



CAGI's Case Management Overview

The intent of case management is to help families become self-supporting while assisting them with basic needs. We empower clients by recognizing they are capable, have strengths and have resources that can help them take control of their lives. We treat clients respectfully, assisting them in identifying their needs, building on their strengths while supporting them in meeting their goals. Comprehensive assessments and case action plans is integrated with self-sufficiency-enhancing resources.

The outcome of case management is increased stability and self-sufficiency through individualized case management. Case management takes a team effort. The team consists of the client, the case manager, agency staff and community partners the client may be working with.

Comprehensive Assessment, Case Action Plans and Emergency Assistance

- Assessment identify client motivations, strengths, barriers and resources;
- Assessment and screening may address the functioning of the whole family;
- If applicable, all eligible clients are offered a variety of learning needs, referrals for domestic violence, substance use disorder (SUD) and mental health needs screenings;
- Client assessment is ongoing, beginning with their first contact with CAGI case management and continuing through changes with client circumstances;
- Case action plans are mutually developed between the client and the case manager;
- Case action plans are individualized to identify services that support each client's self-sufficiency goals and are based on the client's strengths, needs and abilities;
- Clients are provided information about available community programs and resources to support them in making informed choices about plan activities;
- Case action plans are coordinated with other partners if those partners also have a case or service plan with the client.
- All case action plans are continually updated, evaluated and tracked based on client need and using information from ongoing screenings and assessments;
- Client contacts are frequent (at least monthly) and based on the needs of the client and case action plan;



Emergency Assistance

- Decisions are made within program policy and intent; Emergency Assistance for rent or car repair is intended to support individuals as they increase self-sufficiency.

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