7.
An Example of Case Management in a Day Centre for Single Adults

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AN EXAMPLE - MAYA HOUSE

The case management approach for working with single adults in a city based day centre is described below. The process has been written for a fictitious service called Maya House.

Maya House provides a mid-day meal, recreational activities, information, support and a referral service for single adults who are homeless, or at risk of homelessness.

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 House uses a manual system for recording client information. This includes an alphabetical card index system to record client names and details:

- 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.

Maya House has developed the following client forms:

- ***Request for Service Form***
- ***Client Assessment Form***
- ***Client Consent Form - Release of Information from Other Services***
- ***Support Plan***
- ***Referral to Another Agency***
- ***Client Exit Form***
- ***Case Notes***

IMPORTANT!

WHO SHOULD USE THIS EXAMPLE

This section is for SAAP services which do not take on a full case management role, but for whom a case management approach is still appropriate.

The types of service for whom this section applies may be small country based services, day centres or meals services.

Adopting a case management approach means taking a long term 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 HOUSE: CASE MANAGEMENT POLICY

Maya House has developed the following policies on working with single adults:

- the target group is single adults who are homeless or at risk of homelessness;

- 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
- engaging resistant clients;

- clients are encouraged to access health and podiatry services available at the centre;

- clients requesting advice/information/support are referred to the Welfare Officer;

- the Welfare Officer encourages clients to participate in an assessment of their overall needs and support planning;

- the assessment process may take into account the following:

  - the history of the client's involvement with this and other related services

- an assessment of any mental health problems
- a health assessment
- the current housing situation. The client may not be homeless, but be vulnerable because of poor quality, overcrowded accommodation
- the client's family/friendship support networks
- the need for skill development including financial management, communication, budgeting, accessing community services, personal health and hygiene
- the need of recreational activities or employment.

MAYA HOUSE: CASE MANAGEMENT PROCESS

ENTRY

Support planning is not appropriate for clients who only want to access the meals and/or recreational services. No identifying information is recorded regarding these clients.

It is a role of the day centre staff to get to know regular users of the service and to inform them of the range of services available.

If a client identifies an issue that they would like information about, or support in dealing with, the day centre staff refers the client to the Welfare Officer.

Clients may also be referred to the Welfare Officer by other services in the community.

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

1. Assess whether the client just requires information/referral or whether ongoing support is needed.
2. If you are unable to assist, enter the relevant details in the Turnaways book.
3. 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 Assistance Form***.
4. 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 client 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 Assistance*** form and file the form in the One-Off Request box on the Coordinator's desk. Complete a Client Index Card and file in the Card Index box.

Information Only (previous client)

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

1. Attach the new ***Request for Assistance*** form to the previous ***Request for Assistance*** 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 Assistance*** form. Use a ***Case Notes*** form if additional space is required.

6. Start a client file. File the ***Request for Assistance*** forms and ***Case Notes*** in the file.

7. If you have arranged to have further contact with the client, arrange a time to meet and 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 on the Coordinator's desk.

ASSESSMENT

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

1. Take down the client's full details on the ***Client Assessment Form*** (see the Client Information Pack at the end of this section). 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.

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

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

PLANNING AND DIRECT SERVICE

Maya House processes for planning and direct service are:

1. Find out if other agencies are involved. If another agency has a case management role, let them know about the services you can provide.

2. If you are taking on the case management role, develop a support plan using the ***Support Plan*** form (see the Client Information Pack at the end of this section). In developing the support plan:

   - assist the client to set some goals. This may involve their current situation and may also include looking at past contacts with the service. Make sure the goals are achievable, if they are long-term goals, break them down into smaller, achievable steps;

   - explain what services you can provide to assist with meeting these goals;

   - help the client to identify what he/she can do for themselves and encourage and assist them to do these things;

   - help the client to identify people or processes within their own support structure which have provided support in the past;

   - identify what services other agencies may be able to provide and if agreeable to the client, make a referral to those agencies. Remember that written permission must be obtained by completing the consent part of the ***Client Assessment Form.*** The client does not have to sign this form. If he/she does not, no information can be passed on to other services;

   - write out the support plan and make a copy available to the client;

   - file a copy of the support plan in the client's file.

3. Provide the service/s that you have undertaken to provide and carry out the tasks you have agreed to do within the agreed time frame.

4. If necessary, assist the client to carry out the tasks that he/she agreed to do.

5. Write up case notes as necessary.

6. Keep the client file in the 'Current Cases' drawer in the filing cabinet.

7. Make a time to meet again to review the client's situation.

COORDINATION

When making referrals to other agencies:

1. If a written referral is appropriate, use the ***Referral To Another Agency*** form (see the Client Information Pack at the end of this section).

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

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

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

MONITORING AND REVIEW

1. At least once a week, meet with the client to review his/her situation. This means working through the support plan with the client, and reviewing progress on the agreed tasks by both the client and worker.

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. Identify any difficulties or barriers which have stopped any tasks being completed.

4. Ask the client about relationships with their informal support network. 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.

CASE CLOSURE

When clients stop working with Maya House Welfare Officer:

1. Sit down with the client to identify what he/she has 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. Complete the ***Case Closure Form*** together.

5. Complete the paperwork:

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

   - using the information on the ***Client Assessment 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 the Coordinator:

1. Reviews the One-Off Requests and Closed Files for the week to ensure that no further follow-up is required and follows up any queries with the relevant worker in supervision.

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

3. Files '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 the Coordinator:

1. Collates the turnaways statistics for the month.

2. Prepares 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 the staff:

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 clients 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 Assessment Form
- Client Consent Form - Release of Information from Other Services
- Support Plan
- Referral to Another Agency
- Case Closure Form
- Case Notes

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

Extra sheets should be added as required.

MAYA HOUSE
REQUEST FOR SERVICE FORM

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

   Address:..

   Phone No.:...

2. **Age:**...   **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 HOUSE
CLIENT ASSESSMENT FORM

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

Section 1: Client details:

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

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

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

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

   Suburb: .... **Phone:** ....

5. **Type of accommodation**: ....

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

7. **Preferred language** *(if other than English):* ....

   Is interpreter required? ☐ Yes ☐ No

8. **Source of Referral**: Name: ....

   Agency: ....

   Phone:..

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

Details:..

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

11. Client's view of his/her situation:

12. Relationship with family/friends:

13. Social history:

14. Other agency/professional involvement:

Section 2: Assessment of client's needs:

15. Immediate/crisis needs:

16. Financial/income support:

17. Housing:

18. Health/Drugs/Alcohol:

19. Living skills:

20. Labour market participation:

21. Other relevant needs - cultural, social, emotional (describe):

<u>Section 3: Client's Consent</u>

Release of Information to Other Services

I give permission for Maya House to provide the following information -

....

....

....

....

to: ....

(Name of service)

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

....

Signature Date

MAYA HOUSE
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 House. 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 HOUSE
SUPPORT PLAN

Goal: ....

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

MAYA HOUSE
REFERRAL TO ANOTHER AGENCY

NAME OF AGENCY REFERRED TO:...

ADDRESS:...

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

Mr/Mrs/Ms .... is/are being referred by Maya House for the
(Name of Client)

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 HOUSE
CASE CLOSURE FORM

Client Name: ....

Forward address:

Number and street: ....

Suburb: ....

Phone: ....

1. What achievements have you made?

....

....

....

....

2. What goals are you still working on?

....

....

....

....

Follow-up support required: ....

....

....

....

....

MAYA HOUSE

CASE NOTES

(Use additional sheets as required)

Date and Worker Signature	Notes