DWP/MFIP ES – Operational Definition

Effective Date: June 19, 2017

Operational Definition: Employment Services Case Management

Contact Person: Agency Planner

The management of key case attributes will influence both the participant's success and program service outcomes achievement. Case attributes to be managed include:

- participant engagement with his or her employment plan ("EP")
- an EP written for the activities that matter
- an EP is written for the correct number of hours
- an EP is seen as an investment on the part of the participant and his or her activities
- participant <u>achievement of the </u>activities and investment hours outlined in the EP
- participant provision of activity hour documentation
- invested hour activities match the EP
- the correct entry of data
- monthly (at least) staff monitoring of individual case/participant progress.

Other factors such as the correct coding in MAXIS, timely availability of child care and support resources etc. effective and consistent communication via emails and Status Updates between an ES, FAS, and Child Care staff are important as well.

Case management effectively brings all factors together in order to meet outcomes and help participants. Counselors provide case management behind the scenes of coaching and counseling. Employment Service programs having the greatest success with incorporating these key factors into their daily work and with achieving higher outcomes are those who execute the most "hands on approach."

The successful ES programs strategize with each and every participant, including those who are working. That includes all of the Universal Participant and FSS track cases. Touch all cases regularly. Meet with participant at least monthly or more often based on the need of the participant and the guidance provided by your Supervisor.

Our focus is on moving participants into and through the 4 Es – engagement, education, employment and employment retention.

Focus on the outcomes at the expense of the service delivery is counter-productive. Case management keeps our focus on delivering effective services to clients; outcomes follow.