



Case Management and Individual Employment Plans





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Case Management

Goals For Today



- Provide you with a method of keeping a functional case management file on your clients
- Explain required documents and information that must be available for review
- Describe how you can provide evidence of your grant compliance and improve time management by maintaining a comprehensive and well-organized case file.



Purpose Of Case Management Files

- Provides the case manager and the client with a means of developing a plan and tracking progress
- Documents evidence of services provided and actions taken to assist clients
- Creates a level of accountability for the expenditure of time and resources on a client's behalf
- Case files should be created with a complete stranger in mind



Definition of Case Management

Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes

Assessments



- Case management begins with an in-depth assessment
 - Assessment is an ongoing process during which the case manager observes the client, records pertinent information and identifies other sources of information
 - Not every veteran you assess will be an immediate fit for your program; you should maintain their initial assessment/case file, so if they return for services at a later date, you can simply update the file and proceed with case management.
 - The case manager works closely with other staff to identify necessary referrals for shelter, clothing, food and other immediate crisis intervention needs
 - The case management file should tell a story. It must be updated each time you speak with the client, as well as each time a service is provided or follow-up is conducted.

Determining Eligibility



- The most important document for the case file and enrollment into a grant program for veterans is the Form DD-214, Member 4 copy, or other verification of veteran status
 - The veteran may provide a Service 2-8 copy, or something similar; the DD-214 must indicate the type of discharge
 - Depending on your specific grant, the time spent on active duty will also need to be verified (Guardsmen and Reservists)
 - HINQ/SQUARES
- If the veteran does not have a copy of their DD-214, assist them in obtaining one. Contact your federal POC if you need assistance.
- Do not delay assessment and crisis intervention services awaiting a DD-214. However, based on the requirements of your grant, you may not be allowed to enroll the client without documentation of eligibility, especially when financial assistance is required.



Case File Contents

- At a minimum, the following items are expected to be available in the case management file at the time of the on-site visit:
 - Form DD-214 or other official proof of veteran status
 - Intake form
 - Verification of homelessness/at risk status
 - Education history
 - Employment history
 - Marketable skills
 - Licenses and credentials
 - Job Referrals (date and Name of Employer)
 - Supportive Services
 - Documentation of services provided
 - **Don't forget to maintain Personally Identifiable Information (PII)!!!**

Documented Services



- What services were provided, by whom, and when. Examples of services:
 - Physical and psychological health referrals
 - Testing
 - Resume assistance
 - Training (list the name of training and agency; include costs and appropriate documentation associated with training)
 - Work clothing (list exactly what was purchased with grant money and the cost; include receipt(s))
 - Any tools for their employment (again, list exactly what was purchased with grant money and the cost; include receipt(s))
 - Other supportive services provided (driver's license, birth certificate, bus passes/gas cards, etc.; include receipt(s))
 - Shelter provided and by what organization; other housing assistance as it pertains to your specific grant



Documented Services, cont.

- Job Clubs (list the dates of attendance)
- Employment Workshops (list dates)
- Referrals to other agencies for services:
 - Dept of Veterans Affairs
 - Housing and Urban Development
 - State Vocational Rehabilitation
 - Vet Center
 - American Job Center
 - Food stamps
 - Online referrals to supportive services
- This list is not exclusive; annotate any and all services provided to the client

Documented Services, cont.

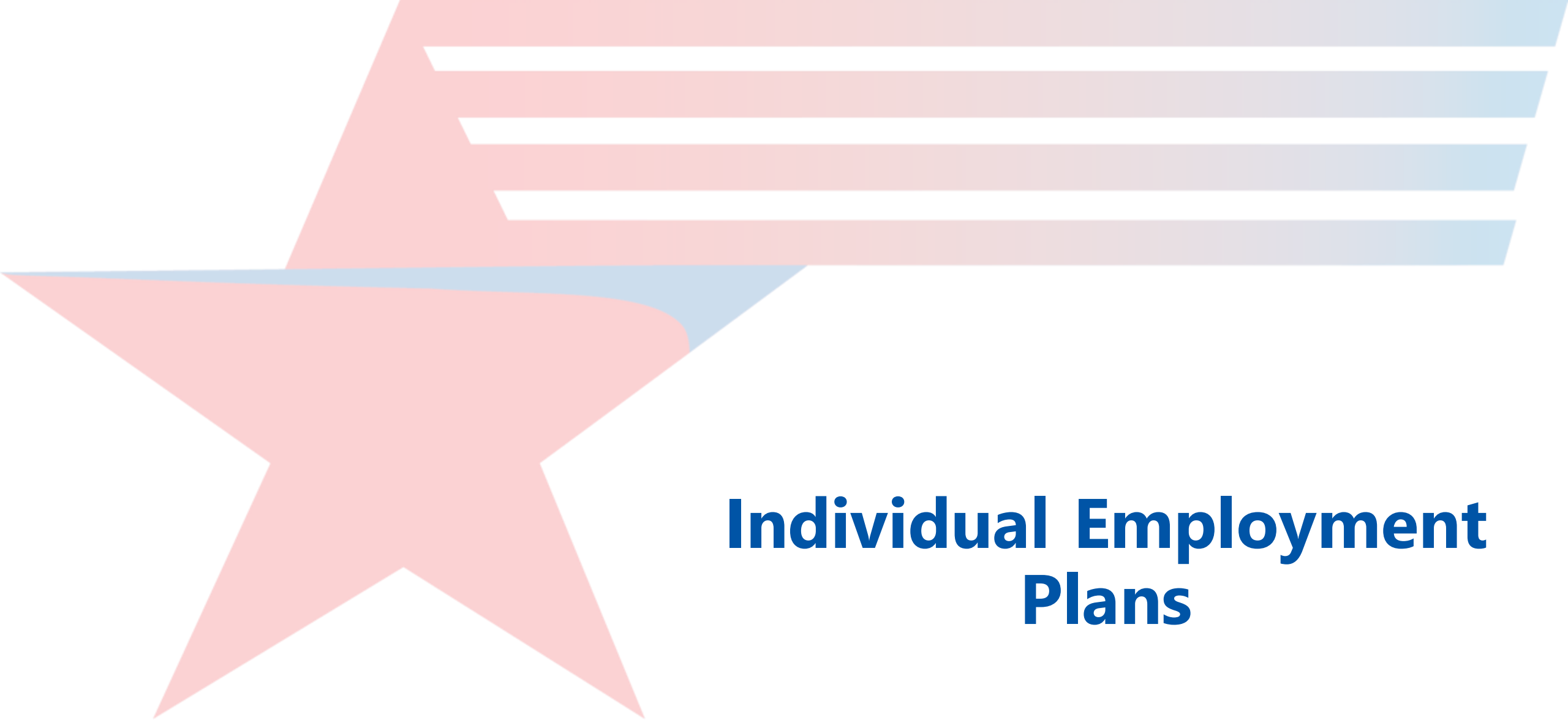


- Referrals to other agencies and homeless programs
 - Record dates, times and names of the agencies to which you have referred the veteran
 - When possible, call the service provider in advance to discuss the purpose of the referral
 - Conduct follow-up with the veteran and/or agency and record the results of each referral in case notes; update IEP as necessary
 - It is the grantee's responsibility to de-conflict enrollees with other nearby organizations operating the same type of grant- no duplicate participants are permitted!



Documented Services, cont.

- Each training course that the veteran attends should be documented in the case file and include, at a minimum:
 - Date conducted
 - Name of training course (copy of curriculum, if applicable)
 - Organization and name person conducting the training
 - Copy of certificate of completion in the case file
 - Cost of the training if a vendor was used; include invoice(s)



Individual Employment Plans

Developing an Individual Employment Plan



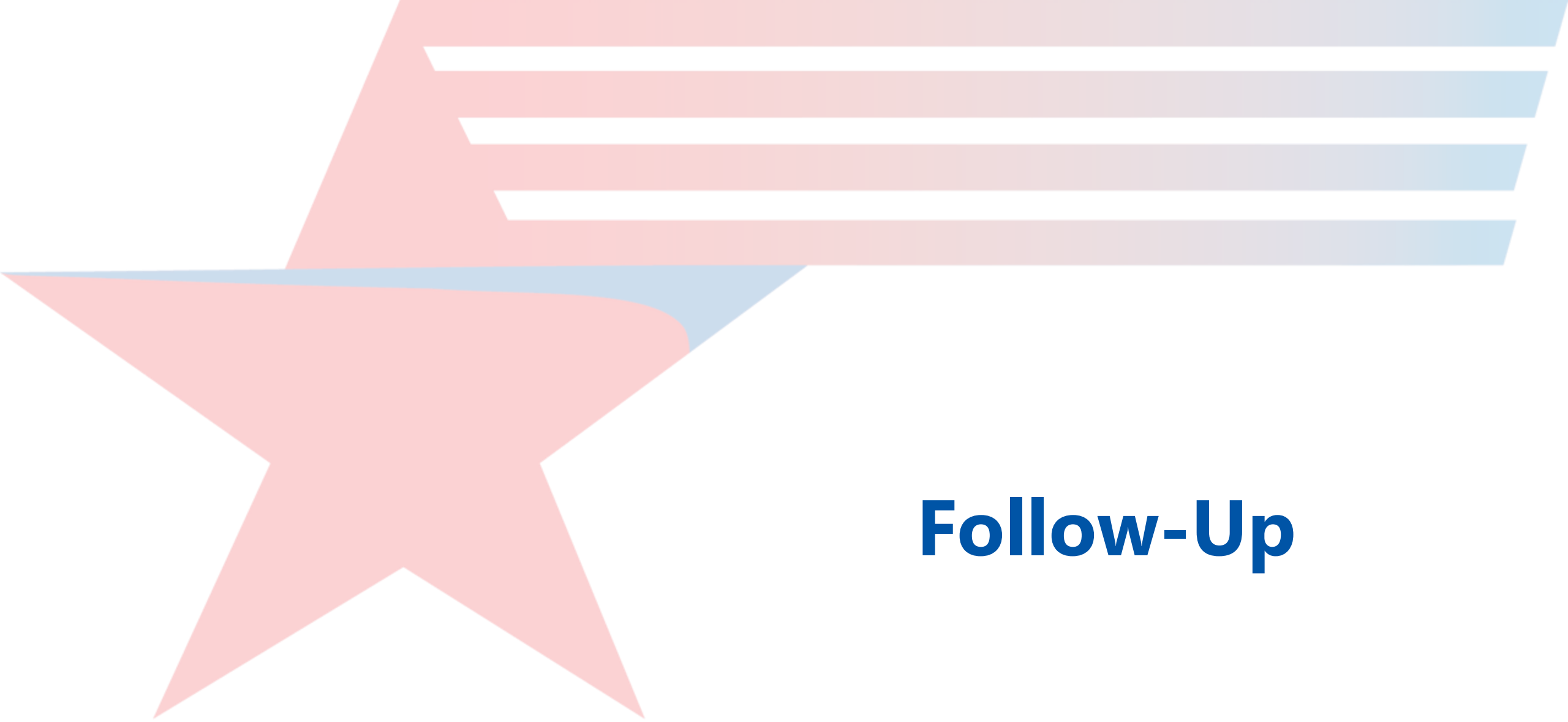
All staff should work together to develop an IEP and include the following components:

- Short- and long-term goals/objectives
- Tasks to be completed by the client
- Time frames for each event
- Dates when reviews of the plan will take place
- Lists of other partners/organizations who will be involved
- Projected employment date



Individual Employment Plans, cont.

- The IEP is maintained and updated in the client's case management file
- The IEP should be considered a living document and updated regularly
 - When the client overcomes a barrier/meets a goal, or when another barrier/goal has been identified



Follow-Up



Employment Documentation

- Employment information must be documented
- The data recorded in the case management file will ensure proper reporting and validation
- The following information should be recorded:
 - Date of Employment
 - Name and address of employer
 - Name and telephone number of person that validated the homeless veteran's employment
 - Job title
 - Salary/hourly wages paid
 - Full-time or part-time; hours worked per week

Follow-up

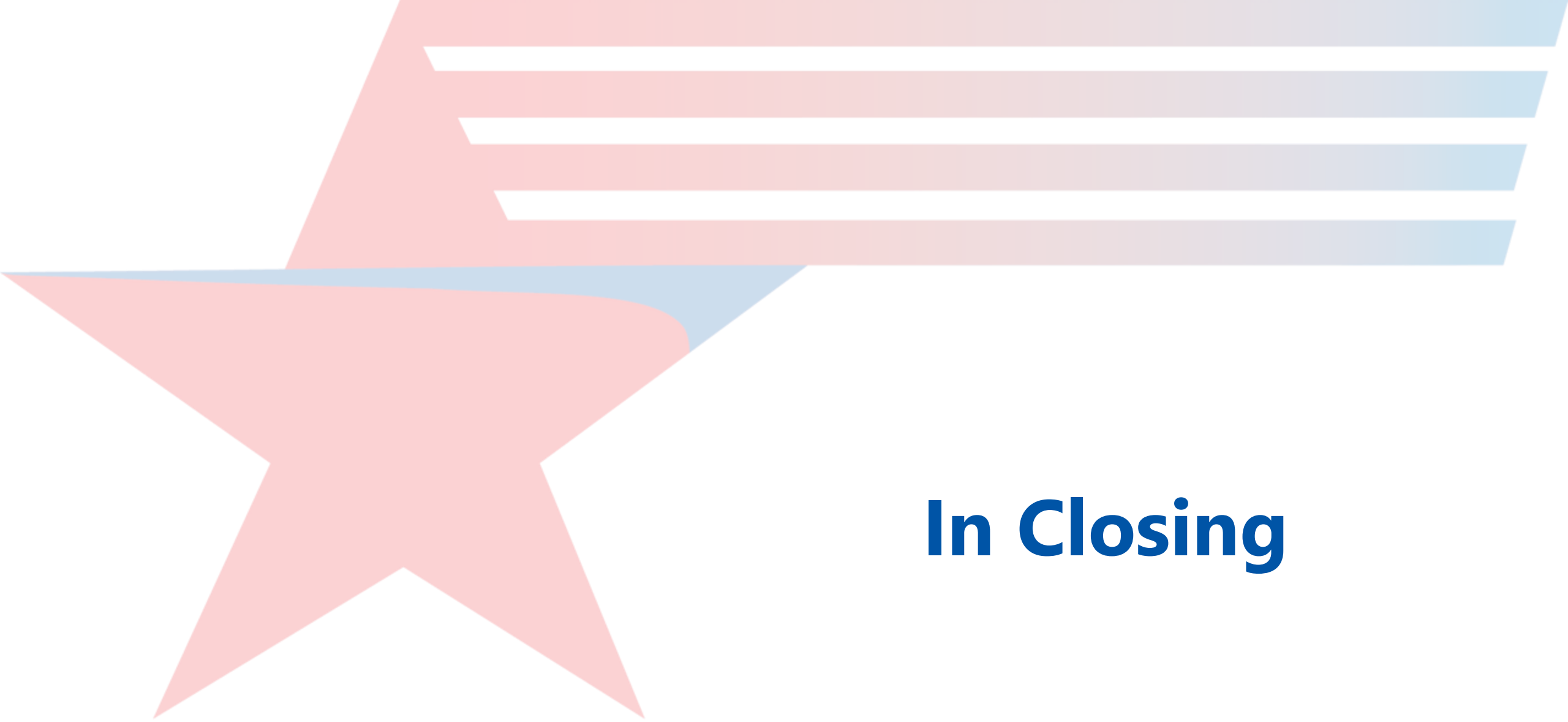


- Employment follow-up is very important and the following information must be available in the case management file:
 - Pay stubs from the veteran, OR
 - A record of the date, phone number and name of the person at the place of employment verifying that the veteran is still employed (try to obtain current wages earned).
 - Maintain regular contact with the veteran during their employment to head off any potential problems which could interfere with employment retention. Document those conversations in case notes.



Follow-Up, cont.

- Depending on your organization's guidance, if the veteran becomes unemployed, you may re-open the case file and begin immediate assistance to obtain new employment
- Make note of the last day the veteran was employed
- If the veteran remains employed, continue to obtain pay stubs or contact the employer for the required timeframe as specified by your grant
- Be sure you make appropriate notations in the case management file as to how you validated the employment to include names and telephone numbers



In Closing

Empowering Your Clients



- Remember, the goal of case management is to move the homeless veteran toward self-sufficiency
- Place more and more responsibility in the hands of the client for making appointments and decisions about their progress (80/20 rule)
- Create and utilize existing peer support veterans' groups to allow for peer interaction and support
- When conducting follow-up, encourage openness from client and assist, if possible, in preventing loss of employment or a recurrence to the situation which brought them to your agency



Case Management Summary

- Assess and develop a plan
- Appropriate documentation
- Record all dates and events, services provided
- Keep in constant contact with veteran
- Ensure training is fully documented
- Record follow-up
- Record expenditures with copy of receipt copy
- Participant files must be maintained for a specified minimum of time based on your particular grant
- Remember, if it's not in the case file, it didn't happen



Questions?



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