RISE Case Management Step-by-Step

1. Market to Basic Food recipients who are work-registrants with barriers to employment.

2. Determine if the individual is a good fit for RISE

   Note: See "Who's a Good Fit for RISE" handout.

3. Obtain consent, and go into eJas to check BFET Eligibility.

4. If client is BFET eligible, then submit work registrant verification form to RISE (turnaround time is within 24 hours).

   Note: This form is only temporary until eJAS is working properly.

5. Screen for RISE eligibility in eJAS (minimize eJAS screen). Submit self-attestation form if applicable.

6. Access the Electronic Pilot Information System (EPIS) and enter baseline information, to include the client's assistant unit identification (AU ID).

7. Complete eJAS screening process, identifying the client as treatment or control group.

   Note: If the participant is assigned to the control group, immediately complete a referral in eJAS prior to exiting the participant case.

8. The RISE indicator component (FP) will open automatically. Case manager will need to open the case management component (CF) for seven days **only**.

9. Document appropriate enrollment criteria, self-attestation, identified barriers, and barrier reduction plan (This note should tell the story of the client, the plan, and what you're doing to help the client).

   Note: Support services are not to be issued until client is engaged in an activity, which would include activities associated with barrier removal.

10. Conduct RISE assessment and determine participant's barrier reduction plan.

11. If client is a non-custodial parent make an eJAS referral to Division of Child Support (DCS). Open a CS component and document hours of engagement. Initially open component for 1 hour until you receive information from DCS to increase participation.

    Note: we are aware that eJAS messaging is not currently working properly for DCS. Still send a referral as this documents participant's engagement in services. In addition, send a secured email to DCS, with client name, eJAS ID, and contact information, until eJAS is working properly.

12. You’ve identified client barriers, determine how best to assist your clients using community resources and referrals to reduce and/or eliminate barriers.

    Note: Client reports criminal history. Assist client in finding community resources to help resolve or mitigate this barrier.

13. Once client has reduced barriers and is ready to engage in training, send a referral to Employee Security Department (ESD) to participate in Strategies for Success training using eJAS. Open a SL component and document hours of engagement.

    Note: we are aware that eJAS messaging is not currently working properly for ESD. Still send a referral as this documents participant’s engagement in services. In addition, send a secured email to ESD, with client name, eJAS ID, and contact information, until eJAS is working properly and the scheduler is available.