



# Homeless Veterans' Reintegration Program (HVRP): Case Management and Goal Planning Skills

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# National Veterans' Technical Assistance Center (NVTAC) Team

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# NVTAC Role

- Provide technical assistance designed to increase grantees' ability to establish and operate successful HVRP grants
- Support HVRP grantees throughout their period of performance to ensure that challenges are resolved quickly
- Provide effective training and peer-to-peer learning opportunities that result in increased knowledge and adoption of innovative practices among HVRP programs nationwide



# NVTAC Role

- Provide technical expertise to federal staff to assist with policy development in support of program oversight and strategic planning for the future of HVRP
- Quantify grantees' customer satisfaction and share promising practices and lessons learned



# HVRP Case Management Activities and Documentation

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# What is Case Management?

- The coordinated process by which HVRP participants access supportive services and training to address barriers and achieve employment outcomes
- The services may be available within the program, the host organization, or through referrals to, and/or collaboration with outside partners



# Required HVRP Case Management Activities



- Outreach and Engagement
- Assessment and Intake
- Developing an individualized Employment Plan (IEP)
- Job Search and Training
- Job Placement and Retention



# Documenting HVRP Case Management Activities



- File maintenance and process
  - If you did not document it, it did not happen
  - Try to do case notes right after your meeting
  - Avoid making assumptions about how the person is feeling in your notes
  - Follow the standardized agency process for file maintenance
  - Be detailed and specific



**Poll: Does your organization  
have a standardized case  
management process?**

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# Case Management Skills

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# Case Management Skills

- Unconditional Positive Regard
- Empathy
- Proactive Listening
- Guide and Move to Action

Utilizing these skills develops trust with the veteran and creates hope that work is achievable!



# Case Management Skills



## Unconditional Positive Regard:

- Respecting everyone as a human being and operating under the assumption that they are doing the best they can
- Non-judgmental of a person's life experiences



# Case Management Skills



## Empathy:

- The ability to meet a person where they are and understand their experience and feelings
- The ability to distinguish the difference between empathy and sympathy



# Case Management Skills

## Proactive Listening:

- The ability to gain insight into what the veteran is communicating through reflection and asking informed questions
- The ability to remain focused on learning about the veteran's experience and how they perceive it



# Case Management Skills



## Guide and Move to Action:

- Applying the skills of unconditional positive regard, empathy, and proactive listening to motivate veterans to achieve their employment goal

# Motivational Interviewing

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# Motivational Interviewing

- Motivational interviewing (MI) is a collaborative conversation that focuses on increasing the participant's motivation to change
- The case manager guides and focuses the conversation, but the client drives the process
- Focus is on where the person is in terms of the four stages of change: pre-contemplation, contemplation, preparation, and action

# Stages of Change

## Pre-Contemplation

- Not considering change or seeing it as an option
- Employment not considered/thought about

**MI Skill:** Encourage and explore

## Contemplation

- Thinking about making a change but not sure about doing so
- Seeing employment as a possible goal

**MI Skill:** Active listening and asking

# Stages of Change

## Preparation

- Has defined intention to change and plans to do so
- Wants to become employed and has established goals with a defined plan

**MI Skill:** Guide and ask, move to action

## Action

- Commits to making change (time and energy)
- Follows plan to gain employment

**MI Skill:** Inform, clarify direction



# Goal Planning

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# Developing an Individualized Employment Plan (IEP)

- Based on veteran choice
- Identifies job strengths and barriers to achieving goal
- Identifies all resources/supports/stakeholders that can aid in the process
- Lists both long and short-term goals leading to employment outcome: **Specific, Measurable, Achievable, Relevant, Time-bound**



# Engage in Work Talk

- Work talk means engaging in purposeful conversation with veterans about work
- Work talk challenges veterans and staff to change their perspective and think differently about their experiences
- Work talk may include discussing previous successes and failures or encouraging participants to explore new possibilities



# Case Conferencing

- When possible, have case managers from each applicable program come together to discuss common clients
- Case conferencing ensures the different plans complement instead of compete with one another
- Case conferencing ensures everyone has the same information, leading to better outcomes



# Case Management and MI Skills: Practice Scenarios

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# Scenario One

Steve is a 55-year-old veteran who uses a wheelchair and is a U.S. Housing and Urban Development-Veterans Administration Supportive Housing (HUD-VASH) client. He has been an active HVRP participant and expressed an interest to “work with computers.” He is meeting with his HVRP case manager to develop an IEP.

# Scenario Two

Dianne is a 45-year-old army veteran who served in Afghanistan. She is currently in a Supportive Services for Veteran Families program and receives treatment for Post Traumatic Stress Disorder through a US Department of Veterans Affairs outpatient clinic. She has experience working in an animal shelter and has that as an IEP goal. She is meeting with her HVRP case manager to discuss next steps.

# Questions?

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# Thank you!

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