



# 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