



PLANNING FOR SUCCESS

WI Balance of State CoC

Quarterly Meeting

August 11, 2016



WHY SET GOALS?

GOAL PLANNING. . .

- Helps participants move toward housing stability and away from crisis management
- Creates a structure for case management visits
- Increases accountability for the participant and the case manager
- Helps the participant and case manager know when the program should end
- Teaches planning skills



THE PURPOSE OF GOAL PLANS

- Overcome barriers to housing stability
- Support positive behavior changes
- Demonstrate success
 - Especially when a participant has difficulty acknowledging it
- Engage participants in finding solutions to their problems





HOW TO DEVELOP GOAL PLANS

Goal setting is not always easy for households. Some may have never had enough stability to focus on anything other than crisis and how to get from one moment to the next. It can be difficult to think about what one wants in a year, six months, or even one month. This is where the Case Manager comes in.



DEVELOPING GOAL PLANS

Four important pieces of goal setting:

- 1) Identify the participant's goal
 - a) Be specific! Not "Budgeting"
- 2) Attainable action steps to reach the goal
- 3) A specific person who is going to take the action
 - a) Participant/Case Manager/Other Provider
- 4) A timeline of when the action step will be done
 - 1) When does the participant think s/he can accomplish this?



THE CASE MANAGER'S ROLE

- Case Managers are a resource or guide in making goals
 - The goals need to be identified by the participant
- Case Managers can help the household explore what they may want or need for the future
 - “If you could wave a magic wand, what would be different?”
 - “What needs to be different so you don’t need our program?”
- Case Managers do not set goals for the clients
 - Be careful about “suggesting” goals
 - Our participants have a much greater understanding of what is best for them and their family than we do.



THE CASE MANAGER'S ROLE

- What if the goal isn't "appropriate?"
 - Avoid judgment
 - Ask questions: How does this impact your housing stability?
- What if the goal is "too big?"
 - Help the participant break it down into smaller action steps
 - Example: Goal: Become a doctor
 - What steps need to happen between where the participant is now and where s/he wants to be?
 - Break it down to the smallest steps
 - "Get GED" → attend GED classes at technical school, develop study schedule and stick to it, take GED tests



THE CASE MANAGER'S ROLE

○ Harm Reduction Goals

Harm reduction is a perspective and a set of practical strategies to reduce the negative consequences of a behavior (usually substance use), incorporating a spectrum of strategies from safer use to abstinence.

- Change patterns of use
 - Amount, timing, location
- Incorporating safer strategies into risky behavior
 - Needle exchange
 - Condom use
 - Superficial cutting vs. jabbing knife into leg
- Ask: “How does this behavior impact your housing?”





DEVELOPING GOALS

Examples



OBTAINING HOUSING

- What are the household's barriers to obtaining housing?
 - Lack of Income
 - Rent assistance, security deposit assistance, utility assistance
 - Poor Rental History
 - Case management, letters of support from other providers, tenant statement
 - Criminal History
 - Case management, letters of support from other providers, tenant statement
 - Lack of Communication Skills
 - Case manager initiates contact with the landlord, role playing with tenant, case manager attends apartment showing, help with applications
- How can you and I overcome those barriers?



MAINTAINING HOUSING

- What are your household's barriers to maintaining housing?
 - Lack of Income/Employment
 - Connection to W2 or Job Center
 - Assistance with SSI/SSDI application
 - Finding appropriate childcare and obtaining childcare assistance
 - Poor budgeting skills
 - Developing a budget system with Case Manager
 - Taking a money management class at UW-Extension
 - Difficulty getting along with neighbors or landlord
 - Skill development with Case Manager
 - Mental health counseling
 - Landlord/Tenant mediation with Case Manager
- How can you and I overcome these barriers?



SAMPLE PLANNING FORMS



REVIEWING GOALS

- Goals should be reviewed on a regular and frequent basis
- This may result in a note that states:
 - No progress has been made
 - A goal is no longer relevant
 - Some progress has been made
 - The goal has been accomplished
- A review does not (necessarily) mean re-writing the goals
- Any review of goals and changes of goals must be documented





**AND NOW FOR SOMETHING
COMPLETELY DIFFERENT**

Documentation

CASE NOTES

- Record keeping is an essential component of case management. Records are used for many reasons
 - To document and retain information about the client.
 - To plan and implement client services.
 - To evaluate the effectiveness of the services the client receives.
 - To document and retain information about referrals to other community services.



CASE NOTES

- Record keeping is both a helping and administrative function. Records are a focal point of accountability:
 - To the client
 - To colleagues
 - To the supervisor
 - To the program funder
 - To other helping agencies
 - To courts of law



CASE NOTES

- Case notes should be completed within two days of the interaction. Case notes should:
 - Have a simple and direct style
 - Use basic English – not texting English
 - Avoid acronyms and uncommon abbreviations
 - Provide an accurate and objective description of the interaction
 - Link services provided to documented needs
 - Substantiate conclusions and judgments made by the case manager



CASE NOTES

- Focus of case notes
 - The client
 - The needs
 - The situation
 - The type of service offered
- Scope of case notes
 - Assessment (problems, barriers, assets)
 - Resources (availability, access)
- Purpose
 - How delivery of services is tied to client outcomes
- Functions
 - Document process
 - Tell the client's story



CASE NOTES

Good record keeping requires professional judgment and decision making. The writer makes choices about specific information for each case note. You must balance different principles (confidentiality and accountability).

If you are unsure about the information you should put into a case note, ask yourself:



CASE NOTES

- Can a co-worker read my case notes and be able to provide continuity of care?
- Can my supervisor read my case notes and understand my decision-making process?
- Will I feel comfortable justifying my case notes if my client sees the record (his or her right) and challenges my words (another right)?
- Will I feel comfortable defending my case notes in court?
- Will I be able to explain my thoughts or decisions in court (possibly years later)?



CASE NOTES

Never include comments about:

- Intimate or personal details that have no bearing on the client's needs or situation
- Gossip
- Venting of own frustration or other feelings
- Incriminating information to you or the agency
- Inappropriate entries such as your own personal view of religion or politics etc.
- Making diagnoses of the client's physical or mental health

