Harford County Continuum of Care
Case Management/Support Services Workgroup
April 30, 2019
Agenda

**Goal:** Investigate best practices for housing case management and develop standards for Harford County CoC. Create a standard curriculum for training case managers with suggested skills needed and list of trainers and speakers.

1) Welcome and Introductions
2) Review Purpose and Goals of Group
3) Share information on how each agency does case management and/or housing case management
4) List best practices for Housing Case Management
5) Develop Action Plan based on Committee Goals
   Harford County CoC Standards Manual?
   Standard Definition of Case Management
   Components of Case Management/Best Practices
   Process of Case Management
   Service Plans
   Curriculum for Training
   Skills List
   List of Trainers and Speakers
6) Set time and Date for next meeting
Case Management/Support Services Workgroup
April 30, 2019 Meeting Minutes

Attended: Liz, Tracey, Stephanie

Topics discussed
- Changes occurring in the CoC by Barbara Richardson
- Curriculum of Best Practices for CoC
  - Meet to review outside Case Management Curriculums to determine items we would like to include in a Harford County CoC Curriculum
- Develop list of other agencies that provide Case Management Services
  - Invite case managers to Curriculum development meetings
- Stephanie will report on meeting and invite others to next meeting at the May 14th CoC Meeting

Next Meeting May 31, 2019 at 9:30 at Welcome One – breakfast provided
Harford County Continuum of Care
Case Management Workgroup
May 31, 2019

Attendees: Stephanie Carlyle, Veronica Jones, Alicia Hamilton, Shalia Pettiford, Tracey Kelly, Sandy Garvin, Heather Clapper, Liz Tutino,

The workgroup discussed the development of a CoC Case Management Manual.

What Case Management Practices work well:
- Building a relationship with the client
- Face to face interactions vs. phone discussions
- Case conferencing and collaboration
- Training
- Transporting clients for advocacy reasons

Case Management Issues that need to be addressed:
- Client expectations
- HMIS notes and agency notices that create duplication
- Release forms between agencies
- Transportation problems of clients
- Case managers duplicating work if the client is working with more than one agency
- HMIS usage and understanding

Things the CoC Case Management Manual should contain:
- Case management Roles and responsibilities description to be given to clients so they understand expectations
- Case Management Agreement Form to include times case manager are available and the time length of services
- Path to Success flyer
- Definition of case management: Case management helps connect clients to services, entitlements, community resources, and housing
- List of agencies that provide case managements
- Examples of streamlined documentation of case m notes
- Ways case managers can collaborate (CoC Fair, review of treatment plans, case conferencing, list for clients to acknowledge all agencies they are working with)
- Items to include in a curriculum
- Trauma Informed Care
- Motivational Interviewing
- Mental Health First Aid
- Substance Abuse
- Referrals and Resource lists that include criteria for program
- Church Resource list
- HUD priorities
- Forms
- Case management Priorities for all programs
- Resources for specific populations

CoC Agencies that have Case Management
- Empowering Minds
- Anna’s House
- Welcome One
- HCAA
- Leading by Example
- Alliance/Mosaic
- Harford Family House
- PRP’s (at least 12 agencies)
- SARC
- ACT
- Wage Connection
- Success Project
- VA
- Upper Bay MCCJPP
- Harford County School PPW
- Prologue
- Epicenter

NEXT MEETING: June 26th at Noon at Welcome One
CoC Workgroup Committee Meeting
June 26, 2019

Members Attending: Liz Tutino, Veronica Jones, Tracy Kelly, Sandy Garvin, Tamara Thomas

Agenda:

Members looked at and discussed a variety of Case Management manuals from different jurisdictions. During the discussion it was agreed that having bi-monthly meeting for case managers who are part of the CoC would be more valuable to participants than a manual. The following plan for a Case Management Gathering (or other name) was developed:

Who: Any and all housing case managers in the CoC are invited. The CoC Workgroup committee will plan and implement the meetings.

What: A topic driven roundtable discussion on Best Practices Case Management. Speakers and Trainers will be utilized when available. A list of topics is attached.

Where: Bel Air Library or other location to be determined

When: Bi-monthly; the months that the CoC does not meet

Why: The incentives for participants to attend these meeting is:
- Free training
- Discuss ideas that would create uniformity across the CoC
- Possible certifications or CEU’s
- Ability to list trainings and partnerships on grant applications
- Peer support among case managers
- Sharing of checklists and forms that each agency uses
- Opportunity for case managers to case conference

Next Steps: Liz will contact PJ Craig to see if this fits in with the CoC overall strategy and to determine when the CoC will be meeting.
TOPICS FOR CASE MANAGEMENT - including but not limited to:

- Types of Housing Providers in Harford County
- Role of the Case Manager
- Engagement Strategies and Role Playing
- Engagement Process with People Who Have A Mental Illness
- Exploration and Open-Ended Questions
- Common Ground Role Playing
- Engagement Case Studies
- Principles and Skills of a Helping Relationship
- The Process of Goal Setting
- Using a Referral System
- Roadblocks to Listening
- Motivational Interviewing
- Maintaining Case Records and Documentation
- Developing a Service Plan
- Goal Setting Worksheets
CoC Case Management Workgroup
10/26/2019

Liz Tutino
Veronica Jones    Alliance Vikken Services    Veronica.jones@mosaic.org
Tracy Kelly    Office on Mental Health    +kelly@harfordmentalhealth.org
Kandy Barcin
Tamara Thomas    Anna's House    Thomas@cc-md.org
Harford County CoC
Case Management Workgroup
August 29, 2019 Minutes

Participants: Liz Tutino, Tracy Kelly, Alicia Hamilton, Laura Vandenhuerk

Discussion Items:

The participants discussed the first CoC Case Management Workgroup Round Table meeting.

The following items were agreed:

Round table discussion will be held on the 3rd Wednesday of every other month (specifically, the months the CoC does not meet). The first Round Table will be October 18th 2019.

Roundtables will be held in the community room of Welcome One from noon to 1:00. Participants may bring lunch.

The first topic will be “The Role of a Case Manager”

The topic for the next Round Table discussion will be decided at the end of the current meeting

We will advertise these meetings at the CoC bi-monthly meetings and will ask HCAA to distribute flyers to the email list.
CoC Case Management Workgroup
8/29/19

Liz Tufano - FECCA

Frany Kelly - Hanford CSA

Alice Hamilton - Fam in Faith Ministries

Laura Vandenhiver - Wisdom Healthcare
Agenda

12:00  Welcome

12:05  Participant Introductions
       Name
       Agency
       Job Title
       Length of time as a case manager

12:20  Discussion on the Role of a Case Manager
       Synonyms and Titles for Case Managers
       Why Case Managers are Important
       What Case Managers Do and Don’t Do
       Types of support you offer
       Referrals
       What type of referrals do you accept?
       Who do you refer to?
       What resources are you searching for
       Sharing of Agencies Best Practices

12:50  Wrap up and Pick out Next Discussion Topic
Sign In 10/15/19

Tracy Kelly
Max Paco
Brian Wainwright
Aliya Hamlet
Sandy Garrison
Tom Butlerbaugh (Fines County Outreach)
Harford County CoC  
Case Management Workgroup  
Notes from December 18, 2019 Roundtable  
Topic: Client Engagement

Best Practices for Client Engagement

- Be Person Centered
  - Flexibility of knowing what is going on in that moment with the client
  - Empathetic listening
  - Active Listening
  - Be able to understand side effects of medication that affect the clients response
  - Ask “What do you Want?” and “What is your plan?” to get the client to verbalize in their own words and empower them to make a plan
  - Ask about social relationships and how that affects their plan and decisions
- Focus on the ultimate goal
- Meet them in their location
- Discuss Rights and Responsibilities of the Clients to make them accountable and understand consequences
- Recognize their level of ability
- Determines what motivates client - use motivational interviewing to get client to make plans
- Make client aware of case conferencing
- Help them to be honest with themselves and with their situations
- Point out pitfalls of behaviors
- Connect them to resources they qualify for
- Get third party verification of their story

Case Management Workgroup Collaboration

Time to case conference will be at the end of each workgroup meeting

HCAA has release forms for HMIS and other agencies. This allows all agencies to case conference.

We will create an email list, designating one person from each agency, to be used solely for asking for assistance in case management issues. Case managers who need ideas, resources, contact info can ask through this forum.

Next Meeting:

February 19, 2020 at Welcome One  
Topic: Individual Goal Setting
CoC Case Management Workgroup
12/18/19

Liz Tutino
Misty Taylor
Brian Wainwright
The Rev. Lisa Botet
Alcia Hamilton

Welcome One
Prevue Inc
MCAA
WMC
FIFM

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