

CONFERENCE REPORT

CREATING AND IMPLEMENTING EFFECTIVE CASE MANAGEMENT STRATEGIES

August 16 & 17, 2005, Worley, Idaho

GOALS

The goal of the Tribal Cluster Training, *Creating and Implementing Effective Case Management Strategies*, was to provide an opportunity for Tribal staff who work in both TANF and Child Care programs to collaborate in strengthening their case management systems. Co-sponsored by the Office of Family Assistance and the Child Care Bureau, this joint training conference allowed presenters to share academic theories of effective case management practices and introduce new strategies for integrating service delivery systems.

ATTENDANCE

Approximately 120 individuals attended the conference; over 90 percent were representatives of Tribal CCDF/TANF programs, and represented approximately 32 different Tribal grantees across the nation. Most of the Tribal attendees had less than 5 years of experience working in these programs.

Region VIII had approximately 20 representatives attend this conference. TANF Rapid Response funds were used to support the travel of 14 TANF/CCDF staff from the Region VIII Tribes who administered both programs. The use of the Rapid Response funds provided an opportunity for these individuals, some who otherwise would not have been able to attend, to participate in the training.

SUMMARY OF MEETING:

Following are short summaries of the presentations:

Gary Rickard, Mt. Shasta Native American Employment and Training, presented the bulk of the training these two days. Topics covered included:

- defining case management and outlining the process at different level and stages;
- conducting customer assessments, setting goals, identifying community resources;
- case documentation and basic record-keeping guidelines;
- families in transition, including outreach to non-compliant families, reunification and healthy marriage activities, supporting positive youth development and teen programs, managing time limits, collaborating with faith-based and community organizations, etc.;
- empowering customers, encouraging sustained and progressive employment, helping vs. empowering, reinforcing problem solving skills;
- professional objectivity and confidentiality.

Throughout the training, participants were separated into small groups to work on specific areas which gave a chance for Tribes to map out and assess their current case management system, and explore ways to incorporate some of these newly learning strategies to make improvements.

A presentation on **Front-Office / Back-Office ; an Integrated Service Delivery Paradigm for Tribal Programs, presented by Don Shircel, Tanana Chiefs Conference, Inc.**, described a management approach to structuring an agency's service delivery system towards a client centered approach, developing flexible comprehensive responses to families' needs, rather than focusing on applying separate program rules to each case.

Best Practices Panel: North Fork Rancheria (California), Montana Peaks, Inc., and Confederated Salish and Kootenai Tribes (Montana) all shared how they have successfully created case management systems which align their CCDF and TANF programs, and how their families benefit from this comprehensive approach.

OUTCOMES

While the TANF and Child Care programs have many differences-separate funding streams, different regulations and often different eligibility requirements, they have commonality in the population they serve. Many times these programs are housed in separate locations on the reservation, and it is often difficult for staff to work together to coordinate services. This training provided an opportunity for many tribes to begin this information sharing process within their own program, and to discuss ways they can work together to improve the overall case management process