

Determining Suitability & Developing the ISS

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Session Overview

- Review of Case Management Definition
- Suitability versus Eligibility
- Development of a Suitability Checklist
- The Case Management Continuum
- Development of the Individual Service Strategy (ISS)
- Documentation of Efforts
- Outcome Attainment

Definition of Case Management

Case management is a client-centered, goal-oriented strategy for providing assessment-based services to meet individual and program goals.



Goal Achievement Empowers!!!

Suitability versus Eligibility

- **Suitability and Eligibility** should be determined and confirmed prior to enrollment
- “Suitability” refers to an individual’s understanding of program goals, acceptance of program expectations, and readiness to adhere to program guidelines
- “Eligibility” refers to an individual meeting funder/DOL qualifications and requirements for program participation

Development of a Suitability Checklist

- Completed Orientation
- Expressed some level of interest and motivation
- Signed Acceptance Form
- Submitted required eligibility documentation
- Met with required staff 1-2x
- Other_____



The Case Management Continuum

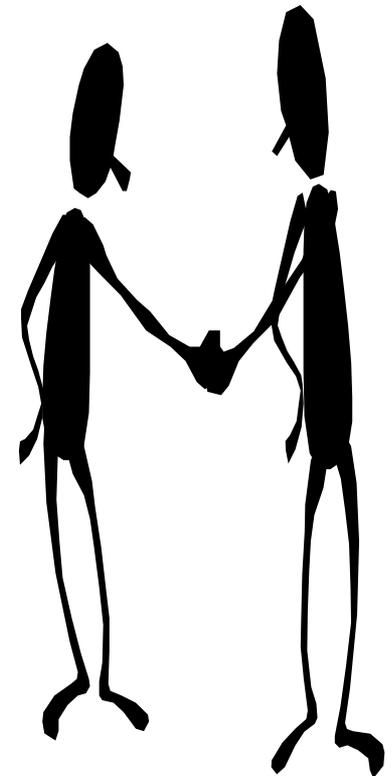


- I) Intake & Enrollment
- II) Assessment
- III) Service Planning
- IV) Plan Implementation/
Service Delivery
- V) Follow-Up

The Case Management Continuum (cont.)

Assessment:

- Provides the foundation for case management process & ISS development
- Should be conducted in partnership with a program participant
- Affects the quality of service delivery
- Impacts successful intervention and problem-solving



Development of the Individual Service Strategy (ISS)

- A specific and individualized plan of action is the first tangible outcome of the assessment process
- The ISS should be realistic and includes:
 - the client's expectations and choices
 - client strengths
 - Short- and long-term goals to which the client has agreed

Effective Goal Setting (ISS)

- Starts with a thorough assessment – answers the question, “Where is the participant now?”
- Requires the active involvement of the participant – a partnership of mutual agreement about “Where does the participant want to go?”
- Together, the worker and participant develop a primary, long-range, “umbrella” goal

Effective Goal Setting (cont.)

- Develop a set of sequenced, shorter-range, “bite-size” objectives, leading to the goal, and enabling the participant to achieve regular “wins”
- Each objective should be a measurable, achievable outcome, rather than a description of process
- Goals and objectives should be prioritized

Implementation of the ISS

- Have a schedule for reassessing and modifying the initial goals and plans as part of the initial ISP
- Ensure ISP is current and that the services being provided are according to the plan
- Encourage the client to accept some responsibility for carrying out the ISP while providing an appropriate amount of support

Partnership in Implementation

When a participant assumes personal responsibility for plan implementation, workers can determine with accuracy the participant's progress towards goal attainment.

Documentation of Efforts

Documentation must reflect program activities and attainment of ISS goals evidenced by the following:

- MIS Data
- Case Files
- Case Notes

Outcome Attainment

- Enrollment: Do not over-enroll! You will not meet outcomes if you lose track of clients
- Services: Assess well to know client's potential and all needed services and supports
- Placements: Maximize credentials and placements early while clients are motivated
- Retention: Provide quality service to maintain program participation and job placements

DOL 2007 Youth Toolkit:

Toolkit Link:

http://www.doleta.gov/youth_services/Toolkit-improve.cfm

Link to the WF3one webinar (and materials):

<https://www.workforce3one.org/view/5001404144063685920/info>

Thank You!

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