

## **Case Management Framework Solution Oriented - Client Centered**

- **Where is our place in the continuum of need/care?**

Think in terms of a vehicle to provide long term transitional supportive services to assist the displaced survivors in their plans to create or recreate stability in three basic areas: income, housing, and self care.

- **How do we identify those whose need is appropriate to our place in the continuum?**

1. We need to know the ratio between shelter cost and income that currently exists with each of these displaced survivors. Knowing that ratio allows planning. Planning is centered on adjusting the shelter cost/income ratio to one of stability (if correction is necessary).
2. By taking this income first approach, one role of the transitional services case manager is identified as holding a space for the displaced survivor participants to look at the problems, and plan ways to address these problems.
3. By looking at the income or potential for income first, and urging the client(s) to make long range plans to achieve a stable ratio between income and housing, the possibility of eviction is decreased. The family whose income will continue to be unearned, or low level earned, is urged to access whatever subsidized housing is to be made available.
4. By presenting the long range transitional plan in terms of income, housing, and self care, the case manager has the ability to keep what seems like chaos in some kind of organizational framework. Income and housing cannot be separated. They are inextricably tied together.

- **Having identified them, how do we record the care so as to be accountable?**

1. Use a data base that is already in place. Service Point would work
2. Come to an agreement between all agencies and case managers and everyone collect the same data.
3. Keep that data to a minimum. Do basic data collection of: demographics, income levels, housing history, and job skills and barriers to accessing income and housing.
4. Record barriers in terms of how the barrier might prevent the person from accessing income and housing. This assessment leads to how to address these barriers.
5. Document this data using pre-planned software documentation. Service point has the ability to create a set of goals that could be consistently used across the board with everyone. And having created those in pull down menus in the software, the task of documentation becomes not a matter of narrative, but more a matter of opening a doc. window and writing a sentence or two that relates to the goal. These goals can be labeled as: in progress, closed, achieved, not achieved, etc., and the results are automatically tabulated in the report writer function.