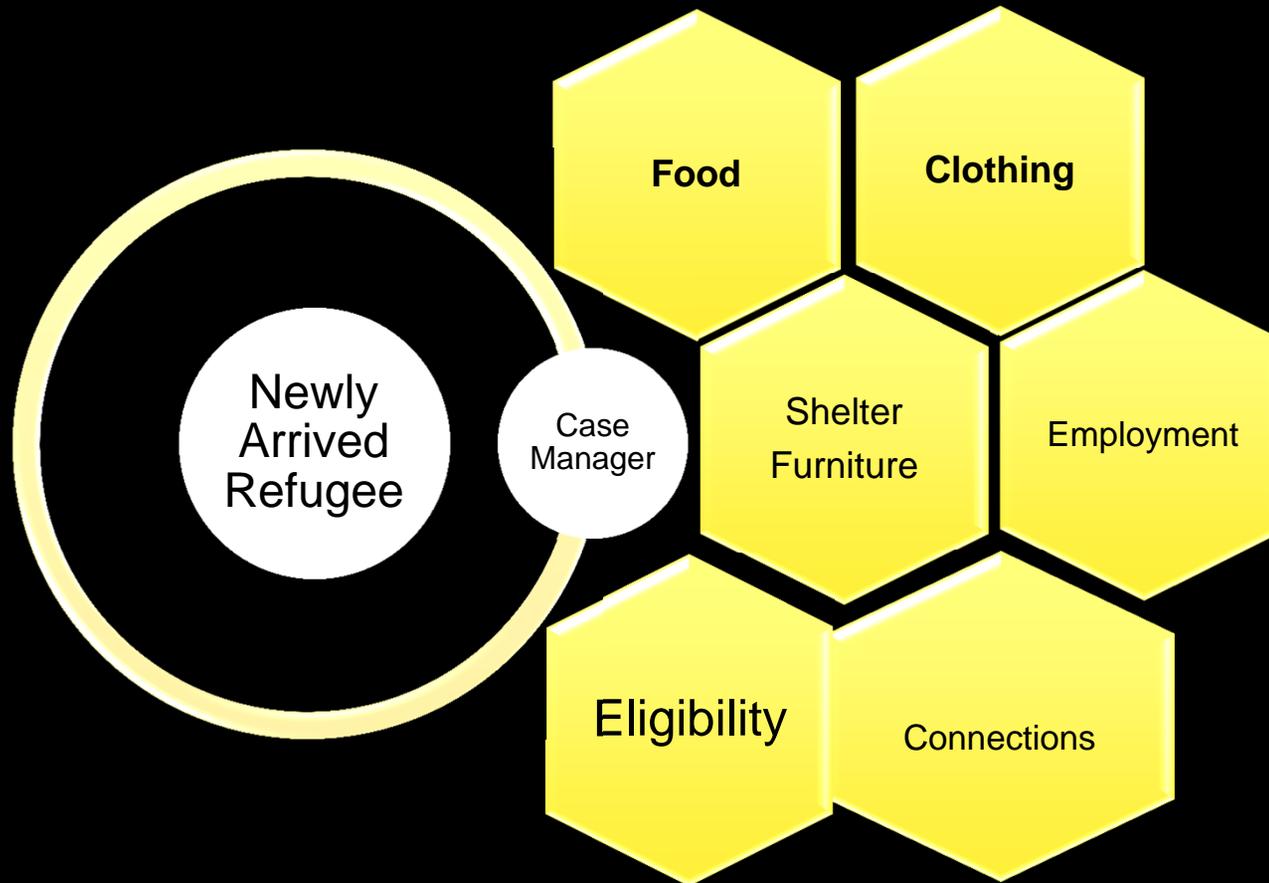
It starts with and accentuates the positive.

Strengths-based approaches are developmental and process-oriented (Ustech).

The purpose of client centered services is to provide services in a coordinated manner that allows clients to:

- access needed resources**
- receive accurate information regarding the resettlement process**
- receive appropriate and timely assistance so they can make decisions that help them reach self-sufficiency as early as feasibly possible**

Traditional Service Model



Challenges:

- It really isn't possible for staff to be good at all things
- There is a disconnect between program services.
- Staff become separated by their various roles.
- This separation causes problems in adequate service delivery.

Question:

How can you provide services across all focus areas?

How can you empower clients to move forward?

How can you engage clients and staff in a joint process of service?

Solution: A client centered, strengths based approach.

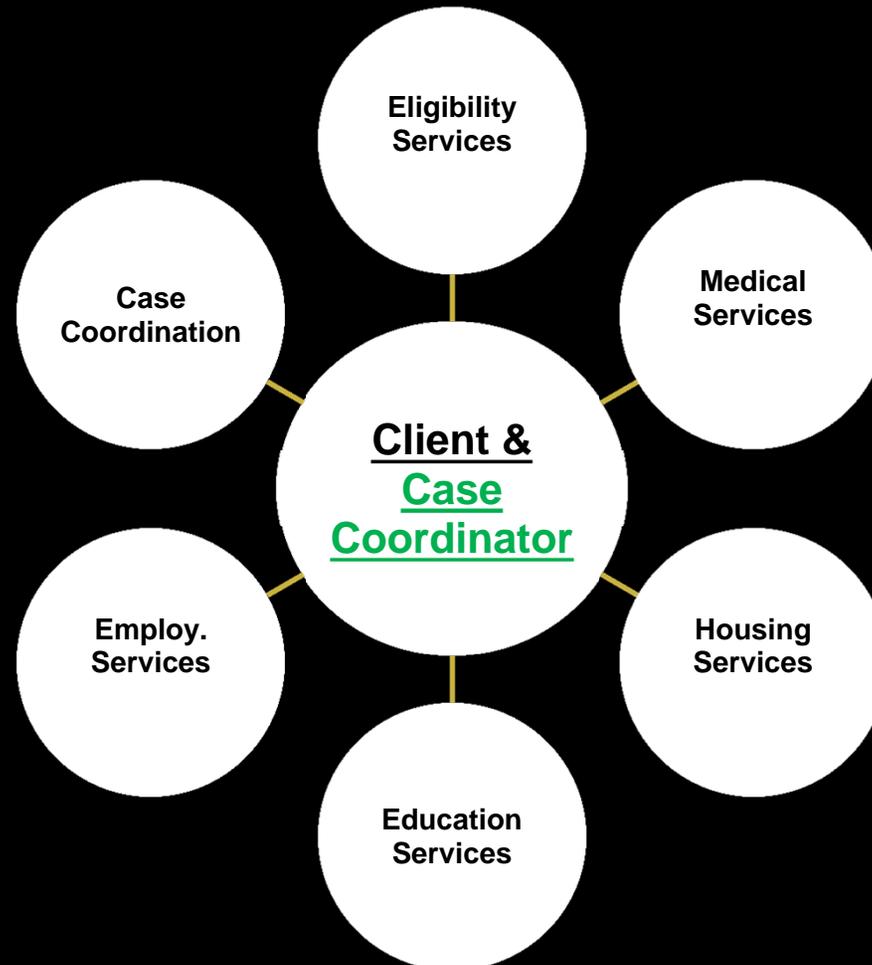
Why a Client Centered Model?

- It allows the office to expand or contract when funding is lost/gained funding.
- Through the use of a team approach clients do not slip through the cracks in times of high arrivals
- It creates an environment whereby communication across service areas is required
- Staff can specialize in a particular area of service while working as a team to fill in gaps when necessary.
- Clients have more than one person to help them meet their needs.

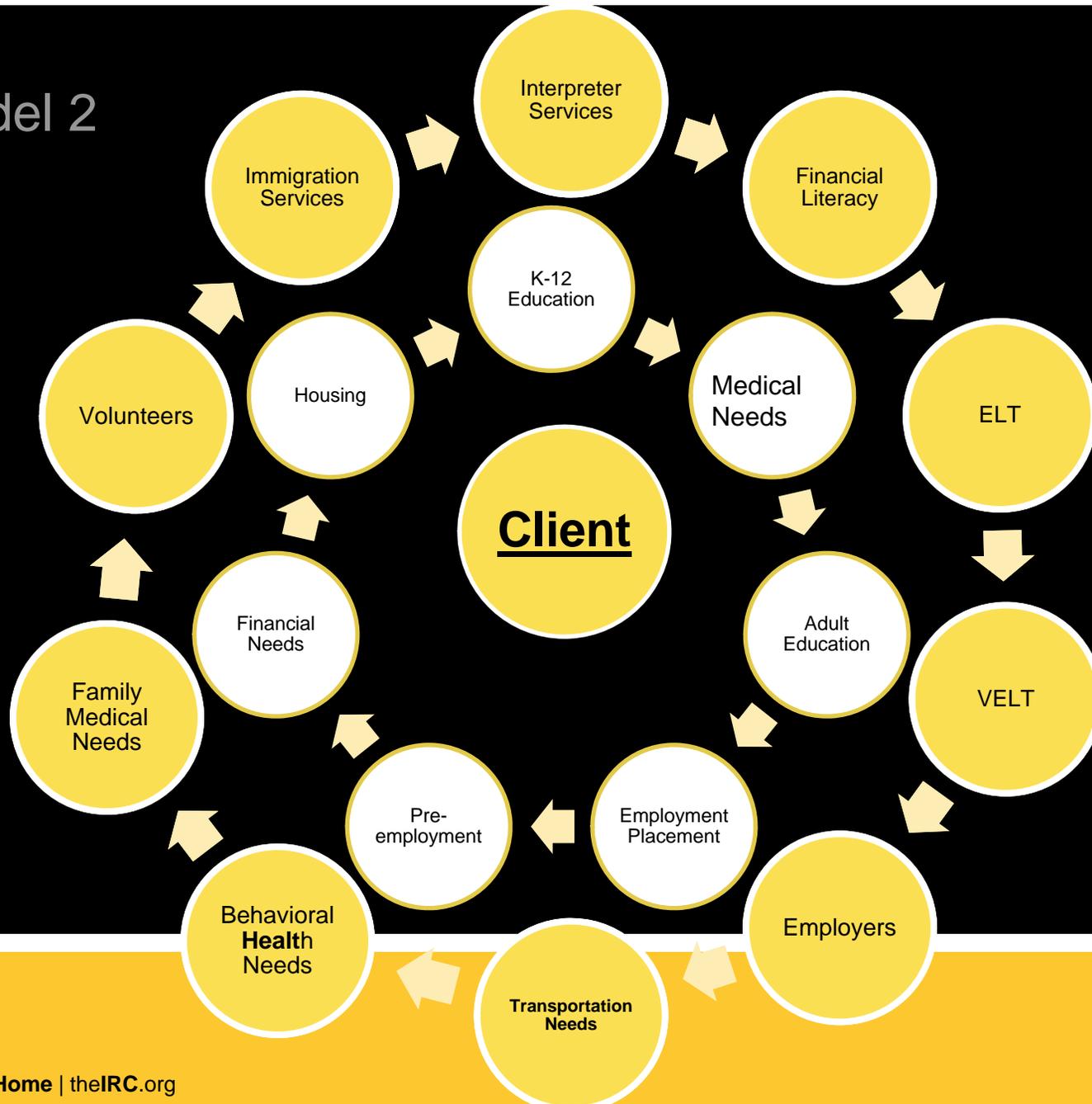
In a Client Centered Approach to Service:

1. The individual needs of the client are identified and then it is determined how best to provide assistance, through internal or a coordination of departmental and community resources
2. A partnership exists between the client and the agency as demonstrated through direct client involvement in all aspects of their case planning decisions.
3. Staff work with the client to meet their needs in a coordinated manner, remembering that we have the tools, but the client holds the plan

Client Centered Model 1



Model 2



Benefits of the Model

- **Focus on strengths of staff and clients**
- **It allows for a building of expertise within a specific area of service.**
- **It strongly focuses on a team model of service**
- **It requires ongoing communication and integration of service**

•It creates an environment **for stronger relationships with community partners** as there is a single point of contact for most partnering agencies and volunteers.

•It establishes **a consistent message for clients** as they are all hearing the same message from a single person regarding a specific service.

•By maintaining **a case coordinator** the client still has **a single point of contact for questions**, assistance and referral. The case coordinator also has a team of staff to help assist that worker with moving the family forward toward self- sufficiency.

Thank you.

Jon.Vosper@rescue.org

**This model was founded by:
Donna Magnuson, Executive Director
donna.magnuson@rescue.org**



Q & A

Wrap Up



March 18, 2015



QUICK CONNECTION: Updates and Announcements from ORR

Reminder: Submissions Due March 19 for Welcoming Refugees Contest
[Click here](#) for more information, contest rules, and the application process.

Proposals Due May 4 for Refugee IDA Program
ORR's [Refugee Individual Development Account](#) (IDA) program funds projects that help eligible refugee participants to open and contribute systematically to IDAs for specified goals, including home ownership, business capitalization, vehicles for educational or work purposes, professional certification, and certain educational opportunities. For more information review the [funding opportunity announcement](#) and [apply on Grants.gov](#) by **May 4**.

This Issue Includes:

- [Upcoming Webinars and Events](#)
- [Highlights and Announcements](#)
- [Funding Opportunities](#)
- [Public Comments](#)
- [Featured Resource](#)
- [Educational & Employment Opportunities](#)

