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 an 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 yourself 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
• Receding 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
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. 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.
References


References

References


• Roessler, R. T., & Rubin, S. E. (2006). *Case management and rehabilitation counseling: Procedures and techniques.* PRO-ED, Inc. 8700 Shoal Creek Blvd, Austin, TX 78757.

• Sunshine Law, Chapter 286 (Fl. Stat. 2012).


Wrapping Up

Thank you for participating!

• We invite you to:
  – 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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