

# The Eight Elements

# To Case Management

## Check Their Needs

Entry Screening

- Be clear about who you can help
- Be clear about what you can do
- Talk in a friendly place
- Act quickly, on urgent/emergency needs
- Use other services, if needed
- If you can't help, tell them why
- If they don't accept this, they can talk to the co-ordinator
- Write down what you found out and how you helped

## Talk About Their Story

Assessment

- Ask if it is okay to get their info from other services or give it to other services they used
- See what has to be done first
- See what needs to be done over the next few weeks and months
- Find out what their hopes, skills and interests are
- Give them time to open up and give their whole story
- Let them know you will keep their story private
- Check that their needs are met in basic safety, health, income, shelter, food and warmth
- Write down what you have done

## Think About Your Next Action

Planning

- Think about what their hopes, skills and interests are
- Talk with your fellow workers for more ideas
- List the things you need to do, and that they need to do
- Start small, think big
- Make sure short term needs are met quickly
- Write down what you both agree to do and when you will do it

## Helping Them

Direct Service

- Make sure their privacy is respected
- Keep them up to date with what you are doing for them
- Keep yourself up to date with what other services are available
- Write down how you help and what happens (good and bad)

## Get Someone Else To Help Them

Co-ordination

- Talk with co-workers to get ideas on how to help
- Talk with other services
- Work out how you and other services can work together
- Write down what you do

## See How They Are Going

Do Something Else If It Is Not Working

Monitoring Review

- See what they have done well
- Encourage them where they have done well
- Sit down, ask questions and listen
- Take any chance to see a positive
- Check what you and they have done against the original plan
- Make changes to the plan if needed
- Write down the successes and what needs to be worked on

## Finish The Job

See They Keep Getting Help

Check In Later

Exit Planning

Case Closure

Follow Up

- Make a time for your work with them to end
- Tell them what follow-up support will be given
- Be clear about who needs to be part of the decision to finish direct support
- If the person chooses to leave at any time, make sure they are linked up to support people or services
- If you decide they need to leave make sure they are linked up to services or get outreach support
- Make sure they have somewhere to go and can get there

## See If You Did Everything You Could To Help

Evaluation

- Think about what was successful and what could be done better
- Talk with the person you helped in a relaxed way
- Talk with other workers
- Talk with the person's family and friends
- If your service has forms to be filled in by the person leaving, make sure they understand the words used
- Help them fill it in (they talk, you write)
- Use this information to do your job better and show your community what the service does and how well it is done