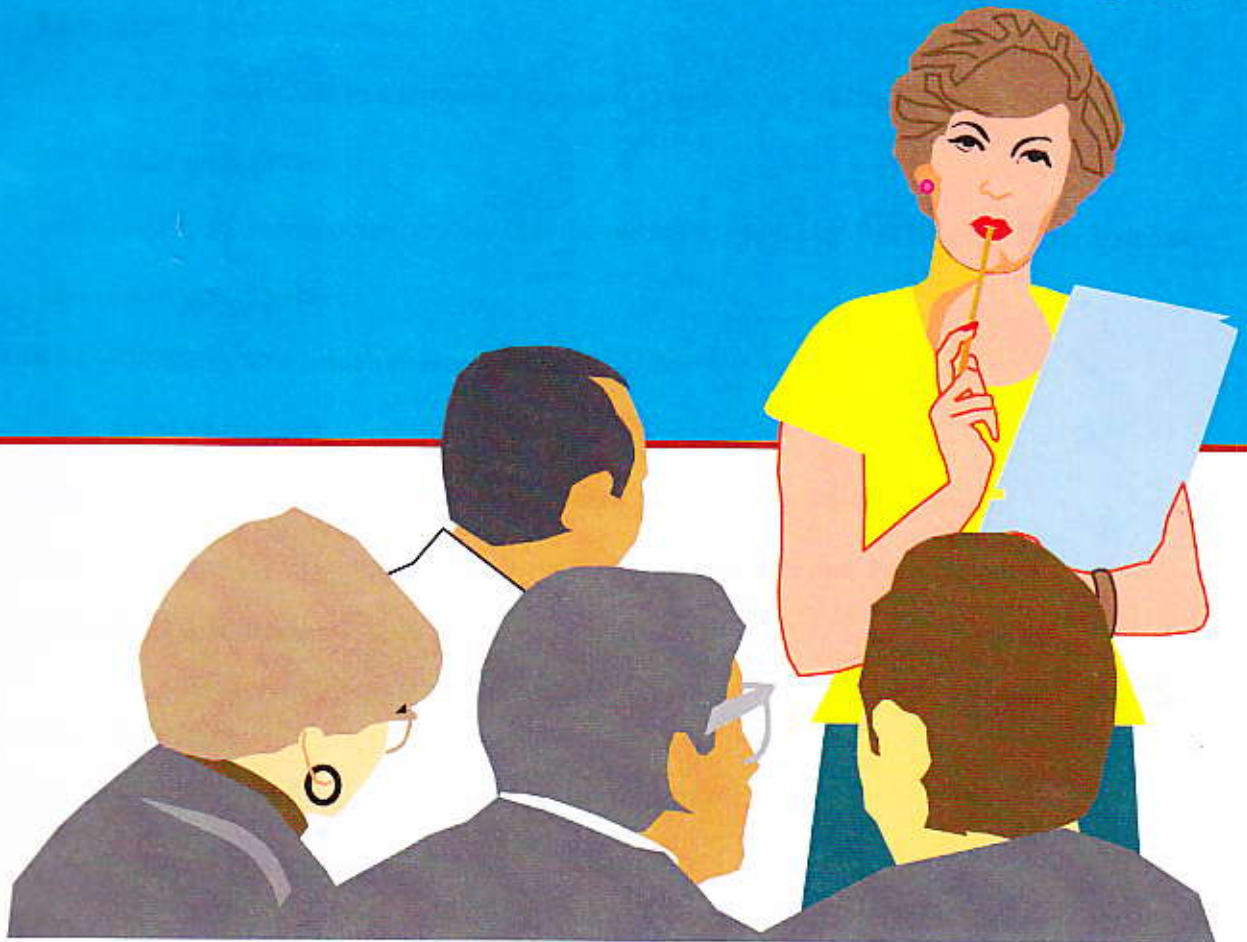


CASEMANAGEMENT “THE INTENSIVE APPROACH”



Renesse, the Netherlands, June 15 - 16, 2000

“Case Management addresses the problem of long-term dependency by supplementing the welfare check with services the client needs to reach self-sufficiency.”

Definition: Case Management is defined as an interactive process of assessing needs, planning action steps, connecting people to resources and evaluating results.

- It is a client-centered, goal-oriented process;
- It is individualized to meet specific customer needs through open communication, active follow-up and coordination of available resources;
- It is designed around a single case manager for each client, who works to develop strong relationships between the community/client/case manager over time;
- It is a managed process to improve service efficiency, service effectiveness and cost effectiveness.

The Eligibility Function

1. Cash and Long-term Assistance
2. Eligibility Determination
3. Driven by Error Rates
4. Absolute Rules and Policies for Compliance
5. Focused on Paper
6. Working "on" Cases
7. Working Clients are Problem Cases
8. Dependent Client
9. Negative, Barriers-based Assessment
10. Benefit Termination

The Case Management Function

1. Temporary Assistance, Work and Independence
2. Employment Services
3. Driven by Employed Participants
4. Flexible and Open Policies for Results/Sanctions for Non-compliance
5. Focused on People
6. Working "with" participants
7. Working participants are the Goal
8. Empowered participant
9. Positive, Strength-focused Assessment
10. Employment, Re-employment, Job Retention, Advancement