Case Management Strategies

Follow-up Phase

• Building rapport since the start
  o Active Listening
  o Being Non-Judgmental
  o Being Empathetic
  o Respect client and have open communication

• Meeting client where they are at
  o Allowing client being the expert of their story
  o Each client is in a different stage in life and have different goals

• Assessing client
  o What services client needs assistance with
  o Identify their goals and barriers

• Encouraging client
  o Strength based approach
  o Empowering
  o Rewarding and Praising client

• Create a plan with client
  o Making them aware that there are options

• Link client to different services, job search opportunities
  o Conducting job placement workshop with job developer and work source center every two weeks

• Be consistent
  o Check in with client every two weeks by phone, txt and emails
  o Letting them know that you are available and willing to help
  o Great trust between client and case manager