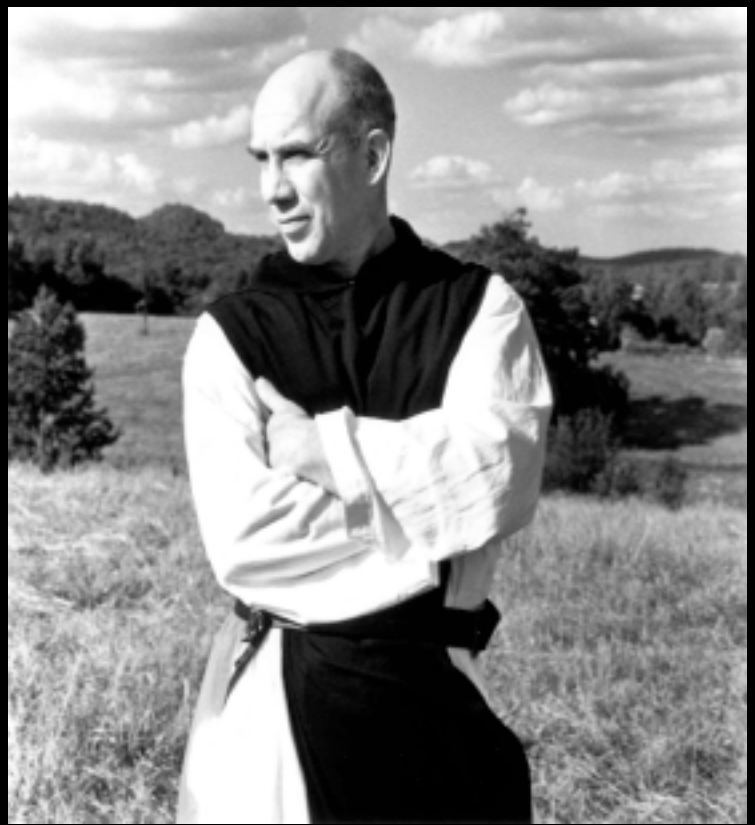
Fostering Change:
Best Practices in Case Management
Ken Kraybill
t3 (think. teach. transform.)

The rush and pressure of modern life are a form, perhaps the most common form, of its innate violence.

Thomas Merton, Trappist Monk,
Letter to a Young Activist



Training Objectives

You will be able to:

- Describe the core values and strengths you bring to this work
- Explain how case management intersects with other best practices
- Identify three elements of the mind-set and heart-set of case management
- Demonstrate basic proficiency related to key skills in these best practices
- Identify two effective ways to sustain learning in best practices over time

Wednesday, June 5, 2013

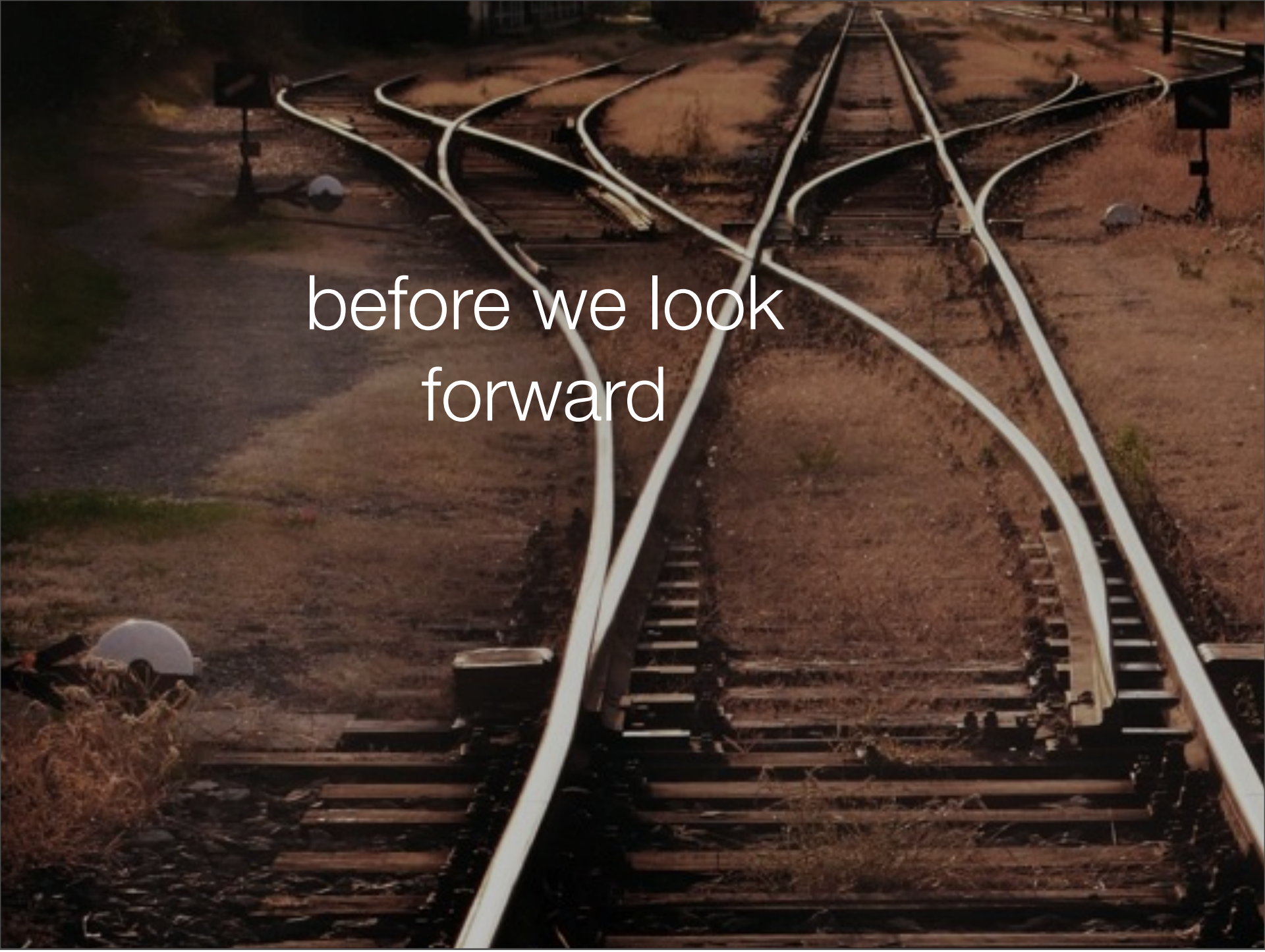
River of Resilience

“We are called to heal wounds, to unite what has fallen apart, and to bring home those who have lost their way.”

Francis

Case Manager/Advocate
Assisi, Italy

Overview of Best Practices in Homeless Services


before we look
forward

before we look
forward
we must look back

“Those who cannot remember the past are condemned to repeat it.”
George Santayana

Why study the history of homelessness?

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To follow trends, causes, and changing needs

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To learn from mistakes

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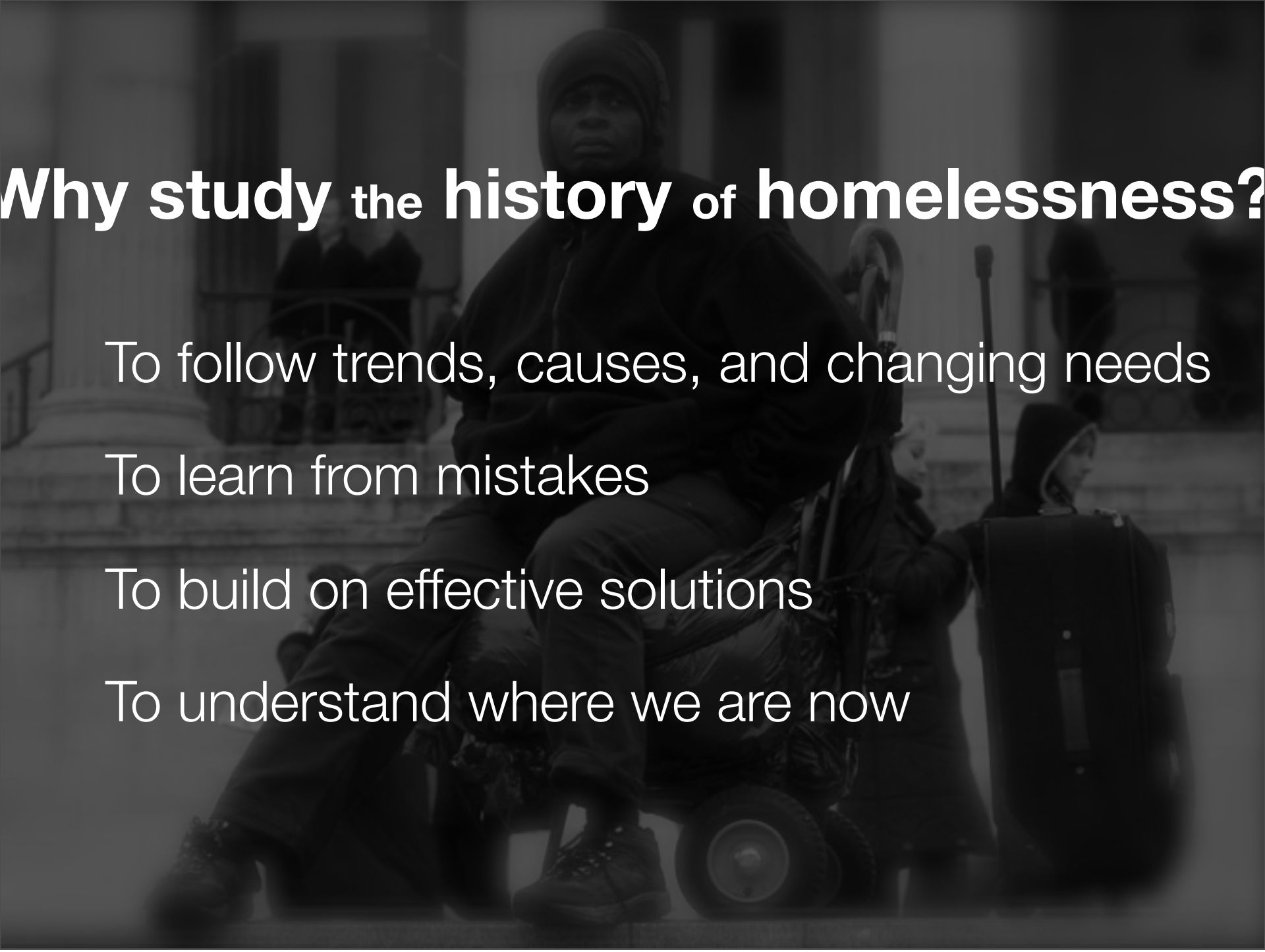
To build on effective solutions



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To follow trends, causes, and changing needs

To learn from mistakes

To build on effective solutions

To understand where we are now

History of **Homelessness**

What can we learn?

Homelessness is and has always been about
race,
class,
gender,
and disability.

War,
natural disaster,
and poverty

have been consistent
causes of homelessness.

People experiencing homelessness have routinely been thought to be one group

People experiencing homelessness have routinely been thought to be one group

but they never are

Ultimately...

Ultimately...

Homelessness is always about unequal distribution of income and lack of affordable housing.

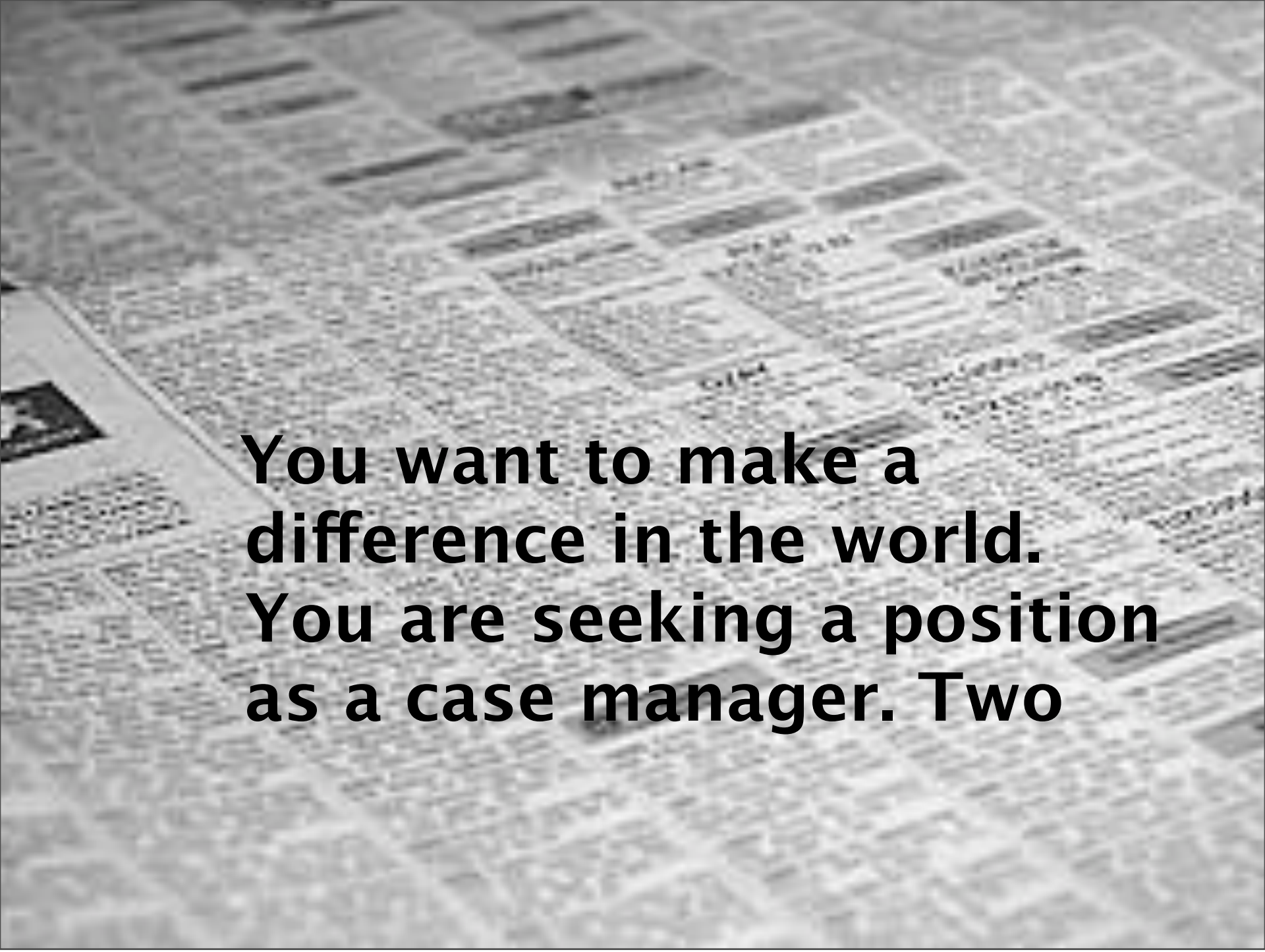
Homelessness is like a game of
musical chairs

Homelessness is like a game of musical chairs

...and the chairs are affordable housing units.

Promising Trends

Commitment to ending
homelessness, not just managing


You want to make a
difference in the world.
You are seeking a position
as a case manager. Two

Position #1

Wanted: **Case manager to engage people experiencing homelessness. Provide hygiene and survival supplies. Build trusting relationships. Assess short and long-term needs. Help to access shelter, treatment services. Assist with obtaining transitional housing to demonstrate stability and readiness to live independently in the future.**

Position #2

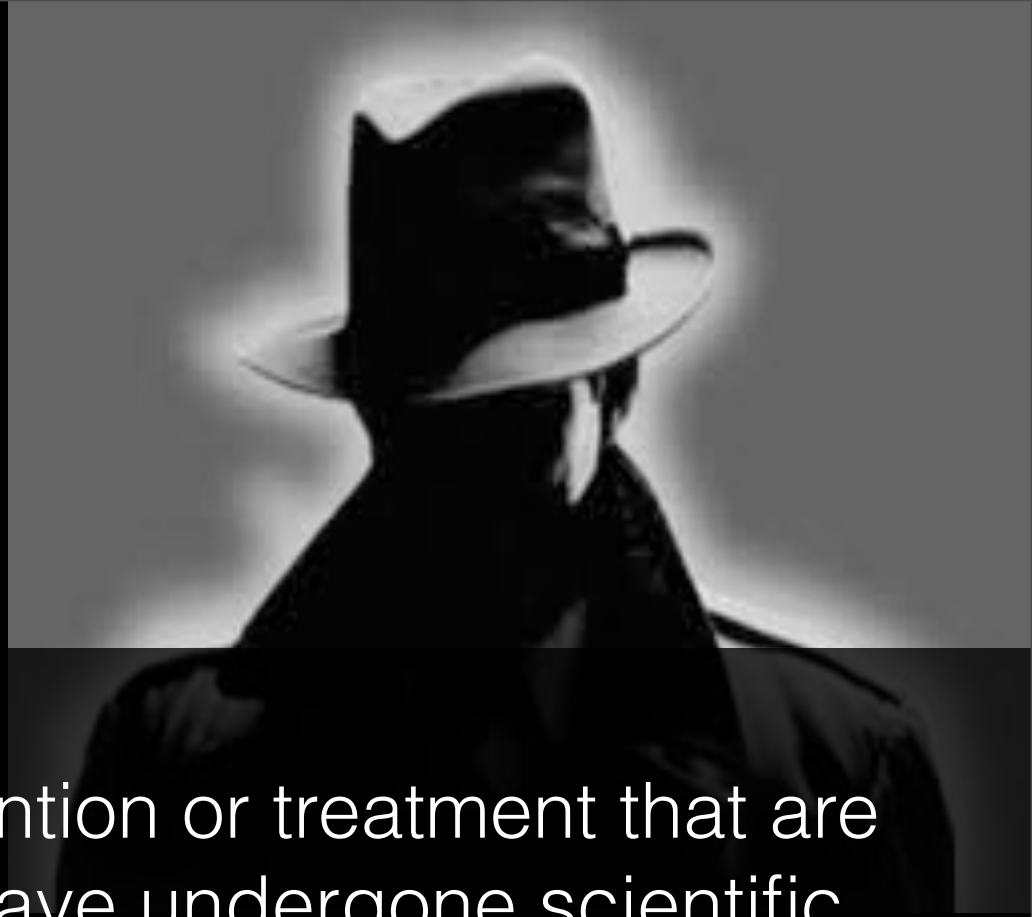
Wanted: **Case manager to engage people experiencing homelessness with housing-focused approach. Offer permanent, affordable housing up front. Help individuals choose and move into housing as quickly as possible. Ensure linkage with support team to assist with maintaining housing and improving quality of life.**

Which would you choose?

Which would people experiencing

Coordinated
services and
systems

Evidence-Based Practices



“Approaches to prevention or treatment that are based in theory and have undergone scientific evaluation. Evidence-based stands in contrast to approaches that are based on tradition, convention, belief, or anecdotal evidence.”

Person-centered, housing-focused, trauma-informed, recovery-oriented care

Assertive outreach and engagement

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Flexible, low-demand services

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Housing first

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Housing first

Rapid rehousing

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Permanent supportive housing

Interdisciplinary teams

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Integrated treatment for co-occurring disorders

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Care navigation (aka case management)

Interdisciplinary teams

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Involvement of recovering persons

Critical Time Intervention

Critical Time Intervention

Critical Time Intervention

Motivational interventions

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Motivational interventions

Long-term follow up and support

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Self-help programs

Critical Time Intervention

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Prevention

Cultural competent practice

Cultural competent practice

Cultural competent practice

Self-care

Cultural competent practice

Self-care

Cultural competent practice

Self-care

Team-care

Cultural competent practice

Self-care

Team-care

Cultural competent practice

Self-care

Team-care

Supervision support

Cultural competent practice

Self-care

Team-care

Supervision support

Cultural competent practice

Self-care

Team-care

Supervision support

Training and professional

What's happening in your community?

What's happening in your community?

Where and how are best practices being used?

What's happening in your community?

Where and how are best practices being used?

Where is there a need for change?

Basics of
Case Management

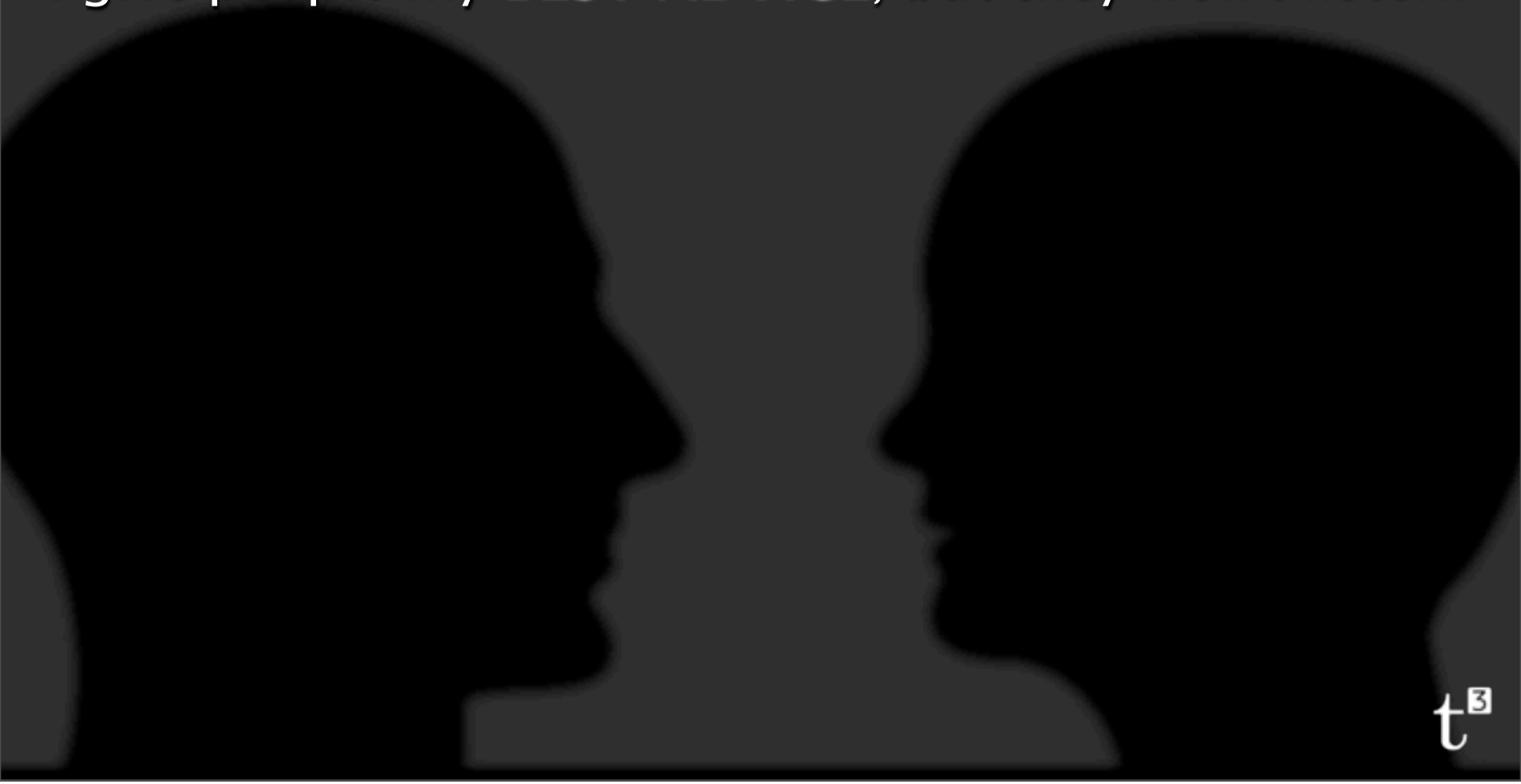
Roadmap

- “Turning helping on it’s head”
- Definition and brief history
- What’s in a name?
- Purpose and core principles
- Models
- Enhancing motivation to change
- Mindset and heart-set
- 4 processes

Sound familiar?

Sound familiar?

I give people my **BEST ADVICE**, but they won't listen.



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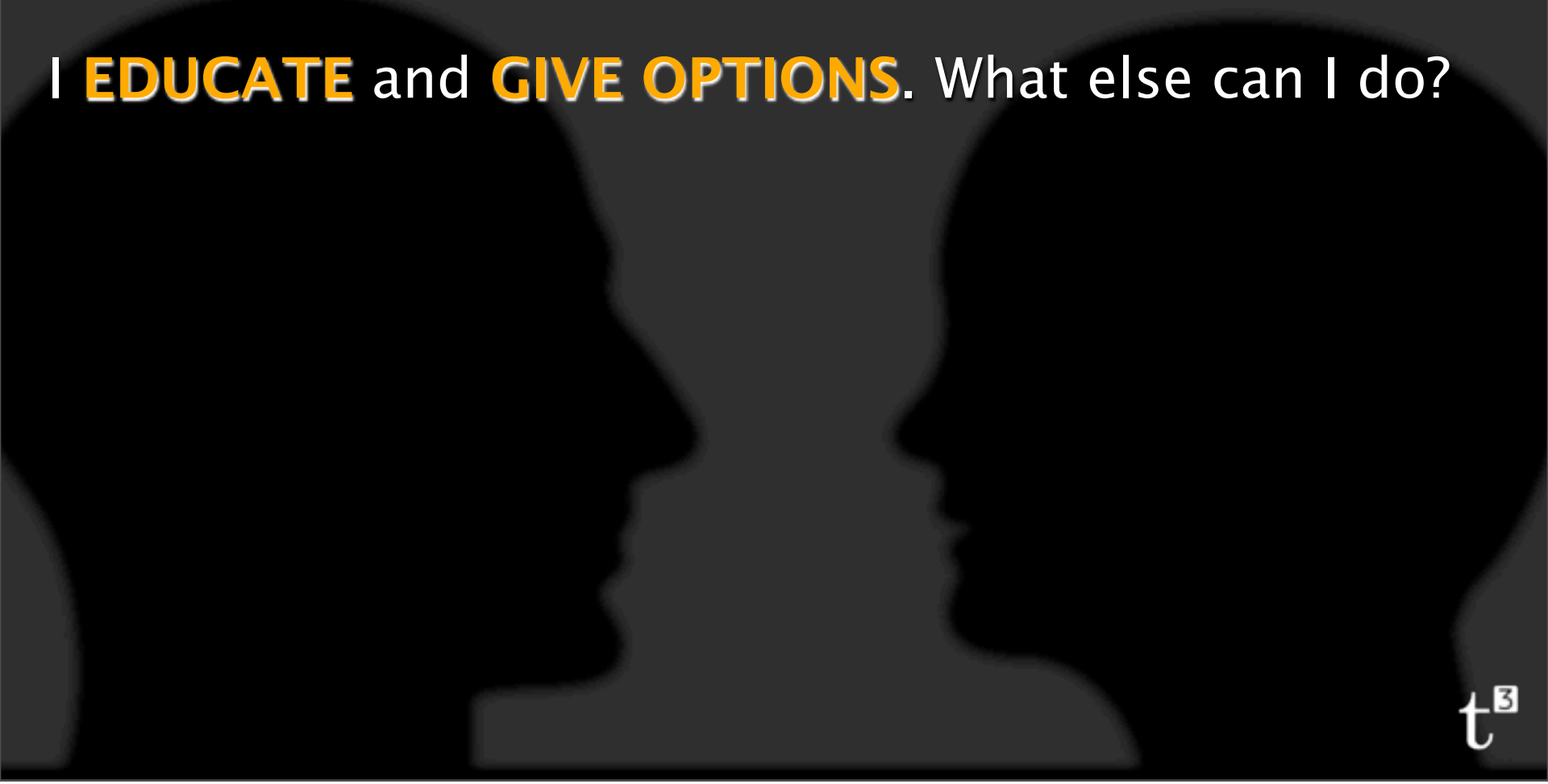
I **EDUCATE** and **GIVE OPTIONS**. What else can I do?



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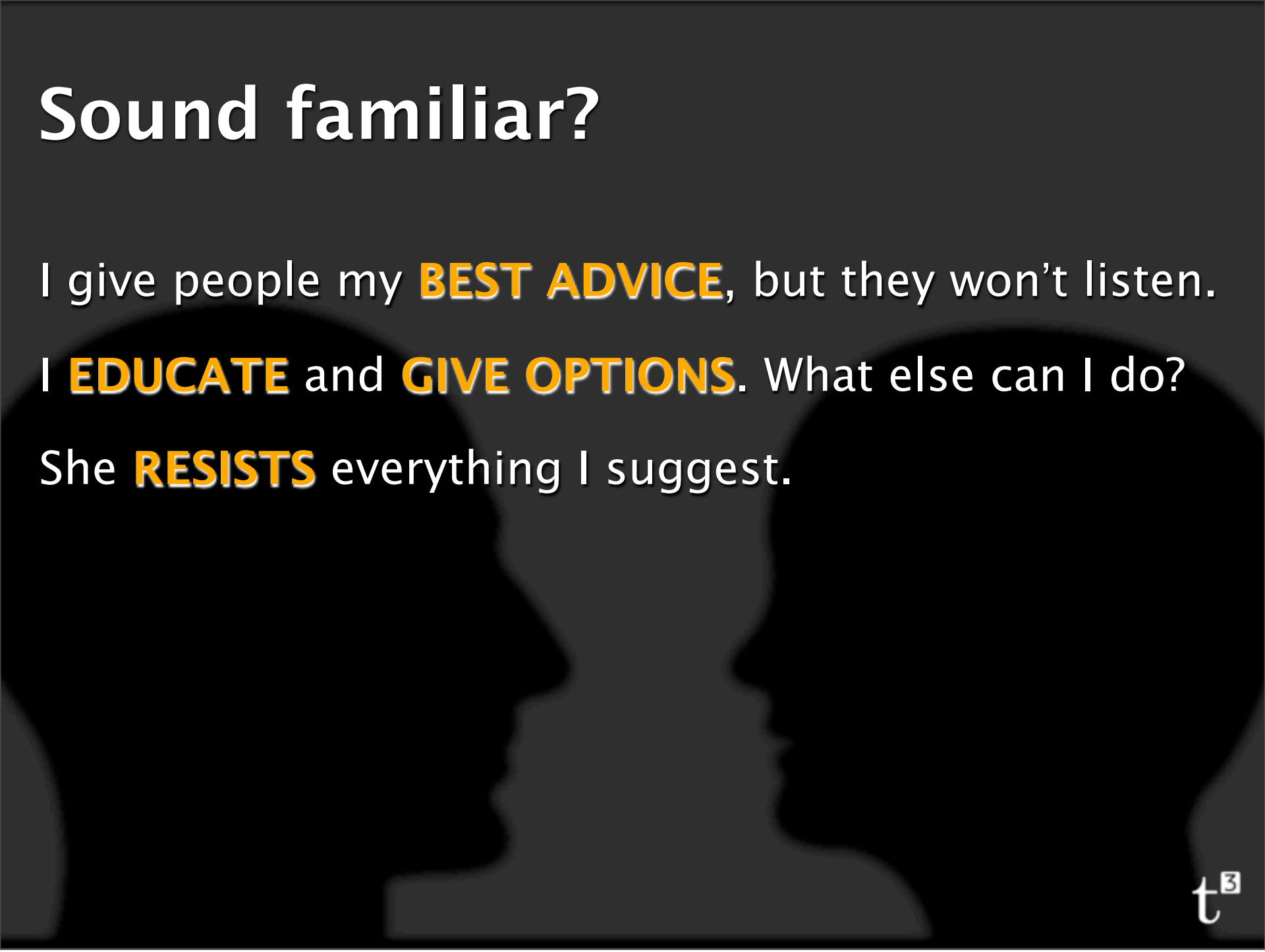

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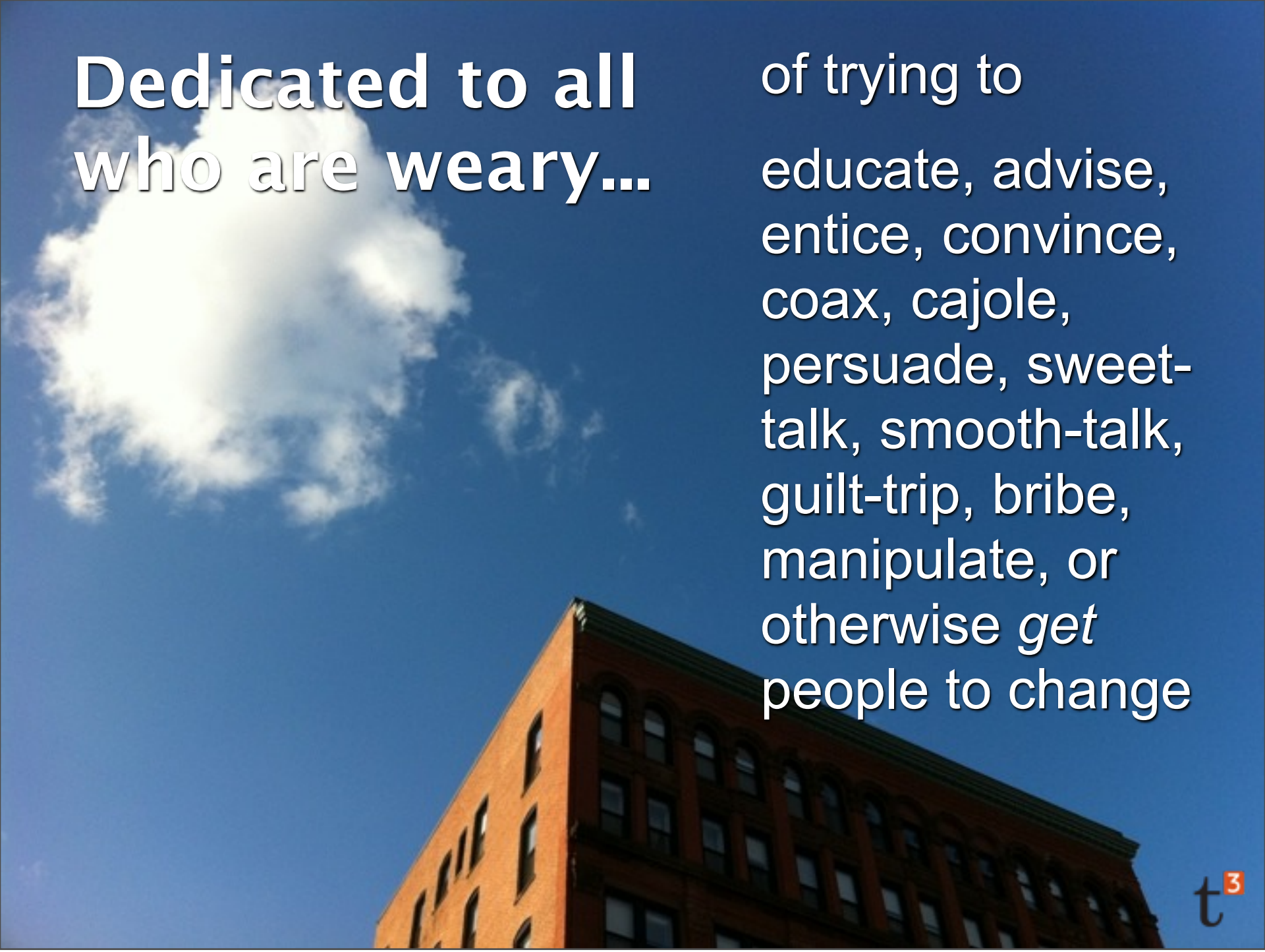
People just need **A GOOD TALKING TO**!

Dedicated to all who are weary...

of trying to

educate, advise, entice, convince, coax, cajole, persuade, sweet-talk, smooth-talk, guilt-trip, bribe, manipulate, or otherwise *get* people to change



Changing our Practice

Turning “Helping” on its Head