

Heavy Caseload Management and Quality Documentation

Part 1 of Effective Caseload Management Webcast Series

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Overview of Presentation

- **Section One: Caseload Management**
- **Section Two: Quality Documentation**
- **Section Three: Evidenced-Based Practices
in Case Management**

Caseload Management

Question: Which of the following tasks are associated with Case Management?

- Intake Interviewing
- Service Coordination
- Case Recording
- Case Reporting
- All of the Above

Caseload Management Definition

According to the CRCC Scope of Practice Statement:

Case Management is a systematic process merging counseling and managerial concepts and skills through the application of techniques derived from intuitive and researched methods, thereby advancing efficient and effective decision-making for functional control of self, client, setting, and other relevant factors for anchoring a proactive practice.

Caseload Management Roles

In case management, the counselor's role is focused on:

- interviewing,
- counseling,
- planning rehabilitation programs,
- coordinating services,
- interacting with significant others,
- placing clients and following up with them,
- monitoring progress, and
- solving problems

Additional Job Tasks

Often times vocational counselors have additional tasks which may include:

- vocational assessment
- vocational counseling
- job placement and related counseling
- job development
- job accommodation and modification
- referral to and collaboration with vendors
- case documentation & report writing (computer software)
- continuing education & training

Effective Case Management?

- Rehabilitation Counselors are being encouraged to pursue evidenced based practices.
- Time is a limiting factor for counselors and is an important consideration.
- Time management principles are key along with knowledge of best practice models of VR.

Time Management Principles

- Create a system that works for you and adhere to it
- Analyze how much time is required in each task
- Budget/allow for the unexpected
- Assess the uncontrollable
- Delegate and minimize the involvement of routine and repetitive tasks

Time Management Principles

- Consolidate similar tasks (Emails)
- Use primetime for prime work
- Avoid procrastination and identify time wasters
- Provide a healthy reward your self for reaching your goal/completing your tasks

Work Log/Time Map

- Use of a weekly calendar is an effective tool.
- The best time map allows the counselor to view one full week's work activities and includes a space to record goals and action plans.
- Be sure to include quiet catch-up time everyday.
- Allow for 5 minutes of quiet meditation per day.

Burnout

Stress producing factors inherent in CM jobs

- Extensive client contact
- Caseload responsibilities
- Negative and disappointing case outcomes
- Variety of client emotions
- Cases may be open for along time without full resolution
- Quantity vs Quality dilemma

Reducing Burnout

- Leave the client and their case at the office
- Try not to take it personally
- Do your best in every situation
- Ask for clarification of work roles and realistic goals
- Seek advice from supervisors or coworkers
- Avoid office drama and gossip
- Be positive and grateful

Reducing Burnout

- Learn how to handle stress more effectively
- Learn meditation techniques
- Use your vacation time for vacation!
- Create a calm office environment if possible
- Eat lunch away from the computer screen
- Create diversions from stressful aspects of the job that cannot be changed

Review and Learning Check

- Planning, managing, and evaluating are key to counselor success.
- Once plans are determined consider allocation and management of time
- Time management principles covered in this section can help increase effectiveness.
- The next sections will cover quality documentation and evidenced-based VR practices

Quality Documentation

Case Recording & Case Documentation

- Case recording & case documentation are terms that are frequently used interchangeably.
- Is it correct to use these terms interchangeably?

Case Recording

- Individual counselor contributions to case folder/file development.
- This can include:
 - Factual information
 - Subjective information

Case Documentation

- Case folder/file contributions from the totality of resources that affect the clients rehabilitation efforts.
- Examples include:
 - Workers' compensation records
 - Academic records
 - Medical reports
 - Vocational reports

Client, Counselor & Company

- Case recording is used to facilitate the client-counselor relationship.
- Appropriate case recording and review facilitate counselor understanding of the client and contributes to sound management of the case.
- Case recording & documentation are important for successful administration & supervision.

Common Recording Styles

- Counselor flexibility helps improve skills in case recording.
- Common styles of recording include:
 - Recording on established forms
 - Summary recording
 - Process or verbatim recording
 - Research recording
 - Narrative recording.

Recording on Established Forms

- Rehabilitation agencies have basic standards for case recording & often use a casework manual and standardized forms.
- This includes:
 - Cover/face sheet
 - History
 - Work History

Other Types of Recording

- Summary Recording
- Process or Verbatim
- Recording for Research Purposes
- Narrative Recording

Elements of Case Recording

All recorded information must

- Use accurate and reliable information
- Not include contradictory or confusing information
- Be concise and consistent with client behavior and disability
- Include observations that state facts not opinions
- Be written using professional language

Approaches to Case Recording

Counselors must use a systematic stepwise approach when recording cases.

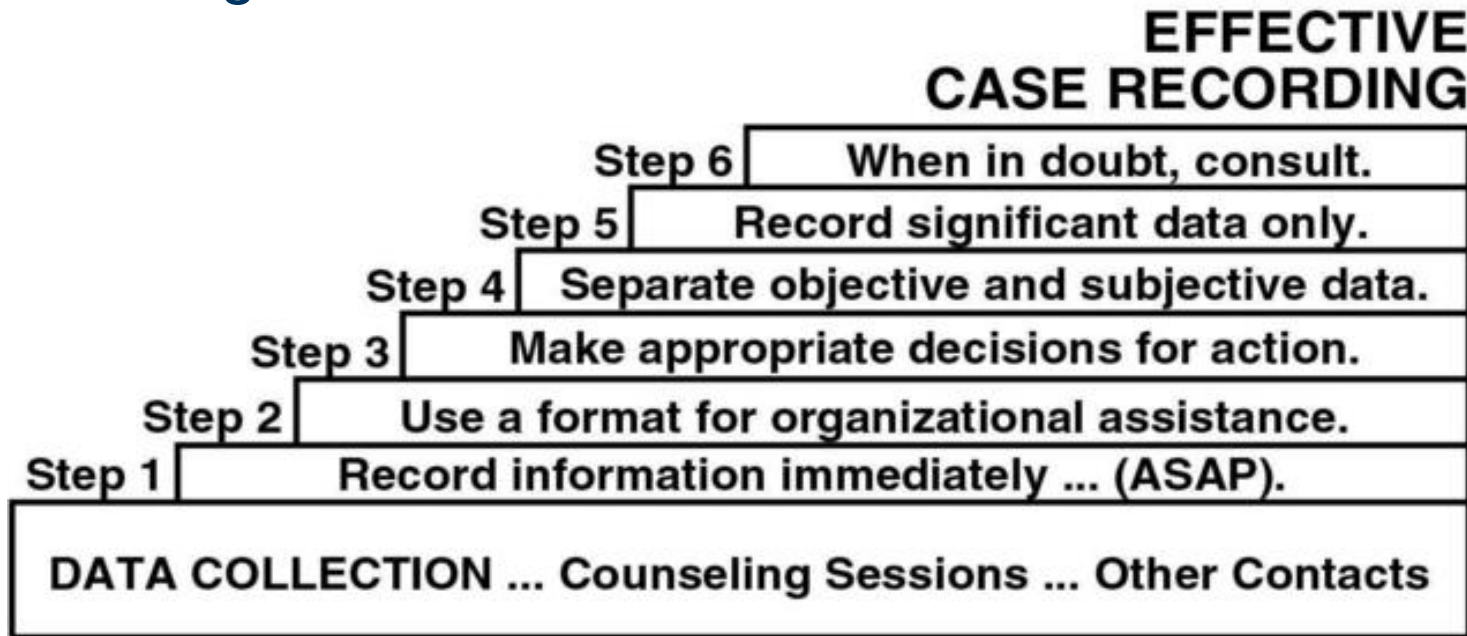


Figure 1. Effective Case Recording from Grubbs et al., 2005

Steps

- Step 1: Record information immediately after the after session
- Step 2: Use a format or guide to organize and record data
- Step 3: Make your decision and accept responsibility

Steps

- Step 4: Be able to differentiate Objective vs. Subjective data
- Step 5: Record significant data
- Step 6: Consult when necessary

Case Development & Documentation

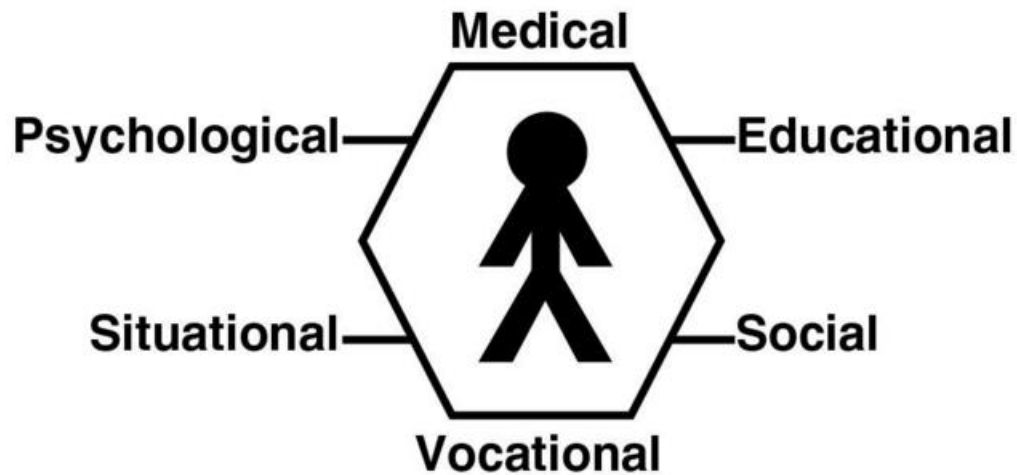


Figure 2. Rehabilitation Documentation Hexagon from Grubbs et al., 2005

Legal Considerations

- Counselor awareness of potential legal actions
- Be knowledgeable of rules that may vary state to state.
- The Sunshine Law in Florida

Evidence-Based Practices in Case Management

Evidence-Based Practices

- Pressure to adopt evidenced-based practices
- The EBP model requires counselors to pose important questions and use research prior to service provision
- This can be a challenge due to research training, different practice environments, clients, and counselor roles

EBP

- The effectiveness of VR counseling has been demonstrated but there is a lack of EBPs.
- Limited research is available on the types of services that might contribute to employment rates of disability subpopulations.
- Determining the appropriate approaches for each client and client situation can be challenging.

Literature Review

- In 2012 Fleming and colleagues conducted a literature review to examine 25 years of rehabilitation research focusing on active employment interventions and best practices.
- Service categories were based on content reviews.

Service Categories ¹

1. Interagency collaboration
2. Counselor education and consumer outcomes
3. Services to a targeted support group
4. Supported employment and EBP
5. Empowerment and customer self-concept
6. Essential elements of service delivery
7. Misc. VR services and outcomes

Results- Interagency collaboration

- Interagency collaboration
 - Most numerous studies.
 - On the practitioner level interagency collaborations provide access to resources and services that might not otherwise be available.

Services to Target Group

What services are most important to the target group?

- Services for specific populations are related to successful outcomes
 - For example, with the TBI population Johnstone et al.¹ found that counseling that increased customer awareness of deficits and tailored assessment, placement, and vocational guidance counseling affected employment outcomes.

Supported Employment (SE)

- Many studies have researched SE approaches.
 - For example, Individual Placement and Support Model (IPS)
- Overall, research suggests that SE and EBPs for clients with severe disabilities lead to improved employment outcomes by providing a varying range of intense and individualized support services.

Empowerment & Customer Self-Concept

- Studies found a positive relationship between empowerment, self-concept, consumer involvement, satisfaction, quality of life, and community reintegration and employment outcomes.
- VR services that include/address empowerment and self-concept may increase involvement, service satisfaction and improve employment outcomes.

Essential Elements of Service Delivery

- Research indicates important information for service provision
 - Make clients feel welcome and connected!
 - Target interventions (improving life and social skills and functioning)
 - Consider the way services are provided (teamwork= higher placement, customer service, staff collaboration and making connections)

Misc. VR Outcomes

- Working Alliance (better= improved employment outcomes)
- Assistive technology (Counselors benefit from additional training)
- Family-focused services(including family can lead to better outcomes)
- Labor market analysis (LMSs are useful tools and can improve employment outcomes)

Summary

- EBP is valued and is here to stay.
- Take opportunities to stay up-to-date on EBP and research.
 - Ask for disability specific trainings.
 - Attend conferences when possible.
- Being knowledgeable of effective VR service delivery practice can help promote outcomes for individuals with disabilities.

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Thank you for participating!

Wrapping Up

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 - Provide your input on today's webcast
 - Share your thoughts on future webcasts topics
 - Participate in the Community of Practice to continue the dialogue
- PLEASE CONTACT US:

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