Welcome!

Please introduce yourself in the chat box:
1. *Your name (+ pronouns if you choose)*
2. *One thing you like about being a case manager*

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Best Practices for Case Managers in Homeless Services

Western and Eastern PA CoCs
May 6, 2021

C4 Innovations

ken kraybill

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Session Overview

Understanding and implementing best practices in case management is vitally important to ensure high quality care for people receiving services.

This session will provide an overview of the origins, purpose, and principles of case management, the "mindset and heart-set" of this approach, and key best practices that embody what it means to be:

- person-centered
- housing-focused
- racially-just
- trauma-informed
- recovery-oriented
- peer-integrated
- self-compassionate

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Training Series Learning Objectives:

Participants will be able to:

Describe the four elements of the mindset and heart-set of best practices

Give an example each of how white dominant culture perpetuates racism at interpersonal, institutional, and structural levels

Describe three principles of trauma-informed practice

Identify three benefits of integrating peer providers in service delivery

Name three ways to foster personal resilience and renewal

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What does it mean to help?

It starts with loving-kindness for oneself.

Pema Chödrön.

5

An invitation to breathe

Take a gentle, deep breath in for a count of 4.

Now slowly breathe out for a count of 6, a little longer than your inhalation.

Repeat 3 (or more) times.

6

river of resilience

7

What brings you to this work?

What do you bring to this work?

8

river of resilience

1. Please draw a river. In the river currents, identify the core values and strengths you bring to this work.

2. Add streams flowing into the river naming significant people in your life who have inspired you.

3. Place rocks or waterfalls in the river representing life events that have challenged and strengthened you.

4. Draw a signpost by the river with your personal mission statement related to your work.

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Your strengths?

Your core values?

Significant people who have inspired you?

Challenges that have strengthened you?

Your purpose, calling, hopes?

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What is Case Management?

A collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's or family's holistic needs

Adapted from Case Management Society of America, 2009

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What is Case Management?

A means for improving clients' health and promoting wellness and autonomy through advocacy, communication, education, identification of service resources, and facilitation of service.

https://cmbodyofknowledge.com/content/introduction-case-management-body-knowledge

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Principles of Effective Case Management

Rapp & Goscha (2004)

Case managers deliver as much of the "help" or service as possible, rather than making referrals to multiple formal services

Natural community resources are the primary partners (e.g., landlords, employers, teachers, art clubs, etc).

Work is in the community.

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Principles of Effective Case Management

Rapp & Goscha (2004)

Both individual and team case management works.

Case managers have primary responsibility for a person's services.

Case managers can be paraprofessionals. Supervisors should be experienced and fully credentialed.

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Principles of Effective Case Management

Rapp & Goscha (2004)

Caseload size should be small enough to allow for a relative high frequency of contact (no more than 20:1).

Case management service should be time-unlimited, if necessary.

People need access to familiar persons 24 hours a day, 7 days a week.

Case managers should foster choice.

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Case Management Models

Standard Community Care Models
- Broker model
- Clinical case management

Intensive Case Management Models
- Assertive Community Treatment
- Intensive Case Management
- Critical Time Intervention

Rehabilitation-Oriented Community Care Models
- Strengths model
- Rehabilitation model

Mueser, Bond, Drake, & Resnick, 1998

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What are case manager roles?

Companion	Planner
Facilitator	Communicator
Navigator	Resource
Coordinator	Supporter
Advocate	Encourager
Guide	Other?

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Reported Positive Outcomes of Case Management

In Focus, NHCHC, Volume 4, Issue 1, April 2016

Physical and Mental Health

- Reduced drug/alcohol use
- Reduced psychiatric symptoms
- Reduced social isolation
- Increased use of Hepatitis A & B vaccines

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Reported Positive Outcomes of Case Management

In Focus, NHCHC, Volume 4, Issue 1, April 2016

Service Utilization

- Reduced ED visits
- Reduced length of hospital stay
- Increased access to SUD treatment
- Increased insurance coverage

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Reported Positive Outcomes of Case Management

In Focus, NHCHC, Volume 4, Issue 1, April 2016

Housing

- Increased housing stability
- Reduced time spent homeless
- Success of homeless prevention and rapid re-housing programs

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Reported Positive Outcomes of Case Management

In Focus, NHCHC, Volume 4, Issue 1, April 2016
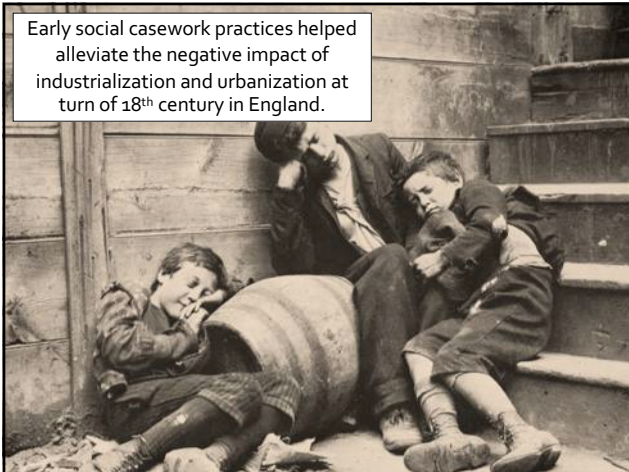
Cost

- Reduced hospital cost
- Reduced cost associated with shelter services
- Suggested to alleviate or offset economic impact of homelessness

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The Evolution of Case Management

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Early social casework practices helped alleviate the negative impact of industrialization and urbanization at turn of 18th century in England.

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Charity Organization Societies and Settlement Houses began to appear in U.S. in late 1800's.

Chicago Settlement House

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Slide 25

Case management emerged as key response to deinstitutionalization beginning in mid 1900's – initially a brokerage model

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LUNATIC ASYLUM
304-269-5070
TALAWV.COM

Weston, WV

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Slide 26

What's in a name?

Case management initially conceived of as a broker model:

- defined as "integration and allocation of individualized care within limited resources"
- primarily office-based without requiring direct client contact
- literally "managing cases"

Mueser, Bond, Drake, & Resnick, 1998

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Slide 27

What's in a name?

As case management became more of a therapeutic, direct service approach, other names have emerged:

- Advocate
- Care/service facilitator
- Care/service coordinator
- Care/service navigator
- Planned support specialist
- Recovery support specialist
- Other

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Slide 28

Overview of Best Practices in Case Management

"…to meet an individual's or family's holistic needs"

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What is whole-person care?

Includes the bio-psycho-social-spiritual-communal aspects of a person's life

Takes a "person-in-context" approach

Recognizes that a person's health and well-being is impacted and exacerbated by cultural attitudes and beliefs – e.g., stigma/bias/bigotry/prejudice/ discrimination evidenced in racism, sexism, heterosexism, homophobia, transphobia…

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What is whole-person care?

Recognizes that a person's health and well-being is impacted and exacerbated by social causes and conditions – e.g., factors related to poverty including poor nutrition, lack of safe and stable housing, incarceration, unemployment, chronic anxiety of income insecurity…

Is tailored, unique, individualized, and community-specific

Focuses particularly on marginalized populations

Whole-person care requires a team approach; no one person can provide it

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What is whole-person care?

While services may be available to help alleviate some of these stresses and inequities, they are often delivered in a siloed fashion. Whole-person care requires regular communication and coordination of care.

Whole-person care provides tailored support and services that help people ultimately enjoy healthier lives. Greater care coordination also enables safety net providers to more efficiently and effectively use their resources, maximizing their ability to improve health outcomes.

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7 Core Attributes of Best Practices in our Work

- Person-centered
- Housing-focused
- Racially-just
- Trauma-informed
- Recovery-oriented
- Peer-integrated
- Self-compassionate

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8

person-centered
housing-focused
racially-just
trauma-informed
recovery-oriented
peer-integrated
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33

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person-centered
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What best practices can you name?

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Assertive outreach and engagement

Flexible, low-demand services

Housing first

Rapid rehousing

Permanent supportive housing

Harm reduction

Interdisciplinary teams

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Integrated treatment for co-occurring disorders

Trauma-informed care

Recovery-oriented tenancy support

Involvement of recovering persons

Critical Time Intervention

Motivational interventions

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SOAR

Supported employment

Self-help programs

Prevention

Cultural humility

Self-care

Team-care

Supervision support

Training and implementation

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Or, to put it another way...

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Mindset and heart-set
of best practices

Partnership
Acceptance
Compassion
Evocation

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PARTNERSHIP – a collaboration; demonstrating profound respect for the person; both parties have expertise; dancing rather than wrestling; best practices are not done on or to people, but with and for them

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What partnership looks like...

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What partnership sounds like...

Would it be all right if we took a look at...?
How do you feel about...?
What is your understanding of...?
I look forward to working together...
How can I support you in this process?

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ACCEPTANCE

Prizing person's inherent worth and potential
Providing accurate empathy
Supporting autonomy
Affirming strengths

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What acceptance sounds like...

Prizing person's inherent worth and potential
You are welcome here just as you are.
"There's nothing about a caterpillar..."
What would you like to be different?
In looking ahead at your life...

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What acceptance sounds like…

Providing accurate empathy

That sounds really complicated.

You're feeling hurt and confused.

Part of you wants to cut back and part of you isn't sure you could cut back.

You're hoping for a better result this time.

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Empathy: The Human Connection to Patient Care

https://www.youtube.com/watch?v=cDDWvj_q-o8

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What acceptance sounds like

Supporting autonomy

You know what's best for you.

You like to weigh things carefully before making any changes.

This is a decision only you can make.

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What acceptance sounds like…

Affirming strengths

You showed a lot of courage in the way…

That took a lot of patience to…

You're the kind of person who values loyalty.

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COMPASSION – coming alongside someone in their suffering; actively promoting the other's welfare; giving priority to the person's needs

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"Here is what we seek: a compassion that can stand in awe at what (people) have to carry rather than stand in judgment about how they carry it."

Fr. Greg Boyle, Tattoos on the Heart
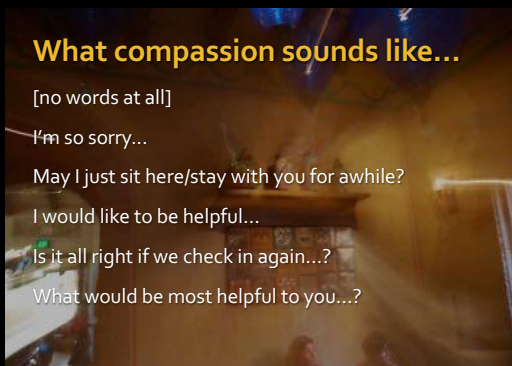
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What compassion sounds like…

[no words at all]

I'm so sorry…

May I just sit here/stay with you for awhile?

I would like to be helpful…

Is it all right if we check in again…?

What would be most helpful to you…?

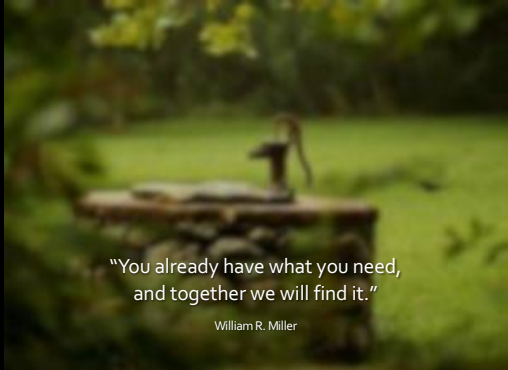61

Compassion…

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EVOCATION – eliciting the person's own knowledge, wisdom, strengths, and motivation

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"You already have what you need, and together we will find it."

William R. Miller

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What evocation sounds like...

What would you like me to know about yourself?

Tell me about...

What concerns, if any, do you have about...?

It sounds like you'd like things to be different in your life.

If you were to change, what would be your reasons to do so?

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Next steps

> Reading, videos, learning activities

> Next webcast Tues May 18 at 2 pm ET

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Thank you!

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