

5-2019

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Ashley, Moneka, "Case Management Resource Binder" (2019). *Capstone Projects and Master's Theses*. 566.
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Case Management Resource Binder

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17 May 2019

Abstract

The Veterans Transition Center has been providing supportive housing services to homeless veterans in Monterey County since 1998; helping over sixteen thousand veterans. The broader problem is that there too many homeless veterans in Monterey county. The problem at Veterans Transition Center is the workflow between case managers. The Case Management Resource Binder will also help incoming case managers and interns learn about available resources for veterans. The purpose of the project Case Manager Resource Binder is to increase knowledge of resources for veterans, improve work flow and outline duties of a case manager. The finding of the Case Management Resource Binder is going to be used to help new case managers and interns at the Veterans Transition Center. Also, in the findings case mangers improved their quality of services to clients. Next, steps for the agency would be to make an online version of the Case Manager Resource Binder to continue to update information.

Key words: *Veterans, Case management, Binder, Resources, Duties*

I. Agency and communities served

The Veterans Transitions center provides transitional housing services for homeless veterans and their families. The Veterans Transitions center serve homeless veterans and their families from Monterey and San Benito counties. The Veterans Transitions center mission statement states that, “The mission of the Veterans Transition Center is to provide services for homeless Veterans and their families. By providing Veterans with transitional housing and case management programs, they can once again become employable, productive members of the community. VTC does not simply offer short term solutions to homelessness; it strives to better the lives of homeless Veterans and aims to give them the tools they need to help themselves” (VTC, 2018). My project of creating a case manager resource binder will help incoming case managers learn VTC’s case management style. Also, the case manager resource binder will have all the connected programs and resources in Monterey County. The case manager resource binder will have chapters outlining how to do the fill out the intake packet, the different types of consent forms, protocol, and where a case manager can find resources to give to clients.

The case manager resource binder increasing knowledge of veteran resources, improve the work flow at the agency and explain the duties of a case manager. The manual will assist the case managers in the activities and guidelines daily. During the period of internship at Veterans Transition Center I noticed everyone from clients to case managers would ask my mentor Bobby Merritt about different programs and resources. Bobby Merritt was the mentor at the Veterans Transition Center. Bobby Merritt was the living Resource Binder at Veteran Transition Center. The Resource Binder will also help them find resources for clients’ needs and help improve the workflow at VTC between staff. Some of the chapters in the binder are Documentation: military

records. Identification, and Social Security Number. Intake process: application to get into VTC and release of information paperwork.

II. Problem description

The Resource Binder will give case managers one place to resources for Veterans. The problem at VTC is case managers not having access to collaborating programs and resources to help Veterans. On the micro-level case managers work with their client to help them find housing or a job. Case manager must gather information from other case managers to help their client. On the macro-level the Resource binder will improving the case management services at VTC to better services for clients. The Case Management Resource Binder will address the issue of incoming case managers not knowing all the programs that are collaboration with VTC and the resources offered to Veterans in the Monterey County. Once the Case Management Binder is completed; VTC will require all new case managers read the Case Management Binder before working with clients.

The problem that case managers are having to look for resources for clients effects because they do not have access to resource and they must wait on their case manager to figure it out.

The risk factor connected to the problem is Veterans cannot get out of our homelessness because they do not support services to help them. Adding more Veterans to the growing homeless veteran population.

III. Project description and implementation

The capstone project title of consists of creating a Case Management Resource Binder will to help incoming case mangers learn about the duties of a case manager, how to complete the intake packets and all the collaborating programs and to help provide solutions services for to the homeless Veteran's needs in Monterey County. The primary purpose of the Case Management Resource Binder is to ensure that case managers understand their duties and responsibilities and have access to all resources and collaborating partners to the agency. The Case Management Resource Binder will outline how to complete the intake packet for a new Veteran client, the different types of consent forms needed for Veterans to receive services from Veterans Transition Center, and how to use the different types of information systems to keep track of the homeless Veteran population in Monterey County. The Case Management Resource Binder will provide case managers with access to all programs that help homeless Veterans in Monterey County.

The Resource Binder will benefit case managers that serve through other programs that VTC uses to help homeless Veterans like Housing and Urban Development-VA Supportive Housing (HUD-VASH). Low-income Veterans who are eligible for HUD-VASH receive housing vouchers to use for their home to pay rent. "Housing and Urban Development-VA Supportive Housing (HUD-VASH) is a collaborative program housing vouchers with VA supportive services to help Veterans who are homeless, and their families find and sustain permanent housing" (HUD-VASH, 2018). HUD-VASH works with VTC by giving homeless Veterans housing vouchers to find affordable housing in Monterey County and other counties. The Resource Binder will explain HUD-VASH does for Veterans and have contact information for HUD-VASH workers. This will allow case managers to better advocate for clients. The

Veterans Affairs (VA) benefits from the creation of the Binder, because the VA could see can evaluate how the VTC conducts case management. Veterans Transition Center receives funding from the Veterans Affairs Grant and Per Diem (GPD) program; which helps Veterans in programs like VTC with funding. GPD funds programs like VTC because of the multiple case management programs that house Veterans up to two years in a transitional housing program. VTC has three transitional housing programs including service intensive, clinical and bridge. The Service intensive program is for two years in which Veterans learn how to be self-reliant by working with their case manager to find a job and affordable housing. This program allows Veterans to reestablish their stability in their lives. The clinical program helps Veterans who struggle with mental health issues like PTSD. In the program clients receive mental health services. The bridge program helps Veterans who receive a HUD-VASH voucher find housing within ninety days of being in the program.

The purpose of the Grant Per Diem program is to help homeless Veterans achieve housing stability, increase their job skill levels and obtain stability. Grant Per Diem states that, “Only programs with supportive housing (up to 24 months) or service centers (offering services such as case management, education, crisis intervention, counseling, services targeted towards specialized populations including homeless women Veterans, etc. are eligible for these funds” (Va.gov, 2018). The Case Management Resource Binder will show the VA that Veterans Transition Center is following the guidelines of the grant. The Grant Per Diem only funds programs where Veterans in two-year programs that offer supportive services that will aid homeless Veterans in finding housing in the area. The Case Management Resource Binder will ensure that VTC will continue to receive funds from the Grant Per Diem by showing compliance

with the guidelines to continue to receive funding from GPD. The GPD state the programs the offer case management to receive funding.

Creating a Case Management Resource Binder for incoming and established case managers at the Veterans Transition Center will aid employees in understanding their duties, available resources and collaborating programs that work with Veterans Transition Center. The Resource binder will improve the work flow at the Veterans Transition Center by allowing case managers to more efficiently finding locate information to help clients. Currently case managers look through files, emails and ask each other about programs to help their clients of or use their prior knowledge to find programs for clients. The Resource Binder will have a summary of services available by each partner and programs like Homeless Coalition Monterey, Monterey County Housing Authority and VA Palo Alto Health Care System.

IV. Project assessment progress

The expected outcome for this capstone project of creating the Case Management Resource Binder is to improve the case management skills of case managers and interns and work flow at VTC. The Resource Binder improve their skills or improve their ability to carry out the services more effectively and efficiently by explaining case management duties and responsibilities, and providing a central location for all relevant resources to help VTC clients. Case managers at the Veterans Transition Center will be able to access all programs and collaboration agencies which in turn will help homeless Veterans achieve the goal of finding affordable housing. The Resource Binder will change the work flow by allowing case

managers can to access all resources for homeless at Veterans without looking for files and contact information for each program. Instead, case managers can open the binder to the resource page which will have a brief description of all services for homeless Veterans. The Case Management Resource Binder will support case managers in finding programs that best fit the needs of the needs of each client.

The agency is expecting to improve the case management services of each case management at VTC by defining the duties of a case manager. Improving the case management services at VTC to better services for clients. The Case Management Resource Binder will address the issue of incoming case managers not knowing all the programs that are collaboration with VTC and the resources offered to Veterans in the Monterey County. Once the Case Management Binder is completed; VTC will require all new case mangers read the Case Management Binder before working with clients.

The effectiveness of the Case Management Resource Binder a short ten-minute meeting with each case manager to ask them questions about the effectiveness of the Case Management Resource Binder.

V. Findings and Results of Assessment

The results of the data analysis collected during the project assessment was the case managers thought the Resource Binder was very clear, comprehensive descriptions, and reliable resources. The program director at VTC expressed wanting to give the Case Management Resource Binder

to newly hired case manager. Also, the supervising case manager conveyed the Resource binder will go through some more editing before being given to case managers. Some other feedback on the Resource Binder was for the resource chapter. This chapter needed to be broken down into subsections; legal information, Narcotics Anonymous group locations/Alcoholics Anonymous locations and other programs. So, case managers can find resources for clients a lot quicker during weekly meets.

The strengths of the project's design that contributed was talking to the case managers and to the capstone mentor Bobby Merritt about what should be in the Resource Binder. The Resource Binder will assist the case managers in the activities and guidelines daily. During my time at Veterans Transition Center I noticed everyone from clients to case managers would ask my mentor Bobby Merritt about different programs and resources. Bobby was the living resource manual at VTC. The Resource Binder will also help them find resources for clients' needs and help improve the workflow at VTC between staff. The limitations to the project's design that affected the final outcomes creating the physical binder for each case manager. Another limitation for the project was the challenges finding the resources to put in the Resource Binder like contact information of agencies and programs and outlining the duties of a case managers. Getting feedback from case managers; because their caseloads are so big they have a hard time finding a time to discuss the project; so instead there were appointments slots available to accommodate each individual case manager's schedule.

VI. Recommendations

The benefits the project has provided for the agency increasing knowledge of veteran resources in Monterey County, improve the work flow at the agency and explain the duties of a case manager. The Case Management Resource Binder will continue to be used at VTC. The program

director at VTC expressed wanting to give the Case Management Resource Binder to newly hired case manager. Also, the supervising case manager conveyed the Resource binder will go through some more editing before being given to case managers. To improve the project's future impact on the agency, make an online version to make it easier to update and easier for case managers to access. In addition, creating an electronic version of the Case Management Resource Binder will help VTC send copies to other agencies like the Veterans Affairs office to show their case management service and stay in compliance with funding.

The broader macro-level social problem is case managers and interns not having reliable veteran resources and providing case management services to veterans. Therefore, the homeless veteran population will increase in the Monterey area. With the project case managers have a binder to find resources and programs that best suit their client's needs. The Resource Binder will allow for case managers to use their client meeting times more product; instead of case manager going through files and emails to find resources. The Resource Binder will have all the resources will be one place. Going beyond what the project could accomplish to address the social problem of case management services with collaboration. Working with clients noticing they are the mediator between all the programs. This should not be the case; the manual will assist case managers in teaching them about how to collaborate with other agencies instead of making the client run around from program to program.

VII. Conclusion and Personal Reflection

During my time at the agency; the MLO I learned was information management. I had to verify contact information for programs, finding reliable resources and creating the case management resource manual. For future interns encourage them to have patience and be open minded. Recommendations for my project is to make an online version to make it easier to update and easier for case managers to access. I also, got to work with an at-risk population. It takes special skill to be able to comfort someone and simultaneously being stern to make them want to get off the streets. You cannot change your client if they are not ready for change.

One of the experiences that contributed the most to my learning goals was learning how to advocate for clients and get them what they need. Assisting my mentor in case management task like case notes, room checks and collaborating with other agencies. I was pushed out of comfort zone when I did intakes with clients off the street, because I had to help them understand how VTC can help them. Another thing that pushed me out of my comfort zone was conducting case notes. I would have to ask clients questions about their life, plans for housing and jobs. I at first felt like I was being pushy asking them questions; as time went on I became more comfortable asking questions because I wanted them to be success in the program. My mentor Bobby Merritt has inspired me to continue as a social worker. He has showed me how to be a part of the change I want to see in the world. He has taught me a valuable lesson on how to advocate for clients, always keep a copy of resources for clients and letting the client do the work for themselves.

For future CHHS student interns approaching their senior year field placement and capstone project manage your time; do over work yourself. Set deadlines for yourself and stick to them. Be open to work with different people at your agency not just your mentor co-workers can be

helpful for capstone. Find something that your agency truly needs done; make that your capstone project. Do not work beyond your limits somethings you do not have time to complete.

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Appendix

Problem Model

Project Title: Develop a Case Manager Resource Binder for case managers at the Veterans Transition Center		
Problem Statement: Case managers and interns not having reliable veteran resources and providing case management services to veterans.		
Causes to Agency Problem	Agency-Specific “Micro-Level” Problem Addressed by Project	Consequences to Agency
Veterans cannot get out of homelessness	Case manager and not knowing the resources available to help veterans.	The rate of homelessness among the veteran population will increase in Monterey county
Causes to the Broader Health Problem	Broader “Macro-Level” Health/Social Problem	Consequences to Society
Veterans will not have access to health care services	Homeless veteran population will increase in the community	among the veteran population will increase

Table 1. Scope of Work			
Title: VTC Case Management Resource Binder			
Project description: This project will develop informational binder for established and incoming VTC case managers with case management duties and responsibilities and available resources for homeless Veterans			
Goal: Improve case management services for VTC clients and case management skills of each case manager at VTC.			
Primary objective of the project: Provide VTC case managers with information about their duties and responsibilities and resources available for homeless Veterans			
Activities	Deliverables		Timeline/deadlines
1	Discuss capstone project ideas with mentor	Final capstone project idea approved	Oct 15 2018
2	Outline the chapters for the binder	Submit draft chapters to Program Director and Mentor for review and approval	Oct-Nov 2018
3	Finding collaborating Resources	Submit draft description to names programs, locations, contact information, etc. With VTC staff for review and approval	Nov-Dec 2018
4	Develop a description of the intake packets and consent forms	Submit draft of description of the intake packets and consent forms to Program Director and Mentor for review and approval	Dec 2018
5	Developing the case manager duties and responsibilities	Submit draft of case manager duties and responsibilities Program Director and Mentor for review and approval	Dec 2018-Jan 2019
6	Develop outline of the presentation for the Case Manger Resource Binder	Discuss and submit an outline of presentation to Mentor for review and approval	Feb 27, 2019
7	Introduction presentation -For Case Management Resource Binder	Discuss when to introduce the Binder to case managers with Program Director and Mentor	March 4 ,2019
8	Presentation of the Case Manger Resource to VTC Executive Staff and case managers	Approved by Program Director and Mentor	March 26, 2019
9	Conduct interviews with Case Managers	Compile data from the Case Management Resource Binder	April 3, 2019
10	Prepare capstone presentation in selected format	Present at Dress Rehearsal for grading (posters submitted)	May 8, 2018
11	Final preparation for Capstone Festival	Final presentation at Capstone Festival!!	May 16, 2019

Case Management Resource Binder Questionnaire

For Case Managers

1. What chapters in the binder could be improved?
2. Would the binder help a newly hired case manager understand their role as a case manager?
3. Where the chapters in the binder easy to understand?
4. Could you see the Veterans Transition Center continuing to use the binder in the future?
5. What other resources should be added to the binder?