**Case Management**

***Present:*** Melanie Weaver, Lindsey Ajega, Carries Benchich, Amy Dekker, Chris Hofland, Matt Lehr, Kendra Spanjer, Liz DeLaLuz, Lyn Raymond, Patrick Moran, Christen Korstange

1. Welcome and Introductions
2. Summary of Work to Date

Including the other work groups, committees are driving each other as a result of successful community conversation,

Reviewed six areas make for the best case management

1. Case Management Best Practices Delivery Model

* Which model?
* *For example:*
  + Put existing documents housed on one agency websitewith links from other agencies. **Web-Based**
  + Yearly gathering of case managers so the best practices can be reviewed with a training attached related to issues in the community. Include networking with other case managers. **Conference Style with break -out sessions.**
  + Case Coordinators meeting for housing on a regular basis.

**Existing Group Structure.**

* + - Highlight housing regularly (once or twice a year)
  + **Manual - Least impactful**
  + **Mobile Training for Case Managers** (good if done well)
* Ease of Delivery/Impact
  + Web-based is easiest to deliver (once made), joined with annual gathering which adds impact.
  + Case Coordinators – easy and already made
  + On-site delivery is great but hard to implement
  + A manual has low impact but someone has to constantly update.
  + Most impactful is a combination of all methods
* Steps to implementation
  + Options
    - Create a new entity
    - Simple program of a pre-existing entity
    - Wholly owned subsidiary of the backbone
  + Who takes ownership of the process/delivery model?
    - County of Ottawa
    - Lakeshore Non-Profit Alliance
    - SPOKE
    - New Entity
    - Good Samaritan Ministries
    - Community Action House
    - *Case Coordinator Groups (Holland/Grand Haven) / LHA)*
      * *Is there an agency that has a vested interest?*
    - *Can we find a different lead? (Point of Contact for each)*
    - *If other groups all have similar needs then create a new entity?*
  + First wave might be different than the ongoing effort to improve housing case management.
  + How do we get buy-in?
* Explore Coordinated Case Management
  + What do you mean by Coordinated Case Management?
    - No Wrong Door
    - All entry points use same model of case management
    - True wrap-around approach by having multiple agencies at the table
* What would it look like?
  + *Pathways* as a case management model (Community Health Worker model) (exists in Muskegon and is expanding to Ottawa)
  + Do we wait to see how that program is implemented?
  + Join?
  + Align?
  + Own?
  + Wouldn’t be great if….?
    - Monthly/Bi-Monthly group that meets specifically to address the needs of hard to house families and individuals.
    - Utilize technology to meet a family’s need.
      * “Meet the Need”
      * Go-to-meetings
    - Common menu of resources to utilize once intake is done
* What other information do we need?
  + Is anyone else doing some kind of coordinated case management?
    - GSM/CAH
* Next Steps
  + E-mail regarding technology options
  + Specifics of the group structure
  + Who might be able to create delivery system?
    - Contact LHA and Case Coordinators