# 3.
# An Example of Case Management in an Outreach Service


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# 3.
# An Example of Case Management in an Outreach Service

## AN EXAMPLE - MAYA OUTREACH SERVICE

**An example of a case management approach for working with people in a small regional outreach service is described below. The process has been written for a fictitious service called Maya Outreach Service.**

| | |
|---|---|
| *REMEMBER…* | ***The material in this section is an example only, and can be used by services to develop their own case management policies and procedures. The information is included on the floppy disk which accompanies the Resource Kit and services are free to copy, and adapt the information for their own use.*** |

**Maya Outreach Service provides an information, support and referral service for people who are homeless, or at risk of homelessness. The service is run by a committee and employs just one SAAP worker.**

Maya Outreach Service uses a manual system for recording client information. This includes:

- a card index system to keep a record of the names of existing and previous clients;
- a request for service form to record one-off requests for advice/information;
- case files to record information about work with clients where the contact has been more than one-off;
- forms for request for assistance, client details, support plan, case closure, client consent and case notes.

*IMPORTANT!*

***WHO SHOULD USE THIS EXAMPLE***

***The types of service for whom this section applies may be small country based services, outreach or brokerage services or newly developing services.***

***Adopting a case management approach means taking a holistic view of working with clients. This includes looking at the history of client involvement with the service and involves helping the client to identify things that they want to change, and the steps necessary to achieve those changes.***

## MAYA OUTREACH SERVICE: CASE MANAGEMENT POLICY

The target group for Maya Outreach Service is any person or family who is homeless or at risk of homelessness, residing in the region.

Maya Outreach Service has developed the following policies on working with homeless people:

- staff will receive appropriate training in working with the target group. This will include training in:

  - cross-cultural communication
  - mental health issues
  - addictive behaviours
  - dealing with violent/aggressive clients;

- staff will receive training in case management, including the service's case management policy and procedures;

- the telephone interpreter service will be used when the client does not speak and/or understand English sufficiently well;

- clients are provided with the service/s requested where possible. If it appears that the client has complex or multiple issues/needs, they are encouraged to participate in a comprehensive assessment and planning process;

- the assessment process will take account of:

  - the history of the client's involvement with the service
  - the presenting issues
  - the client's involvement with other services (with their permission)
  - any linguistic or cultural needs
  - the need for skill development including financial management, budgeting, accessing community services, personal development and parenting
  - the need of recreational activities or employment skills, or training;

- where ongoing support to the client has been negotiated, follow-up appointments should be made. These should be at least weekly;

- if the client does not contact the service for four weeks, then the file should be closed. Further contact with the client will automatically re-open the file;

- Maya Outreach Service will play an active role in regional coordinating forums, and will establish linkages and protocols with services relevant to the target group.

**The case management process outlined in this example should be read in conjunction with Maya's Case Management Policy detailed in Section 8: Example Policy and Procedures File.**

## MAYA OUTREACH SERVICE: CASE MANAGEMENT PROCESS

### ENTRY/SCREENING

When a referral is made to Maya Outreach Service either through a self-referral or a referral from another agency, the following steps are followed:

1. Assess whether an interpreter is required, and if so, arrange one.

2. Assess whether the person just requires information/referral or whether ongoing support is needed.

3. If you are unable to assist, enter the relevant details in the turnaways book.

4. If you are able to assist, take down the client's details and the details of the referring agency (if applicable) on the ***Request for Service*** form (see the Client Information Pack below).

5. Check to see if the client has used the service in the last five years by checking the Client Index Cards. If they have used the service before check the previous records.

**Information Only (first time clients)**

If the person just requires one-off information/referral, explain the options available to them and provide the relevant information about services which will be able to help. Record this information on the ***Request for Service*** form and file the form in the manilla folder for 'One-Off Requests'. Complete a Client Index Card and file in the Card Index.

**Information Only (previous client)**

If the person is just requesting information, but has contacted the service previously, the following steps are followed:

1. Attach the new ***Request for Service*** form to the previous ***Request for Service*** form.

2. Ask the client about the outcome of the previous contact and whether they still require assistance with the issues raised. Note the details on the case notes.

3. If the client has outstanding issues which they would like to work on, offer to assist them with developing a support plan. Arrange a time to sit down together and do this.

4. If the client just requires information and referral, provide them with the range of options available to them and information about services which will be able to help.

5. Record details on the ***Request for Service*** form. Use a ***Case Notes*** form if additional space is required.

6. Start a client file, file the ***Request for Service*** form and ***Case Notes*** in a manilla file. Write the client's name on the name in top right hand corner of the file.

7. If you have arranged to have further contact with the client, allocate a worker to follow-up. File the client file in the 'Open Files' drawer of the filing cabinet. If the contact appears to be one-off, file the manilla file in the One-Off Requests box.

## ASSESSMENT/PLANNING/DIRECT SERVICE

When the person has requested support and agreed to work on a support plan, arrange to sit down with the person to do an assessment of their needs. The steps to follow for assessment, planning and direct service are:

1. Complete a ***Client Details*** form.

2. Run through the ***Client Assessment Checklist*** noting relevant details on the ***Case Notes*** form. If the situation is really complex, or if the client is distressed, just take down the urgent or crisis needs. Further details can be taken later. Use the assessment checklist as a prompt for issues to be considered.

3. Attend to urgent needs for assistance immediately. If the person is homeless, arrange some emergency accommodation for them.

4. Assess whether the client would like to be linked into a worker or service from their own language or cultural background. If so, and if this is possible, arrange to refer the client, or work together with a culturally appropriate worker from another service.

5. Explain to the client how the service works, and their rights and responsibilities.

6. Assist the client to develop goals and set tasks which address the needs identified in the assessment. Consider what referrals may be appropriate. Write these down on a support plan in language familiar to the client. If necessary use an interpreter service to assist the client to write a plan in their own language.

7. Make sure the client understands the support plan and the tasks that they have undertaken to do.

8. Carry out the tasks that you have agreed to do, and if required, assist the client to carry out their tasks.

9. Make another time to meet with the client to review their situation.

10. Make sure they know how to contact you should they need to get in touch before your next meeting.

## COORDINATION WITH OTHER SERVICES

When making referrals to other services:

1. Check that the client wishes to be referred to another service. If possible, give them the name of the worker in the other service who they will be working with. Where appropriate get their consent to the referral in writing using the ***Client Consent Form*** (see Client Information Pack at the end of this section).

2. If a written referral is appropriate, use the ***Referral To Another Service*** form.

3. Fax a copy of the ***Referral To Another Service*** form to the other service straight after the referral has been arranged.

4. Always check that the client understands why the referral is being made and the service they should receive.

5. If necessary, accompany the client to another service and advocate on their behalf.

6. If a local service is not available, find out what other services are in your region and contact them to find out what assistance they can provide.

## MONITORING AND REVIEW

1. At least once a week, the Maya Outreach worker meets with the client to review his/her situation. This means working through the support plans with the client, and checking that both the Maya Outreach Service and the client have done what they said they would.

2. For tasks which have been completed note any achievements and check if there were any problems, and if any other follow-up tasks need to be done.

3. For tasks not done, check why not and identify any difficulties or barriers which have stopped the tasks being completed. Consider other ways to achieve the goal/s.

4. Check with the client how relationships with their informal support network are. If there are problems in these relationships, the client may lack motivation to work on the support plan.

5. If necessary change the goals and the actions written on the support plan, or add to them. If appropriate write up a new support plan.

6. Write up case notes as necessary.

## FOLLOW-UP, EVALUATION AND CASE CLOSURE

When a person leaves Maya Outreach Service:

1. Sit down with the client to identify what they have achieved and what goals they are still working on. Reinforce the achievements.

2. Let him/her know of other services in the community which will be able to assist and make sure they are linked into those services. Arrange a follow-up if necessary.

3. Let him/her know what assistance you will be able to provide in the future.

4. Give the client an opportunity to complete a ***Client Feedback Form.*** Completed forms should be sent to the Chairperson or placed in a sealed box in the office.

5. Complete the paperwork:

   - write up any case notes and complete the ***Case Closure Form***;

   - using the information on the ***Client Details*** form, complete the ***SAAP National Data Collection Agency*** form ready for sending to the National Data Collection Agency.

6. Place the closed file in the Closed Files box on the Coordinator's desk.

## AT THE END OF EACH WEEK

At the end of each week:

1. Review the One-Off Requests and Closed Files for the week to ensure that no further follow-up is required.

2. Record the cases on the statistical data sheets as required.

3. File 'Closed Files' in the closed files drawer of the filing cabinet.

4. File 'One-Off Requests' in the one-off requests section in the Closed Files drawer of the filing cabinet.

## AT THE END OF EACH MONTH

At the end of each month:

1. Collate the turnaways statistics for the month.

2. Prepare statistical reports for the management committee and sends the ***National Data Collection Agency*** forms to the National Data Collection Agency as required.

## AT THE END OF EACH YEAR

At the end of each year:

1. Check through the one-off requests and closed client files for clients who have not contacted the service for five years.

2. Remove the client's index card and put it in their file.

3. Make a note of these client records and archive them in a labelled box for a further two years.

| | |
|---|---|
| *NOTE!* | ***For more information regarding the management of client information refer to Section 2: Practising Case Management, Attachment 5.*** |

# CLIENT INFORMATION PACK

This pack contains:

- Request for Service Form
- Client Details
- Client Assessment Checklist
- Client Consent Form - Release of Information to Other Services
- Client Consent Form - Release of Information from Other Services
- Support Plan
- Referral to Another Agency
- Case Closure Form
- Case Notes
- Client Feedback Form

Fasten the completed ***Client Information*** details in a labelled manilla folder.

Extra sheets should be added as required.

# MAYA OUTREACH SERVICE
## *REQUEST FOR SERVICE FORM*

1. **Name:** .....

   Address: .....

   ..... Postcode: .....

   Phone No.: .....

2. **Date of Birth:**.....

3. **Previous client:** ☐ Yes ☐ No

4. **Details of service requested:**

   .....

   .....

   .....

   Information provided:.....

   .....

   .....

   .....

   Referral provided::.....

   .....

   .....

7. **Follow-up required?** ☐ Yes ☐ No

   **If yes, record details**:.....

   .....

Date:..... Completed by: .....

# MAYA OUTREACH SERVICE
## *CLIENT DETAILS*

Date of assessment: ..... Assessed by: .....

1. **Surname:** .....

2. **Given Names**: .....

3. **Date of Birth:** ..... **Country of Birth:**.....

4. **Address:** *(Number and Street)* .....

   **Suburb**: ..... **Postcode:**.....

   **Phone:** .....

5 **Number and age of children**: .....

6. **Type of accommodation**: .....

7. **Cultural identity**:
   - ☐ Aboriginal and Torres Strait Islander
   - ☐ Anglo-Australian
   - ☐ Other ..... (describe)

8. **Preferred language** *(if other than English):* .....
   Is interpreter required? ☐ Yes ☐ No

9. **Source of referral**: Name: .....

   Agency: .....

   Phone:.....

10. **Labour force status:**
    - ☐ Employed full-time
    - ☐ Employed part-time
    - ☐ Employed casual
    - ☐ Unemployed (looking for work)
    - ☐ Not in labour force
      - ☐ Study
      - ☐ Home duties

    Details:.....

11. **Main income source:**..... *(note pension type)*

# MAYA OUTREACH SERVICE
## *CLIENT ASSESSMENT CHECKLIST*

*Use this checklist as a prompt for assessing client needs.*
*Record the needs on the Case Notes.*

**Client's view of their situation**

**Social History**

**Other Agency/Professional involvement**

**Immediate/crisis needs**
- ❑ Accommodation
- ❑ Security
- ❑ Clothing
- ❑ Food
- ❑ Housing
- ❑ Medical
- ❑ Legal
- ❑ Financial/income support

**Housing**

**Health**
- ❑ Physical health, sickness or injury
- ❑ Mental health issues
- ❑ Sexual assault issues
- ❑ Domestic violence issues
- ❑ Drug/alcohol issues

**Health information**
- ❑ Contraception
- ❑ Safe sex
- ❑ Women's health
- ❑ Drugs
- ❑ Other

**Living skills**
- ❑ Emotional issues
- ❑ Interpersonal relationships
- ❑ Self esteem, confidence
- ❑ Parenting skills
- ❑ Child care issues
- ❑ Family issues
- ❑ Budget/income
- ❑ Employment skills
- ❑ Living skills
- ❑ Client strengths - what they do well

**Labour Market participation/ education**
- ❑ Employment
- ❑ Training programs
- ❑ Education
  - numeracy
  - literacy

**Legal issues**
- ❑ Court support
- ❑ AVO (restraining order)
- ❑ Any involvement with the police
- ❑ Custody
- ❑ Guardianship/wardship
- ❑ Access
- ❑ Child maintenance
- ❑ Other

**Significant relationships**
- ❑ Family
- ❑ Friends
- ❑ Groups
- ❑ Courses

**Special Religious or Cultural needs**

**Other**
- ❑ Any information that the client does not wish to be disclosed
- ❑ Does the client have any additional information that they would like you to know about in order to offer them support?

**MAYA OUTREACH SERVICE**
***CLIENT CONSENT FORM***
***Release of Information to Other Services***

I give permission for Maya Outreach Service to provide the following information -

.....

.....

.....

.....

to: .....
(Name of service)

Effective for the period from ..... to ..... (dates).

..... .....
Signature Date

**MAYA OUTREACH SERVICE**
***CLIENT CONSENT FORM***
***Release of Information from Other Services***

I .....
*(Name)*

authorise the staff of _____ *(Name of Service)* to release information regarding _____ *(details)* to the staff of Maya Outreach Service. This may be done verbally or in writing, whichever is most convenient in the situation.

Information may be faxed to the agency's office on 9999 9999 and should be marked to the attention: _____ *(Name of Maya Staff Person).*

..... .....
Signature Date

# MAYA OUTREACH SERVICE
## *SUPPORT PLAN*

**Goal:** .....

| Priority | Action | Who Is Responsible | Date to Do By | Tick When Done | Progress/Review Notes (relates to Action) |
|---|---|---|---|---|---|
| | | | | | |

# MAYA OUTREACH SERVICE
## *REFERRAL TO ANOTHER AGENCY*

NAME OF AGENCY REFERRED TO: .....

ADDRESS: .....

TELEPHONE: ..... CONTACT PERSON: .....

Mr/Mrs/Ms ..... is/are being referred by Maya Outreach Service
(Name of Client)

for the service/s outlined below. If you require further information please ring .....

..... on phone number: ..... .
(Name of Worker)

NAME OF CLIENT: .....

ADDRESS: .....

TELEPHONE: .....

DETAILS OF SERVICE REQUIRED FROM REFERRAL AGENCY: .....

.....

.....

.....

RELEVANT INFORMATION: .....

.....

.....

.....

**This referral has been discussed with the client and they have agreed to the referral.**

Signed (Worker): ..... Position: .....

Name: ..... Date: .....

Signed (Client): ..... Date: .....

# MAYA OUTREACH SERVICE
## *CASE CLOSURE FORM*

**Client Name:** .....

**Forward address:**

Number and street: .....

Suburb: ..... Postcode: .....

Phone: .....

**1. What achievements have you made?**

.....

.....

.....

.....

**2. What goals are you still working on?**

.....

.....

.....

.....

**Follow-up support required:** .....

.....

.....

.....

.....

# MAYA OUTREACH SERVICE
## *CASE NOTES*
*(Use additional sheets as required)*

| Date and Worker Signature | Notes |
|---|---|
| | |

# MAYA OUTREACH SERVICE
## *CLIENT FEEDBACK FORM*

*Your feedback is important to help us improve our services. All responses will be confidential, you do not need to put your name on the form.*

*Please complete this form and place it in the sealed envelope provided. Envelopes can be placed in the box outside the office, or mailed to the Chairperson at the address on the envelope.*

**What kinds of assistance did you expect from the service?**

**To what extent did the service meet your expectations? Please tick:**

- ❑ expectations fully met
- ❑ expectations partly met
- ❑ expectations not met

**What is the most helpful thing we did to help you?**

**What was the least helpful way we helped you?**

**Did you find having a support plan helpful? Please circle:**

*Very helpful* *A bit helpful* *Okay* *Not helpful*

Comment:

**Please comment on any other aspects of the service.**