

Client Groups—District 8

30 Day PDP Group—Grants Pass

In District 8, 2.5 hour PDP groups are used to reinforce the 90 day PDP clients are currently working on. Process:

- At initial intake the client and case manager review the 7823.
- Client and case manager meet one on one to develop the client's short-term goals every 90 days.
- Client attends the PDP group every 30 days.
- The PDP group begins with clients filling out a 30 day "Progress Report" form including 5 questions (see attachment—this was developed from the new 7823 form).
- The 30 day "Progress Report" form acts as an ongoing client update regarding progress and struggles with the current PDP.
- The second half of the group meeting is focused on life skills activities and is often self-directed by the clients themselves. If the group is involved in a particular discussion that they want to continue with then that's what happens.
- The group is facilitated by the case manager and a JOBS partner. All case managers and JOBS partners facilitating client groups meet once a month to coordinate their parts of the presentation.

30 Day PDP DV Group-Grants Pass

This group operates similarly to the 30 Day PDP Group, however the group starts with the life skills portion to allow the women to share about how things are going with their abusers and release their emotions in some cases. After this, they are more able to focus on their PDP. The group always provides some kind of beverage and snacks as it helps create a social, relaxed atmosphere. In addition to being facilitated by a case manager, case aide and JOBS partner, a DV specialist sits in the group. Facilitator Contact: Lorena Hergenrether (541) 474-3101

30 Day PDP Teen Group-Grants Pass

The teen group follows the process of the adult PDP group, but the life skills portion is geared towards parents as well as incorporating job search and interviewing skills. The participants have both their PDP and 7823 in their folders that are provided to them during meetings and they have the opportunity to compare the PDP with the 7823, speak of successes they have attained towards their goal to be self-sufficient or discuss obstacles they are still facing. The discussion allows participants to help each other through their barriers. Facilitator Contact: Barbara Hagy (541) 474-3101 x219

30 Day High Risk DQ Group

This group is just starting with a purpose of engaging those at risk of disqualification, e.g., who have had higher level disqualifications on their cases in the past. Facilitator Contact: Jan Breedon (541) 474-3101 x254

Future Directions for Client Groups: Since Dr. Ford's visit in June, Grants Pass is implementing changes in their client groups that will explore the process of allowing clients more participation in running the groups.

Documents and Forms:

The following attachments are documents and supports that District 8 has developed for the 30 day PDP client groups:

- 1) **Case Aide Support:** A list of what the case aide does to support case managers in their work with groups.
- 2) **Ground Rules:** were developed by the clients in one of the groups
- 3) **Confidentiality Statement:** This statement is read by the facilitator at the beginning of each meeting to make sure that whatever information the clients share is voluntary.
- 4) **Meeting cover letter—30 Day PDP Letter:** is sent to clients along with their jobs appointment notice.
- 5) **JOBS Program - Progress Report :** This is the form the client updates during the first part of the 30 DAY PDP Group. It is used as discussion talking point- first to celebrate any success they may have going on with their plan, then to problem solve together any struggles, etc.
- 6) **Monthly Attendance Log—**This form is used to record and track the attendance of a single group session.
- 7) **Support Group Evaluation**
- 8) **Phone List**
- 9) **Sample Case Aide Narration**

Other Related Forms Not Attached:

6 Month Group Attendance Spreadsheet: This Microsoft Excel Document has columns for Group, Client Start Date, Case Manager Code, Client Name, SSN, Date Left, Total Days in Program, Case Number, Phone Number, Results, Notes, Date JOBS Appointment Letter and Meeting Letter Mailed, TRACS Meeting Narrated, PDP Printed and Narrative Printed. It includes a column for each of 6 months and uses the same codes for attendance as used in the Attendance Log.

Client Group Calendar: The case aide maintains a calendar that shows all client groups colored coded through out the year.

Case Aide Support- 30 Day PDP Group

- 1) Set up and maintain group client list.
- 2) Send out JOBS appointment letters to clients.
- 3) Make a reminder phone call to clients the day before the group meeting.
- 4) Assemble client packets (30 day form, current 90 day PDP, inserts, confidentiality statement, and meeting rules).

- 5) Narrations- once case manager has reviewed the 30 day handout, update that the client's have completed and narrate into template in TRACS.
 - 6) Maintain attendance list based upon client names turned in on handout.
 - 7) Assist case manager with set up and break down of room.
- Case Aide Contact: Geraldine Beam (541) 474-3101 x250

Confidentiality Statement to clients participating in group meetings:

Your attendance at this group meeting today is a mandatory requirement while participating in the TANF/Jobs Program, and:

You are Not required to:

- 1) **Speak during these meetings or share any information about yourself. Although we hope these meetings will include a meaningful exchange of ideas among participants, don't say anything in the room you're not comfortable sharing.**
 - 2) **State your name or wear a name tag.**
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30 Day PDP Group Letter

Client Name
Address
Date

We are changing the way we meet with our participants and will be starting to meet in a group setting every 30 days. We would like to invite you to attend this meeting.

This letter is to tell you about what you can expect at the meeting. It will be a time to talk with a Case Manager and other agencies about the successes and challenges that you are experiencing with your case plan. The meeting will be dedicated to helping you come up with ideas to build a better future for you and your family. We hope that everyone involved will bring their insights to share with other families that might be experiencing similar situations

Even though this is a mandatory meeting, it is our goal to make this a helpful and fun meeting. Please join us and make it a success.

We will be meeting on _____ from _____ to _____ at the Self-sufficiency office at 725 NE 7th St in Grants Pass. Please check in with the reception desk so they can direct you to the appropriate room.

See you there

GROUND RULES

- Meeting will start on time.
 - Speak one at a time.
 - Demonstrate respect and courtesy to each other.
 - Respect private, sensitive information.
 - Respect the confidentiality of others.
 - Return from breaks on time.
 - Turn cell phones off.
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Jobs Program - Progress Report

Name _____ Date _____ Phone _____

Worker _____ SS # _____

☀ Looking at your stated goals from your current Personal Plan and the Self Assessment form (7823):

1 a. Rate how you feel about the progress you are making toward your goals.

- _____ *I am making good progress.*
- _____ *I am not doing as well as I would like.*
- _____ *I am not making much progress at all.*

1 b. I have been able to accomplish the following goals in my plan.

2. If you are not making enough progress, what do you think you need to do differently? _____

3. What are you most proud of accomplishing since our last meeting?

4. What remains the toughest problem for you to solve?

5. Help I may need.



Monthly Attendance GROUP B

C---CONCILIATION, SEND CONCILIATION APPOINTMENT
G---GOOD CAUSE, SCHEDULE INTO NEXT GROUP
R---REMOVE S---SHOWED N---NO SHOW X---NEW

	Name / SS #	Jan	Feb	Mar	Apr	May	June
1	FISST NAME LAST NAME Case # Ss# phone #	X	N	S			
2	FIRS NAME LAST NAME Case # Ss# phone #	S	S	GC			
3	FIRST NAME LAST NAME Case #	S	N	S			

	Ss# phone #						
4	FIRST NAME LAST NAME Case # Ss# phone #	X	N	N			
5	FIRST NAME LAST NAME Case # Ss# phone #	S	S	S			
6	FIRST NAME LAST NAME Case # Ss# phone #	S	S	N			
7	FIRST NAME LAST NAME Case # Ss# phone #	S	S	N			
8	FIRST NAME LAST NAME Case # Ss# phone	GC	N	GC			

Support Group Evaluation

*We want you to get the most you can out of these groups.
Please help us to make these groups better by providing your feedback.*

Name:

Date:

Optional:

1. What are the best things about being part of this group? Check all that apply.

- I get a lot of encouragement
- I learn from other people's ideas
- I feel better knowing other people have the same problems I do.
- I am making more progress than I could by myself.
- Other _____

2. What did you learn today that will help you? _____

3. What do you like least about being part of the group?

	SS#	case#	
8	JAMES BRATT		Phone #
	SS#	case#	
9	LOIS SILLEY		Phone #
	Ss#	case#	
10	HAM STIR		Phone #
	Ss#	case#	
11	FRED SEAL		Phone #
	Ss#	case#	

Called client and left message to remind them of 30 day group meeting on 5/01/07 at 1:30pm at The Job Council.

Called client to remind them of 30 day group meeting on 5/01/07 at 1:30pm at The Job Council and the client stated that they would be there.

Attempted to call client to remind them of 30 day group meeting on 5/01/07 at 1:30pm at The Job Council, but the phone has been disconnected and no new number.

Attempted to call client to remind them of 30 day group meeting on 5/01/07 at 1:30pm at The Job Council, but the client does not have an answering machine.

Attempted to call client to remind them of 30 day group meeting on 5/01/07 at 1:30pm at The Job Council, but the person who answered the phone stated that the client does not live there. No new phone number.

These meetings have been very inspirational to observe and the synergy that happens is electric.... We have about 50% of our case managers and clients engaged in this type of group and will continue to expand this until we have everyone involved- this is definitely a work in progress. Other groups we do are: group conciliation (currently being changed/Dr. Ford-ized more), assessment group orientation, jobs club group, Food stamp expedited group and a food stamp recertification group.

Contact: Catherine Renno (541) 474-3101 x249