



Pre-Employment Support & Case Management



Agenda

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Introduction

“ Don’t tell people how to do things, tell them what to do and let them surprise you with their results.” – George S. Patton Jr.

Core Elements of Case Management

Case Management is the focus of strengthening an individual's ability to maintain wellness at an optimum level. The aim is to encourage, exemplify, and equip. Case management involves a collaborative effort of both the case manager and the client.

This effort includes:

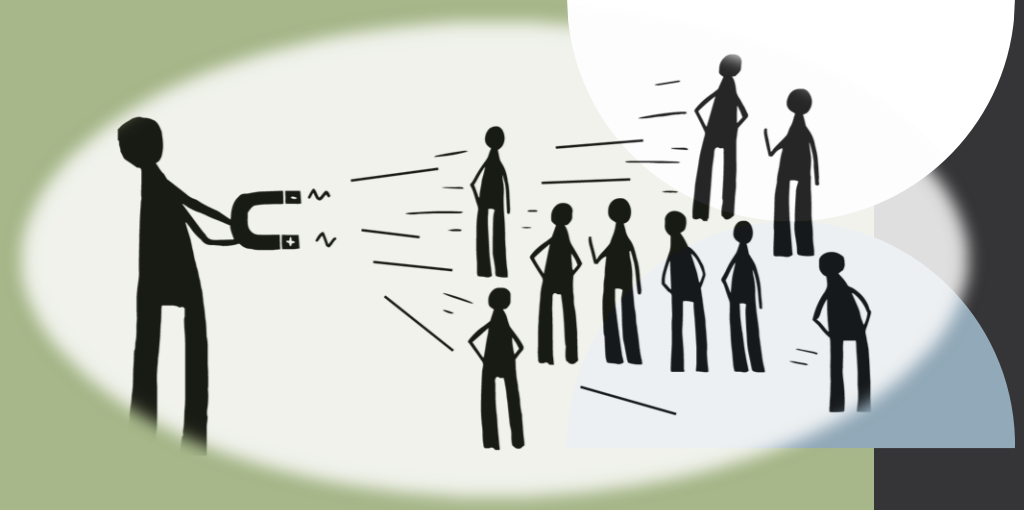
Assessment – The assessment phase involves the collection of information of clients' situations, determining the client's barriers, skills and needs.

Planning – The planning phase outlines the clients' commitments, and personal goal(s).

Implementation (service delivery) – The implementation phase collectively activates the plan through sub-functions of advocacy and linkage.

Monitoring & Review (follow-up) – The follow up phase is essential to the implementation phase, as circumstances of clients change.

Effective Behaviors for Engagement



Schedule

• Schedule meeting(s) with clients at a time and place mutually agreed upon.

Engage

• Engage client in conversational manner, exploring interests, and experiences you may have in common

Use

• Use empathy, reinforcing comments, both verbally and non-verbally

Discuss

• Discuss the purpose of case management and mutual expectations

Use

• Use every opportunity to identify personal strengths

Case

• If having difficulty engaging with a person, case manager reviews with team in group supervision by presenting clearly and concisely the situation to generate new ideas.

Effective body language enhances your message, making it more impactful and memorable.

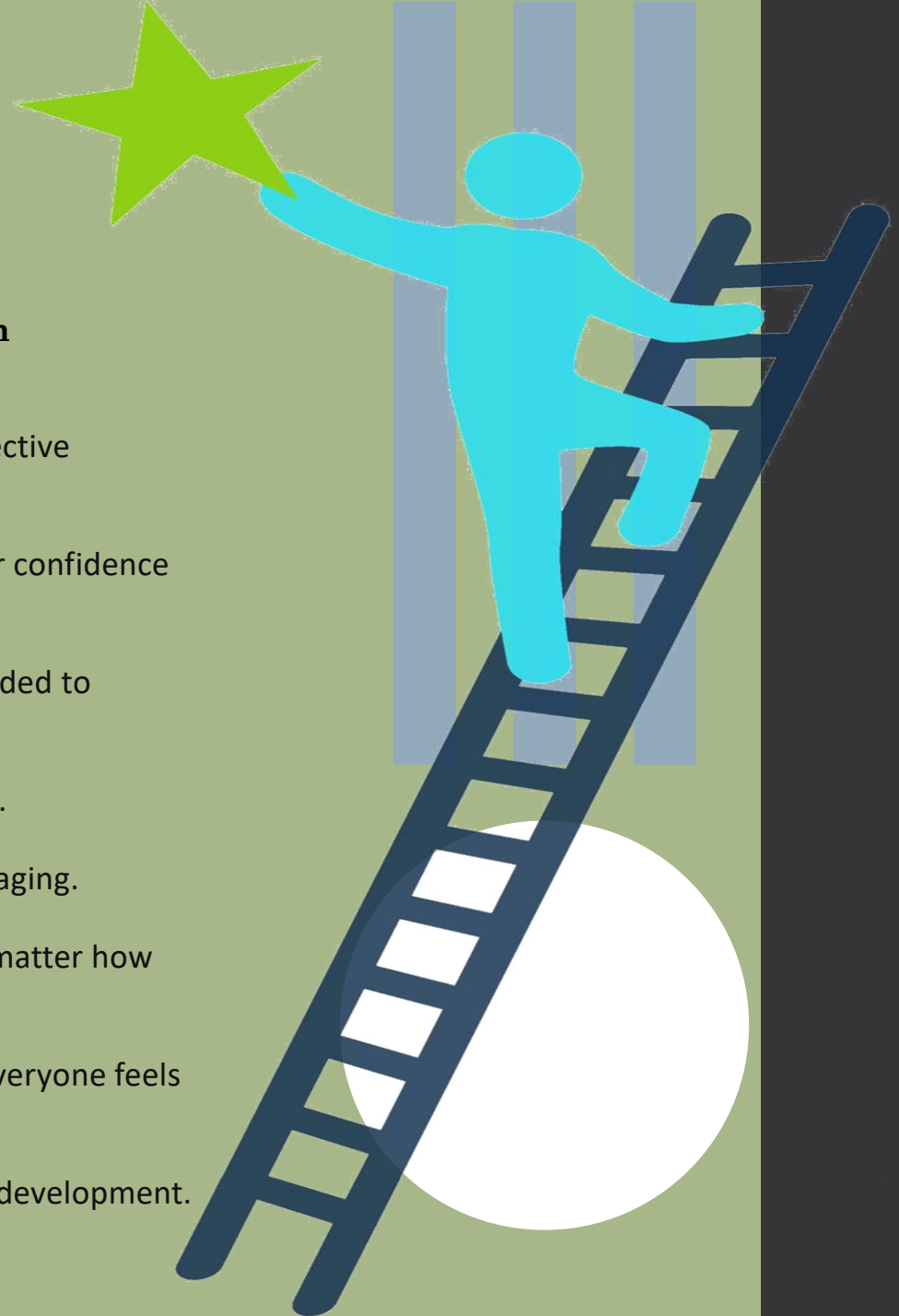
- Meaningful eye contact
- Purposeful gestures
- Maintain good posture
- Control your expressions

Empowering Success

Empowering success means to motivate yourself or others to accomplish important goals or objectives.

Empowering others is a wonderful way to foster growth and confidence. Here are some effective strategies:

1. **Trust and Delegate:** Show trust by delegating meaningful tasks. This demonstrates your confidence in their abilities.
2. **Provide Resources and Support:** Ensure they have the tools, training, and support needed to succeed.
3. **Encourage Autonomy:** Allow them to make decisions and take ownership of their work.
4. **Offer Constructive Feedback:** Provide feedback that is specific, actionable, and encouraging.
5. **Recognize and Celebrate Achievements:** Acknowledge their successes and efforts, no matter how small.
6. **Foster a Positive Environment:** Create a supportive and inclusive atmosphere where everyone feels valued.
7. **Encourage Continuous Learning:** Promote opportunities for professional and personal development.



Barriers & Setbacks



Confidence/ Low self-esteem

Transportation

Childcare

DUI charges/convictions & outstanding fines

Essential Life Skills

Addictions – prevention & supports

Additional counselling supports

Hiring & retention challenges

Social stigma

Final tips & takeaways

Case Management should be:

- thorough, detailed, and specific
- part of an ongoing process in which information is updated on a regular basis;
- conducted in a conversational manner;
- from the client's perspective and be written in a person's own words;
- evolve at a client's pace

1. Seek feedback
2. Reflect on performance
3. Explore new techniques
4. Set personal goals
5. Iterate and adapt

Thank you



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