Case-Management 101 for Community Health Workers
CMS Innovation Grant CHW Training Module

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Health Care & Housing Are Human Rights
The purpose of this module is to provide an orientation to case-management in the context of Community Health Work.

We will discuss what case-management is, ethics and basic case-management steps.

In the next module we will cover adult learning.
Goals and Objectives

Gain case-management knowledge:
ethics, the significance of relationship in your work and building basic case-management skills

Learn theoretical approach and practical skills for your work with people who are homeless and high-utilizers of emergency services

Be prepared to apply case-management skills to your work, from your clients’ entry into the program, through to their successful completion
Goal of CHW Project

Case-management

Case-management in the CHW context

Therapeutic Relationship

Knowledge of systems and resources
Therapeutic Relationship

- Respect
- Meet client where he or she is
- Effective listening
- Establishing trust
**ETHICS**

**Value: Service**

**Ethical Principle:** Social workers’ primary goal is to help people in need and to address social problems.

**Value: Social Justice**

**Ethical Principle:** Social workers challenge social injustice.

**Value: Dignity and Worth of the Person**

**Ethical Principle:** Social workers respect the inherent dignity and worth of the person.

**Value: Importance of Human Relationships**

**Ethical Principle:** Social workers recognize the central importance of human relationships.

**Value: Integrity**

**Ethical Principle:** Social workers behave in a trustworthy manner.

**Value: Competence**

**Ethical Principle:** Social workers practice within their areas of competence and develop and enhance their professional expertise.
Ethical Standards

- Commitment to Clients
- Self Determination
- Informed Consent
- Competence
- Cultural Competence and Social Diversity
- Conflicts of Interest
- Privacy and Confidentiality
- Access to Records
- Sexual Relationships
- Physical Contact
- Sexual Harassment
- Derogatory Language
- Clients Who Lack Decision-Making Capability
- Interruption of Services
- Termination of Services
Decisions and dilemmas – ethics at work

What is difference between an every-day decision and an ethical decision?

What is the difference between an ethical decision and an ethical dilemma?

Example anyone?
Making good ethical decisions

- Self-care
- Understand the job
- Relationship with supervisor
- Work as a team
Case-Management Models

Several models:

- Broker and clinical
- Assertive Community Treatment and Intensive Case Management
- Strengths and Rehabilitation
Case-Management Stages

- Assessment
- Goal identification
- Plan-implementation
- Monitoring outcomes/measuring success
- Advocacy
- Termination/celebration
Assessment

- Biopsychosocial
- Presenting Problem
  - Client’s perspective
  - Other perspectives
  - Biological, psychological, social concerns
- Discrepancies
- Strengths
Goal - Setting

Goal of Project: “To intervene with high-users of emergency services, connect with HCH sites and to assist in achieving health goals.”

Clients’ Goals

In clients’ words
Non-judgemental
Positive
Specific and Measurable
How to address “unrealistic” goals

Learn through experience

Compensatory strategies

Alternatives goals

Set priorities

Break things down into smaller, achievable steps

Give clear feedback
Plan Implementation

Goal

Objective

Strengths

Resources

Plan

ACTION
Advocacy – why?

Systems are cumbersome

Systems do not always operate efficiently or how they are supposed to

Systems can discriminate

Advocacy – what?

Knowledge of systems

Your own strengths and connections

Your client’s strengths

Your client’s trust

Systems – a blessing and a curse?
Monitoring outcomes/measuring success

Look at goals and objectives

Look at time-line

Monitor on regular basis

Be thoughtful, critical and always supportive

Client self-report and your own knowledge

Measuring success - look at progress
   Recognize and celebrate accomplishments
   Slow or no progress?

Re-examine goals and objectives and refine
REVIEW
Any Questions?
References

- NASW Ethical Standards:

- Resolving Ethical Situations:
  - http://www.naswma.org/displaycommon.cfm?an=1&subarticlebr=114
Bibliography


Bibliography


Bibliography


Thank you!!!