 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	4 – Economic Stability (ES)
	Part No./Name	P – Strategies to Empower People (STEP) Program
	Section No./Name	P-300-STEP Case Management Process
	Document No./Name	P-380-Case Staffing
	Effective Date	February 15, 2024

I. STATEMENT OF POLICY

Case staffing is an opportunity to exchange information about the participant and gain consultation from other professionals. It is a group process in which the STEP Coach, STEP Coach Supervisor, Consultant, and Managers help to identify the participant's issues, suggest problem resolution strategies, and recommend service options.

What are the benefits of case staffing?

Case staffing provides an approach to identify concerns by bringing together a team to review cases, identify resolution strategies, and recommend solutions. It provides a good opportunity for creative problem solving and resource development.

II. PROCEDURES


The participant's referral may need a case staffing at any point when it appears they are not making progress towards their goal or have not participated in work activities without good cause. A case staffing can also be done prior to entering a sanction and for participants who may need intensive case management services.

The goal of case staffing is to re-engage the participant into appropriate work activities.

The STEP coach will:

- Gather demographic information about the participant (names, ages of family members, and relationship of household members).
- Document circumstances of the case.
- Document the issues, strengths, concerns, and anticipated duration of issues or concerns. For example: Strengths may be having a high school diploma, stable housing, or reliable transportation. If possible, identify how strengths may help address any barriers such as how the participant's education may be helpful in obtaining employment.
- Document past or present issues and how they were addressed.
- Document roles and responsibilities of those involved with the participant.
- Document those who attended the staffing.

The team will create a joint action plan with time-frames and expected outcomes.

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Prior to entering a sanction:

- Documentation must include that all available information was discussed with the team and
- An explanation of the decision whether or not to pursue a sanction or refer to intensive case management services is also documented.

Case Staffing Outline:

Participant's Background Information:

- Age
- Relationship Status
- Family Relationship
- Employment/Education Status

Participant's Strengths:

- Individual Strength
- Family Strengths

Participant's Challenges:

- Participant Challenges
- Family Challenges
- Risk Factors (Homeless/Domestic Violence/Substance Abuse/etc.)

Participant's Activities:

- Past Activities
- Current Activity
- What's working/Not working

Observation:

- Any other challenges the participant may be experiencing
- Challenges of the STEP Coach

III. FORMS AND INSTRUCTIONS

There are no forms associated with this policy.

IV. REFERENCES

There are no references associated with this policy.