**Case Management**

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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