

# SMI's Collaborative Case Management

Approach: Systems working together for our most high risk youth.

Many young people who struggle have **multiple needs**.

But we can't **treat a young person like nine different people** just because we have nine different agencies and programs to support them.

Each year, we spend billions of dollars on programs for our neediest youth, yet still force them to find and navigate many complex systems to access that help. And it doesn't work. Even a single agency, with multiple services, can't do the job alone.

We need to see a young person for who they are: one person with multiple needs that cut across agencies and opportunities (education, mental health, employment, juvenile justice, foster care, substance abuse, etc.).

**To effectively serve young people who have multiple barriers to success in their life, we need to manage "across the lines."**

## How SMI's Collaborative Case Management Approach Works

Frontline youth service professionals bring their most challenging youth cases to a regular, structured case conferencing forum where they strategize wraparound supports with colleagues from across the community or region. In the process, youth receive more holistic support, tailored to their needs, and program staff develop a much deeper knowledge of how to navigate and manage the vast array of services and opportunities available for their most at-risk clients.

On a parallel track, SMI works with organizations to develop a more seamless and collaborative system – one intake form, one permission form, one treatment plan, collaborative data access and other critical system features.

It's common sense. But it takes planning, skill and an explicit collaborative management strategy and structure.

Contact us at **617.227.2100** for more information about launching a **Collaborative Case Management** initiative in your state or community.



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**“Collaborative case management has opened my eyes to countless resources I never knew existed. It’s a great way to feel confident when making referrals.”**

Amanda D'Alessio  
Metro RI Case Management  
Team Facilitator

**“This was the most useful cross-agency work we have done in our state to support at-risk young people.”**

Joann Nannig  
Office of Rehabilitation  
Services Supervisor

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## How SMI Can Help

SMI works with states, regions or local communities to design and formalize their collaborative case management approach – drawing on the strengths and know-how of organizations and case managers.

We can help:

- Identify the landscape of resources and categorical funding streams – and analyze duplication and gaps in services and prioritize strategies for addressing them.
- Standardize intake, assessment, referral and case management practices and tools.
- Formalize or improve cross-agency/cross-program governance structure and help leaders clear barriers getting in the way of case management and effective client services.
- Improve connections between and across leadership and frontline
- Scaffold team development by providing initial facilitation support as state or regional interagency teams and community-based collaborative case management teams form and grow into their own.
- Provide executive and frontline training for organizations committed to a collaborative case management approach.
- Evaluate the effectiveness of collaborative case management (evaluation design and implementation).

## Case Study: Rhode Island

SMI worked with state agency leaders and local communities in Rhode Island to develop a collaborative case management approach across the state.

- Results from the initial pilot evaluation in Providence showed that:
- 75% of pilot youth were connected to school or work compared to only 21% of youth in the control group.
- 55% set more individual goals (education, employment, anger management, etc.)
- 56% demonstrated skill improvement compared to 16% of youth in the control group.
- Collaborative case management participants had 1½ times the credential attainment rate of the control group.
- 64% completed a work experience/work exposure activity

Given the success of the approach, SMI worked with state leadership and community organizations across the state to expand to five regional teams. With staff from over 12 organizations meeting regularly – and voluntarily, with **no \$ or grant** – to review their 'hardest to serve' youth cases, the Providence Metro Team is an excellent example of a sustainable and powerful strategy for collaborative case management in action.

Call us at [1-800-227-2100](tel:1-800-227-2100) to learn more.

