Tip Sheet for Implementation

1. Management expectations—OJT training structure, i.e., District 8 time-line: case managers first tried approach with two clients then scheduled intake with a lead or manager present to provide feedback.
2. If you use this technique long enough to allow it to work, it will engage people not previously engaged.
3. Take the numbers conversation out of the case managers’ realm. Managers’ role is to provide tools and case manager’s role to focus on process and engaging clients.
4. Allow for debrief after every facilitated group session.
5. Develop a recommended structure that allows for practice in between facilitated sessions
6. Gauging the depth of assessment needed for each client, i.e., a client who is job ready may not need a full assessment of misery/motivators vs. someone who repeatedly accesses services
7. Continue the labor market test. This approach is not a substitute for labor market test.
8. Getting up to speed on this approach before completion of TANF Reauthorization.
9. Understanding that change is difficult and takes time (zigzag visual on change.)
10. Managers need to use the same approach with their case managers as case managers are being asked to use with clients. For example, when problems come up, listen to needs of staff, participate in problem solving
11. Use praise lavishly (same as we want to do with clients). Acknowledge the small successes
12. The two-day case management training is a starting point, case managers need time to practice.

Pitfalls

1. Expectation that case managers can succeed in the assessment without spending time developing basic skills.
2. Don’t start at the beginning of the book take a topic approach.
3. Need to master communication skills, such as asking open questions before conducting assessments with the DHS 7823 assessment form.
4. It is unrealistic to expect that case managers will be able to master these skills in a short period of time, e.g., 6 months
5. Focusing on the participation rates only rather than engaging clients.
6. Give new ideas (a pilot) a period of time before evaluating and making changes. Recommend not changing it every time something goes wrong or a staff member complains.