

# JUFJ Forum – 13 August 2010

## Workshop notes

### Group 1

#### Case Management

- Start where people are at
- Client needs/priorities
- Barriers (can be holistic)
- Tailored action plan
- Structured appointments
- Accessible/Trust
- Ongoing mentoring
- Knowledge – additional specialist services
- Meeting prep/case notes
- Able to be picked up by other staff
- Values/ethos/working practice
- Skills sets/coaching/guidance
- Code of conduct
- Data protection/sharing

#### Aftercare

- Tailored to client & employers
- Protocol/negotiation of contract
- Trust/review
- Support for development (personal/skills)
- Independence/stability

### Group 2

#### Case Management

- Co-ordination of offer supports/inputs
- Communication between agencies
- Defined action plan with client
- Review of progress
- Rolling review of client experience
- Relationships – client & case manager/case manager & other agencies (seamless)
- System to watch clients and case managers
- Case manager has to be in control of processes – needs to be proactive & effective in resolving problems

### Aftercare

- Review meetings with client & agencies
- Develop a support system based on what client needs or expects – can be ‘almost nothing’ to almost indefinite
- Some dependent clients need regular monitoring in order to cope as circumstances within work change
- Aftercare usually not funded
- Clear view of what is likely to happen to these clients in future
- Identification of timescale in question
- Planned – a process not an event – funded – evident
- Bespoke – tailored to client needs
- Who is eligible, and for what?

### **Group 3**

#### Case Management

- Sharing of and input of information
- Central database
- Key worker/key contact
- Indicators
- Timescales/flexible
- Common terminology
- Information trail

### Aftercare

- Patience
- Fundamentally important
- Intensive after outcome
- Ongoing support – 6 months
- Fulfilling employment & SU needs
- Keeping relationships

### **Group 4**

#### Case Management

- Not signposting – ‘hands on’, bring services to client, do it ‘with’ them
- Action planning
- Motivation
- Goals – individual holistic approach
- Stabilise
- Use Caselink
- Navigating client round services & manage the maximization of other services

- Joined up approach
- Key named worker – consistency – brokering role (OTs/STUC etc)
- Exit strategy (action plan)

#### Aftercare

- Similar support
- Timebound '13 weeks' issue (targets)
- Key worker for E/R – agree with E/R and client
- Action plan – manage expectations
- Link into other services or E/Rs services
- Establish financial support package
- Identify cut-off/time limit