



Urban Partnerships for Welfare Reform: National Academy

Getting to Full Engagement through Integrated Case Management

Chicago







Key Features

PREPARATION

• PROCESS

FOLLOW UP





Successful Strategies

- Case Selection and Frequency
- Customer Profiles
- Staffing Committees/Teams
- Scheduling







Surprises

- Outcomes (Engagement)
- Staff Involvement and Commitment

Improvement of Collaboration







Challenges

Population Selected

Process

Logistics







Replication Advice

- Develop Accurate Family Profile
- Laying Strong Foundation
- Open Communication



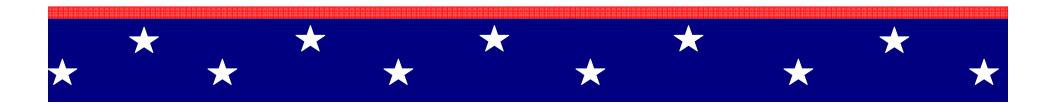




Managing During Change

 Effective Leadership Style (Model The Way, Enable Others to Act and Challenge the Process

Get Buy From All Stakeholders







Visions for the Future

Expand Process

Reassess Outcomes

Adjust to Program Changes