

# Case Coordination Policy

## Purpose

To create an effective case management model where all staff at Eva's Phoenix, work together to transition youth at the shelter from street life to independent living.

## Definitions

Case Coordination Team: Primary Worker, Employment Intake and Follow Up Worker, Print Shop Instructor and one of the following: Manager of Employment Services, Housing Manager and Housing Supervisor.

Case Coordination Meetings: Meetings will be held bi-weekly on Tuesdays from 11-12 and 3:45-4:45 in the Eva's Phoenix board room.

Internal youth: Case Coordination meetings will include the case management of youth that reside at Eva's Phoenix.

Action Plans: An on-line document, stored on SMIS that takes into account the long and short term goals of the youth and the different steps needed to accomplish those goals. The document changes as the long term goals change or is updated as the different steps are completed on the plan. Please find attached a copy of the case-coordination action plan. The plan will review the following functions listed below:

### Case Management Functions

1. Housing supports
2. Employment supports
3. Financial supports (i.e. savings or PNA eligibility)
4. Health supports (i.e. counseling, mental, physical and overall well-being)
5. Community involvement (i.e. programming, mentorship)
6. Serious occurrences (i.e. warnings, incident reports)
7. Identification
8. Succession planning (i.e. Follow up could include monitoring, advocacy etc.)

## Structure

Once a youth moves into Eva's Phoenix, they are assigned a Primary Worker (PW) who serves as one of their case managers on the case coordination team. If that youth participates in one of the Eva's Phoenix's employment programs (i.e. Youth Succeeding in Employment or the Print Shop) their employment case manager will also include either the Employment Intake and Follow up Worker or the Print Shop Instructor.

External youth will not be part of the Eva's Phoenix case coordination but will be case managed separately based on each program's case management system.

## **Meetings**

When a resident joins an Eva's Phoenix employment program, the Employment Intake and follow up Worker will arrange a case coordination meeting by emailing notices to the Counselors group and includes the resident's initials and house number. Residents assigned to morning PWs will be discussed at the 11-12 case-coordination time slot and residents assigned to afternoon PWs will be discussed at the 3:45-4:45 case-coordination time slot.

The case coordination meetings will be facilitated by either the Manager of Employment Services, Manager of Housing or Supervisor of Housing. Other staff members of Eva's Phoenix will be invited to join these meetings or provide feedback on interactions with the youth if appropriate (i.e. Community Support Worker works with residents preparing to exit Phoenix).

Should a member of the case coordination team be unavailable for the meeting, a written update should be forwarded to one of the facilitators one day prior. The update will note any significant interactions with the youth that would influence decisions being made on his/her employment and/or housing needs.

Case coordination meetings can also occur at other times, as needed, to discuss important issues that may arise—for example, unplanned discharges.

## **Action plans**

At each meeting, the Action Plan will be discussed for progress made towards accomplishing each resident's individual goals. If the youth goals change, the plan must be revised taking into account the new goals and the corresponding actions required to accomplish them.

The plans must be realistic, be created in collaboration with the youth and be agreed to by the youth. A case coordination copy of the agreed upon Action Plan must be communicated to the youth and follow up requirements will be the responsibility of each assigned case manager.

Action plans will be kept on SMIS and available to all members of the case coordination team. If the resident is a client of the YSEP program, the information will be inputted onto SMIS by the Intake and Follow up Worker. If the resident is a client of the Print Shop, the information will be inputted onto SMIS by the Instructor.

## **File Documentation**

Success of the case coordination will rely on consistent file documentation. Only one case coordination file will be maintained for each client and will be stored on SMIS. Each member of the case coordination team will have access to the file at all times and will be responsible for documenting significant conversations with the youth and reporting that information to the case coordination team at the next scheduled session. “Significant” is defined as any interaction that provides information about the youth’s ability to accomplish their action plan. These may include, but not limited to:

- health concerns
- motivation concerns
- addiction issues
- issues of conduct, violence
- legal or custodial issues
- punctuality and participation in programming

File documentation should be concise and objective. Subjective information should be avoided.