



Comprehensive Case Management (CCM)

Comprehensive Case Management (CCM) under RISE is defined as wraparound services that motivate and support participants' progression towards self-sufficiency.

RISE CCM will include:

1. Assessment and identification of barriers and skills deficiency.
2. Barrier reduction through ongoing case management.
3. IEP completion to analyze the customer's skills, interests, strengths and goals.
4. Referral and systems navigation i.e. Strategies for Success (SFS), Alternative Solutions.
5. Career advising and educational support.
6. Coordination of support services and resources.
7. Facilitation of work based learning (WBL) site placement through WorkForce Development Council (WDC).
8. 90 day job retention follow up and employment progress.

***RISE
Components***

***CCM – CF
SFS – SL
WL -WB***

Assessment and Identification of Barriers and Skill Deficiency

RISE Assessments will be conducted via eJAS and are conducted to determine if barriers exist. This is the beginning of the CCM process. Assessments function to:

1. Identify barriers to participation and employability;
2. A method of developing a plan for barrier resolution;
3. Link participants to appropriate local resources (for example, housing, medical, driver's license reinstatement, etc.) that will support on-going
4. Assist participants in developing a community support system to extend beyond program parameters; and
5. Address employment retention.

Individual Employment Plan

As participants progress in RISE case managers will begin to gather additional information about the participant's strengths and assets; needs and challenges; interests and goals in order to complete the Individual Employment Plan (IEP). The IEP will assist in analyzing the participant's skills, interests, and other assessment results and examining current labor market information and areas of employability. The IEP includes immediate steps to obtain employment and long-term strategies to advance in the labor market.



Referral and systems navigation i.e. SFS, ESD and Alternative Solutions

Strategies for Success (SFS) Training

Case Managers will refer participants to SFS training through the Employment Security Department (ESD), unless your agency has been approved by DSHS to offer a course internally. All RISE participants must engage in SFS training unless they have received similar services within the past 180 days and has reduced enough barriers to engage in activities.

When to Refer to WDC for WBL Activities

Case Managers will be referring RISE participants to the local WDC partner ensuring the following criteria are met:

- Able to participate in WBL 40 hours per week
- Childcare in place
- Transportation needs are met
- Other support service needs are met
- Criminal conviction history is known

Comprehensive Case Management Responsibilities

To be eligible for RISE services a participant must have THREE or more state alone barriers or ONE critical barrier. Case Management is developed around these barriers. If skill deficiencies are identified during initial assessment, they must be updated during completion of the IEP, and exit of pilot.

Case Notes that Document Services & Outcomes

Case managers must have contact with participants weekly, via phone or in person. eJAS component must not extend beyond 7 days at a time. Documentation should reflect the customer's progress towards career goals at a level of detail that any case manager would be able to understand the customer's situation and services received. Thorough notes must include data on the customer's eligibility, as well as the services received, the outcomes of those services, and the results of both formal and informal conversations with the case manager.

CCM Tips

1. Participants can engage in a max of 40 hours of activities weekly.
2. Childcare hours are approved based on qualifying hours of actual engaged activities.
3. Case managers provide guidance, motivation and mentorship.