

APPENDIX D

INTERVIEW PROTOCOL: CASE MANAGEMENT

Public reporting burden for this collection of information is estimated to average 60 minutes per respondent, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information to Eileen Pederson, U.S. Department of Labor, Employment and Training Administration, Office of Policy Development and Evaluation, Room N-5641, 200 Constitution Avenue, NW, Washington, DC 20210. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is xxxx-xxxx. Expiration Date xx/xx/20xx.

IV. Case Management, Supportive Services, and Follow-Up Services

Name of site:

Site code:

Name of site visitor:

Date of site visit:

Name of respondent(s) and titles:

Staff Background (*gather from each staff member participating in session*)

Describe your background and role in the organization:

- Title
- # of years at YouthBuild
- Experience working with at-risk youth
- Similarity between own background and youths'
- Degree/credentials/certifications
- Role/s in the organization
- How do you balance responsibilities between these roles?
- Other

Case Management Staffing

1. Who provides case management services? Check all that apply.

<input type="checkbox"/>	There are dedicated case management staff whose sole responsibilities are case management.
<input type="checkbox"/>	Staff in other positions (e.g., teachers, job developers) also act as case managers.
<input type="checkbox"/>	Interns/graduate students act as case managers.
<input type="checkbox"/>	There are no staff who play a case management role.
<input type="checkbox"/>	Other, describe.

2. What is the total number of staff who are responsible for case management?

3. What is the average caseload per case manager?

0	"Active" participants (e.g., youth currently enrolled in YouthBuild).
0	Participants in follow-up status.

4. Is this load manageable given the support that participants need?

<input type="checkbox"/>	Yes, describe.
<input type="checkbox"/>	No, explain.

5. To what extent is there turnover among case managers?

6. Other comments

Case Management Services

7. What is the overall goal for case management services?

8. What is the role of case managers? Check all that apply and briefly describe.

<input type="checkbox"/>	Help to set educational and career goals.
<input type="checkbox"/>	Assess basic life needs (i.e., housing).
<input type="checkbox"/>	Make referrals for supportive services (details in following section).
<input type="checkbox"/>	Coordinate services with youths' parole officers, etc.
<input type="checkbox"/>	Monitor attendance.
<input type="checkbox"/>	Provide individual counseling.
<input type="checkbox"/>	Provide group counseling.
<input type="checkbox"/>	Other, identify.

9. When do case managers first meet with youth?

<input type="checkbox"/>	At intake.
<input type="checkbox"/>	At MTO.
<input type="checkbox"/>	At enrollment.
<input type="checkbox"/>	Some other time.

10. Are individual service plans created for youth?

<input type="checkbox"/>	Yes. <ul style="list-style-type: none">• What is contained in the plans?• Are the plans followed like a contract or considered a general guide?• How often are the plans updated and reviewed?
<input type="checkbox"/>	No.

11. How else do case managers determine what services are needed?

12. How frequently do case managers meet with youth?

<input type="checkbox"/>	Daily.
<input type="checkbox"/>	Twice a week.
<input type="checkbox"/>	Weekly.
<input type="checkbox"/>	Monthly.
<input type="checkbox"/>	Only as needed.
<input type="checkbox"/>	Other, specify:

13. How long do these meetings typically last?

<input type="checkbox"/>	Less than 15 minutes.
<input type="checkbox"/>	15-30 minutes.
<input type="checkbox"/>	30 minutes to 1 hour.
<input type="checkbox"/>	More than one hour.
<input type="checkbox"/>	Other, specify:

14. Do meetings occur on a regular schedule? Briefly describe.

<input type="checkbox"/>	Yes.
<input type="checkbox"/>	No.
<input type="checkbox"/>	Other, specify.

15. What is typically discussed in these meetings?

16. What works for you in providing case management services?

17. What are challenges in providing case management services?

18. Do you have any additional comments about case management services?

Supportive Services

19. What are youth's typical supportive service needs and how are services to meet these needs provided? Check all that apply and describe.

<input type="checkbox"/>	Mental health.
<input type="checkbox"/>	Substance abuse.
<input type="checkbox"/>	Housing.
<input type="checkbox"/>	Legal services.
<input type="checkbox"/>	Childcare.
<input type="checkbox"/>	Transportation.
<input type="checkbox"/>	Other, describe.

20. Which services are utilized the most?

21. Other comments

Follow-Up Services

22. Do you follow-up with youth who have completed/exited the program?

<input type="checkbox"/>	Yes. • Describe: • Number of youth currently in follow-up status:
<input type="checkbox"/>	No.

23. What does follow-up consist of? Check all that apply and describe.

<input type="checkbox"/>	Employment verification.
<input type="checkbox"/>	Referrals to supportive services.
<input type="checkbox"/>	Direct service provision through YouthBuild.
<input type="checkbox"/>	Other, describe.

24. Are there any rules pertaining to follow-up services?

<input type="checkbox"/>	Yes, describe.
<input type="checkbox"/>	No

25. Who is responsible for follow-up?

<input type="checkbox"/>	Case managers.
<input type="checkbox"/>	Job developers.
<input type="checkbox"/>	Other staff, identify:

26. Who initiates follow-up meetings and conversations?

<input type="checkbox"/>	Staff.
<input type="checkbox"/>	Participants.
<input type="checkbox"/>	Other.

27. How long is the typical follow-up period?

<input type="checkbox"/>	Six months.
<input type="checkbox"/>	One year.
<input type="checkbox"/>	Two to four years.
<input type="checkbox"/>	Five or more years.
<input type="checkbox"/>	No follow-up contact, explain.
<input type="checkbox"/>	Other, describe.

28. How often does contact with youth occur during the follow-up period?

<input type="checkbox"/>	Once a week.
<input type="checkbox"/>	Once every two weeks.
<input type="checkbox"/>	Once a month.
<input type="checkbox"/>	Once a quarter.
<input type="checkbox"/>	No follow-up contact, describe.
<input type="checkbox"/>	Other, describe.

29. What methods are used to maintain contact with youth? Check all that apply and describe.

<input type="checkbox"/>	Phone calls to youth.
<input type="checkbox"/>	Home/community visits.
<input type="checkbox"/>	In-office meetings with youth.
<input type="checkbox"/>	Internet (e-mail, facebook, myspace, etc.)
<input type="checkbox"/>	YouthBuild alumni clubs and social opportunities.
<input type="checkbox"/>	Contact with employers.
<input type="checkbox"/>	No follow-up contact.
<input type="checkbox"/>	Other, describe.

30. How do you encourage youth to maintain contact with YouthBuild staff/engage in follow-up services? Check all that apply and describe.

<input type="checkbox"/>	We offer incentives for maintaining contact/participating in follow-up services.
<input type="checkbox"/>	Maintaining contact/participation in follow-up is part of the program participation terms.
<input type="checkbox"/>	Other, identify.
<input type="checkbox"/>	No encouragement is given.

31. What are key challenges in providing follow-up services? Check all that apply and describe.

<input type="checkbox"/>	Outdated contact information.
<input type="checkbox"/>	Getting youth to come to YouthBuild offices.
<input type="checkbox"/>	Lack of staff time.
<input type="checkbox"/>	Other, identify.

32. What works for you in providing follow-up services?

33. Other comments