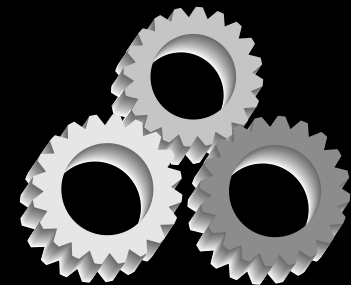


Kate Kelman

Job Strategy Development Officer

Employability Case Management

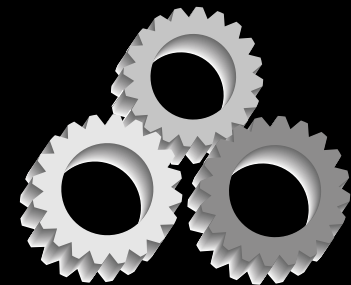
joined up for jobs partnership forum – 19th June



JOINED UP FOR JOBS
Edinburgh's Jobs Strategy

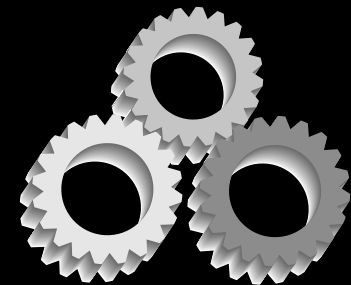
Overview

- What is employability case management?
- What is the difference between a case management and case management systems?
- Who is using a case management approach?
- Questions



What is Employability Case Management?

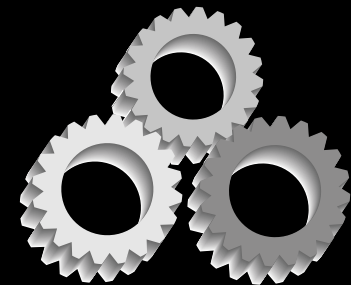
- Holistic approach
- Combination of several services may be the best approach
- ‘A seamless service’ better achieved by one personal ‘case manager / key worker’
- Co-operation amongst agencies – clarity of roles
- Client-centred
- Empower the service user



What is Employability Case Management? (2)

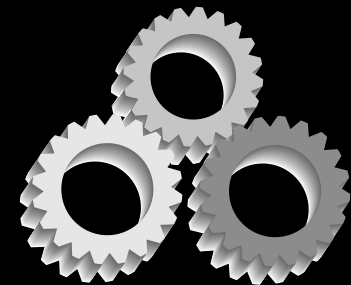
Equal Access Partnership came up with the following five steps:

- Engaging and selecting customers;
- Assessing customers' needs;
- Planning and managing support;
- Follow-up of the service aims/ongoing assessment; and
- Adapting the action plan as required



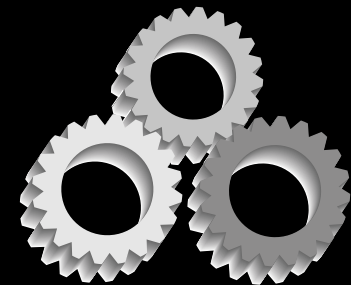
What is the difference between case management and case management systems?

- Not necessarily an IT solution but may include IT
- System facilitates joint-working
- Can include Service Level Agreements / Protocols / Remits of Groups / Case conferences etc.
- Generation of data



Who is using a case management approach?

- CORE
- Passport
- High Support Needs Consortium
- Get On
- Area Focus in Muirhouse
- Others?



Questions

- Should the CORE project expand its existing reach – what would be the limits?
- What type of client needs a case managed approach?
- What type of client is currently receiving an employability case management service?
- Does case management require more or less resource than traditional services?

