

# JOBS UPDATES

## Job Opportunities and Basic Skills Program

WORK VERIFICATION POINTS UPDATES

FEBRUARY 2018

### Appropriate use of Crisis Intervention (CI) step in TRACS

There are many options in the TRACS drop down menu for *Step Types*, some options are very similar and some are intended for short term to lead into another activity. It is important to make sure that we are using the appropriate *Step Type* so that data is accurately reflecting the case plan created with the participant.

#### Definitions and Best Practices:

Crisis Intervention (CI) – activities are short term to identify and address an immediate crisis need.

Short term means that the activity should be reviewed at 30 days and can be extended for an additional 30 days as needed

#### Examples of CI activities:

- Identifying strengths and planning next steps
- Referrals to partner agencies
- Identifying and assessing the status of emergency issues

Emergency issues may include but are not limited to:

- Death in household
- House fire
- Parent incarceration
- Household member deported
- Child Welfare assessment

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### Case Study Examples:

#### Case Study: Martha

Martha reports to her family coach that she and her children were displaced over the weekend due to a house fire. Martha states that they were not home when the fire started and that everyone is ok, just shaken up. She states that her family is currently staying in a shelter as the home was a rental and her rental insurance will not cover the cost of a hotel. Martha's landlord is working with his insurance agency to assess the damages and determine how long Martha and her family will be displaced. Martha tells her family coach that all of their belongings were lost in the fire and she is not sure how she will get her children to and from school as the shelter is not near the school.

Martha's family coach offers some local resources and referrals to assist with replacing essential items and getting the school transportation figured out. Martha accepts the resources and referrals; she requests time from her job search to focus on her current situation. Martha and her family coach create a plan to support her family through this crisis situation and following up on resources and referrals.

The family coach updates Martha's Personal Development Plan (PDP) in TRACS to close out current activities and add a CI step for 30 days. Martha's family coach will maintain contact with Martha to provide support and have a discussion with Martha at 30 days, if not sooner, to see if she needs additional time to address crisis.

#### Case Study: Jorge

Jorge calls his family coach and lets her know that child welfare (CW) came to his home this weekend. Jorge states that there was a report made about the condition of his home and CW has opened an assessment. Jorge lets his worker know that he is unable to continue with his current plan and needs time to work with CW. Jorge's family coach lets him know that he is the driver of his plan and they can adjust the plan to meet his current needs. The family coach asks if there is anything he can do to support Jorge through this. Jorge stated that CW will be

connecting him with resources and assisting in getting his home cleaned up and organized, adjusting his plan would be a huge support.

Jorge's family coach updates the PDP to close out the current activities and add a CI step for 30 days. Jorge's family coach will maintain contact with him to provide support and have a discussion with him at 30 days, if not sooner, to see if he needs additional time to work with CW.

**\*\*Note:** participants who have an open in-home plan with CW, a CI activity would not be appropriate. The PDP will vary based on the families CW in-home plan. We do not want to overwhelm the participant by having two different plans. Communicating with the CW worker may help in determining the appropriate steps to use.