Training Objectives

- Increase knowledge of best practices for case managers working in the homelessness system.
- Learn strategies for overcoming common challenges and barriers faced.
- Understand the do’s and don’ts of documentation and goal planning.

In what role are you currently working?

Language

- Synonyms of Case management:
  - Service Coordinator
  - Family Advocate
  - Outreach Worker
  - Etc.
  - CASE MANAGERS ONLY

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215
What area do you work in?

Case Manager

Case management services provide a single point of accountability for coordination of services

UNDERSTANDING

Case managers are a vital part of the homeless crisis response system
Case Management Keys
- Understanding of the population served
- Awareness of social attitudes and biases
- Clearly defined job role

Case Management Models
- INTENSIVE CASE MANAGEMENT
- STRENGTHS-BASED CASE MANAGEMENT
- BROKERAGE/GENERALIST CASE MANAGEMENT
- CLINICAL CASE MANAGEMENT

Case Management Standards of Practice
- HOUSING FIRST
- HARM REDUCTION
- TIME MANAGEMENT
- rapport building
- STRENGTH-BASED
- MOTIVATIONAL INTERVIEWING
- COMMUNICATION STYLE
Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry.

- U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
POLL
Do you use Harm Reduction?

Case Management Standards of Practice
HARM REDUCTION

- Set of practical strategies and ideas aimed at reducing negative consequences associated with drug or other substance use
- An understanding of the following:
  - People change gradually and experience ups and downs
  - One success at a time
  - Each individual’s relationship with drugs and alcohol is different

Core Principles
HARM REDUCTION

- Individuals have a voice
- The focus is on reducing risk, not use
- The individual decides whether to engage in risky behavior, its accepted
- No predetermined outcomes
- Individual is treated with dignity
Resources

HARM REDUCTION

- Naloxone Training (Overdose Response)
- Syringe Exchange & Disposal
- Condoms, Lube and Sexual Health Education
- Health & Risk Reduction Education
- HIV/HCV Testing
- Survival Supply Distribution

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Case Management Standards of Practice

TIME MANAGEMENT

Excellent time management skills
Require setting realistic expectations

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Case Management Standards of Practice

RAPPORT BUILDING

Set the tone from your initial meeting by:

- Create a welcoming space
- Make sure any immediate needs are met
- Alleviate power dynamics
- Listen more than you talk
- Express empathy
- Be clear when you communicate
- Be transparent
### Case Management Standards of Practice

#### RAPPORT BUILDING

- Be a real person
- Be nonjudgmental about behaviors
- Believe that change is possible
- Remember positive reinforcement
- Get meaningful supervision and peer support
- Be flexible and creative
- Make all your appointments
- Don’t make unrealistic claims
- Celebrate victories
- Build on individuals’ strengths

#### STRENGTH BASED MODEL

- Helps individuals realize their own strengths
- Examines previous successes
- Cultivates and examine internal and external resources
- Empowers

#### MOTIVATIONAL INTERVIEWING

- Conversational style that addresses ambivalence to change
- Ambivalence
MOTIVATION
What is it?

The reason or reasons...
The general desire ...

Case Management Standards of Practice
COMMUNICATION STYLE

DIRECTING  GUIDING  FOLLOWING

Case Management Standards of Practice
RESOURCES

Develop an understanding of available resources in your community. If your organization does not have an up-to-date resource list, CREATE ONE.
Case Management Standards of Practice

TAKEAWAYS

Goal Planning

Keys

• Helping the individual identify in their words their goals
  • Should be around permanent housing
  • Addressing immediate resolution of the crisis
  • Actively listen
Case Management Goal Planning
Identifying Objective Goals

- Steps are clear
- Measurable
- Short time period
- Identify responsibility

Case Management Goal Planning
Individualized

- Assess the situation
  - Crisis/Housing/ Maintenance
- Reasonability
  - Requirement
  - Number of goals
  - Income
  - Fluidity

Case Management Goal Planning
Smart Objectives

- Specific
- Measurable/observable
- Attainable within time
- Result- Oriented
- Targeted to the identified need
Case Management Documentation
What is the point of a Case Note?
- A record of interaction between a client and service provider.
- Track goal progress

Case Management Documentation
Why do we write Case Notes?
- Accountability
- Professional responsibilities
- Information sharing
- Liability
POLL
How Long after an intervention are you documenting a case note?

Case Management Documentation
What makes a good case note?
- Clarity
- Concise
- Accurate
- Complete
- Timely

Case Management Documentation
What makes a good case note?
- Chronological
- Readable
- Signed and dated
- Accessibility
- Securely stored
Case Management Documentation

Case note don’ts?
- Emotional reactions
- Personal Statements
- Opinions
- Unsubstantiated Suspicions
- Commentary
- Vagueness
- Diagnosis

Case Management Documentation

Case note goals?
1. Could a colleague look at your case note and easily help the client?
2. If the client read your note would they feel respected and agree with your objective account?

Case Management Documentation

Case note format
- Subjective data
- Objective data
- Assessment
- Plan
Case Management Documentation

Case note reminder

- Subpoenaed
- Continuity
- If you didn’t write it didn’t happen.

Case Management Standards of Practice

PROGRAMS & OPERATIONS

- Continual trainings
- Transparency
- Input
- Growth
- Development
Case Management Standards of Practice
PROGRAMS & OPERATIONS

- Incentives
- Positive reinforcements
- Funding
- Adequate resources

Questions?