

Training Objectives

Increase knowledge of best practices for case managers working in the homeless system.

Learn strategies for overcoming common challenges and barriers faced.

Understand the do's and don'ts of documentation and goal planning

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In what role are you currently working?

???

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Language

- Synonyms of Case management
 - Service Coordinator
 - Family Advocate
 - Outreach Worker
 - Etc



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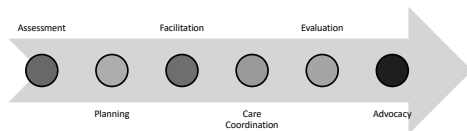
What area do you work in?



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Case Manager

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



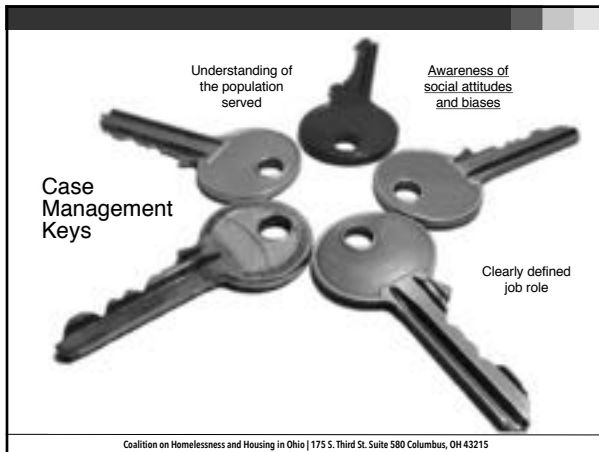
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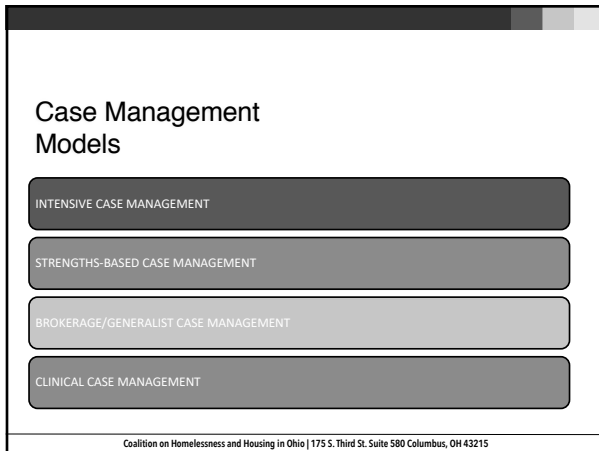
UNDERSTANDING

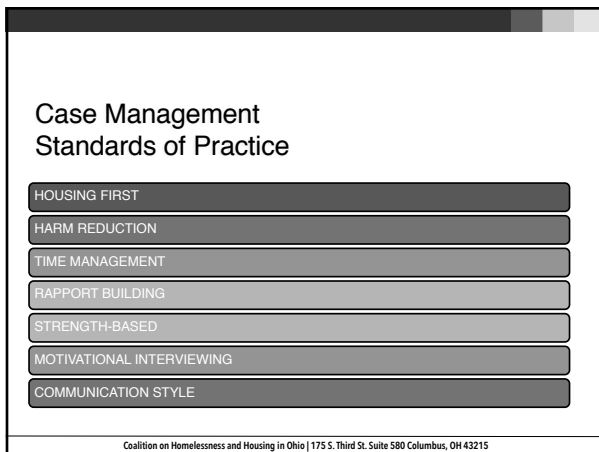


Case managers are a vital part of the homeless crisis response system

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POLL

WHAT IS HOUSING FIRST?

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“

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

”

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HOUSING FIRST RECOGNIZES...

Self-Transcendence
sense of meaning, purpose

Self-Actualization
realizing personal potential

Esteem needs
praise and feeling of accomplishment

Belonging and love needs
intimate relationships, friends

Safety needs
security, safety

Physiological needs
water, warmth, rest

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POLL

Do you use Harm Reduction?

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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*

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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

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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

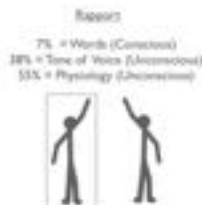
Require setting realistic expectations

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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



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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	

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Case Management Standards of Practice STRENGTH BASED MODEL

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

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Case Management Standards of Practice MOTIVATIONAL INTERVIEWING


- Conversational style that addresses ambivalence to change
- Ambivalence



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MOTIVATION


What is it?



The reason or reasons..
The general desire

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Case Management Standards of Practice COMMUNICATION STYLE



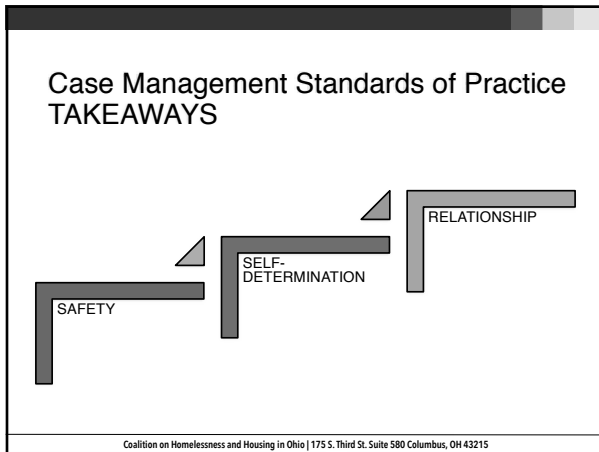
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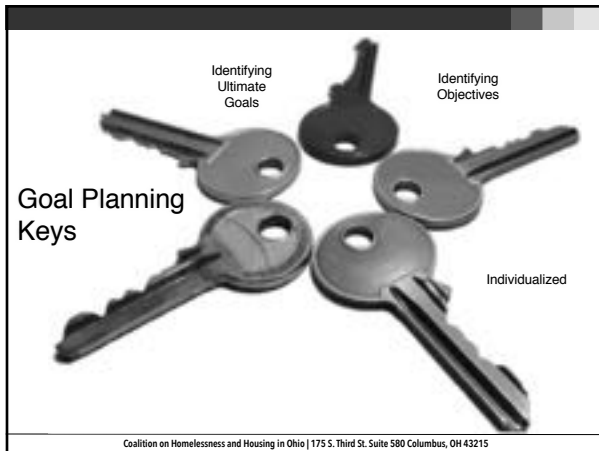
Case Management Standards of Practice RESOURCES

Develop an understanding of available resources in your community. If your organization does not have an up to date resource list, **CREATE ONE.**



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

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

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Case Management Goal Planning Individualized

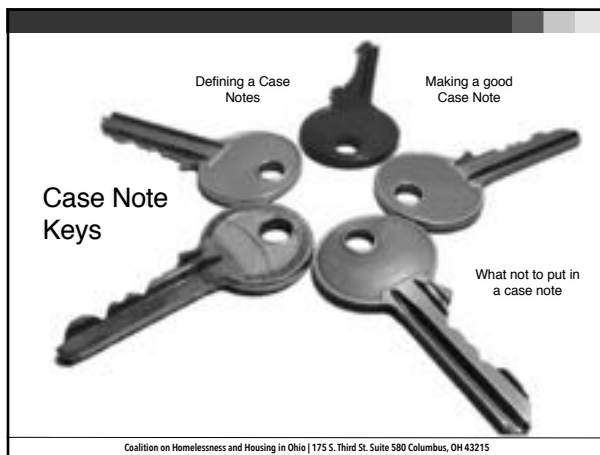
- Assess the situation
 - Crisis/Housing/ Maintenance
- Reasonability
 - Requirement
 - Number of goals
 - Income
- Fluidity

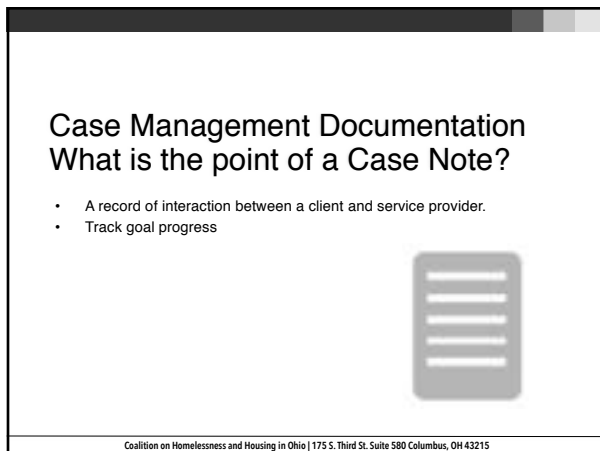
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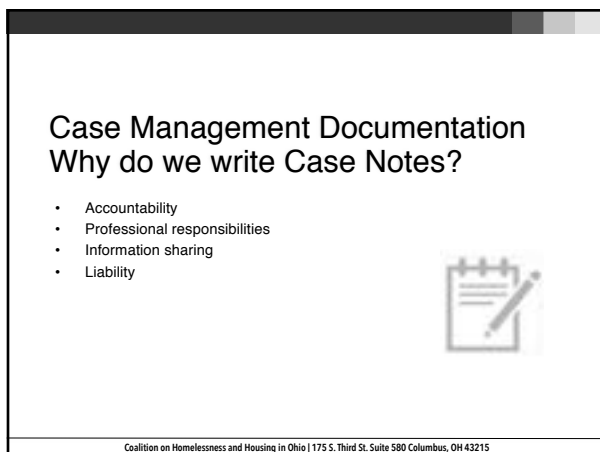
Case Management Goal Planning Smart Objectives

- **S**pecific
- **M**easurable/observable
- **A**ttainable within time
- **R**esult- Oriented
- **T**argeted to the identified need

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POLL


*How Long after a intervention
are you documenting a case
note?*

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Case Management Documentation

What makes a good case note?

- Clarity
- Concise
- Accurate
- Complete
- Timely




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Case Management Documentation

What makes a good case note?

- Chronological
- Readable
- Signed and dated
- Accessibility
- Securely stored



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Case Management Documentation Case note don'ts?

- Emotional reactions
- Personal Statements
- Opinions
- Unsubstantiated Suspicions
- Commentary
- Vagueness
- Diagnosis



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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?

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Case Management Documentation Case note format

- **S**ubjective data
- **O**bjective data
- **A**ssessment
- **P**lan

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Case Management Documentation

Case note reminder

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

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Manageable case loads

Supportive environment

Rest and recuperation

Programs & Operations Keys

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Case Management Standards of Practice

PROGRAMS & OPERATIONS

- Continual trainings
- Transparency
- Input
- Growth
- Development

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Case Management Standards of Practice PROGRAMS & OPERATIONS

- Incentives
- Positive reinforcements
- Funding
- Adequate resources

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Questions?



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