



Under 1 Roof

Community in action

Case conferences

A client's situation may indicate the need for a dedicated case conference where a sub-set of case coordination participants meet to decisively pursue a workable plan and a helpful outcome.

The **drivers** for a case conference may be:

- difficulty securing an outcome because of a lack of housing options
- lack of progress for any other reason including the need for agreement among agencies about the way forward
- multiple support providers involved and a lack of clarity about who is the lead and what the plan is
- a particularly complex set of issues requiring the involvement of more roles and resources
- to provide a more supportive and less threatening environment for the client to participate in the coordination process.

Case conferences benefit from the involvement of an experienced practitioner in the facilitation role. It might help if this person is not directly involved in working with the household. Engaging someone from the U1R network in this role is another way to get people involved and to invigorate the session with someone whose responsibility it is to keep the process moving and work it through to specific plans and clearer possible outcomes.

It requires detailed note taking of the discussion and agreements so that all participants emerge with a clear picture of the plan going forward and what is expected of them. A case conference needs to gather all critical roles together

to play their part in getting a breakthrough. As such it is important for all participants to come prepared with tangible information on what their agency can offer.

An **agenda** for a case conference meeting might include the following topics:

1. Welcome and introductions
2. Recap of the situation by convenor of the meeting (including a rationale for case conferencing)
3. Agreement through discussion about the issues that need to be addressed.
4. Define some goals for the situation.
5. Problem solving each issue and agreeing and recording the following:
 - Who is the lead support agency?
 - What is the housing plan, and who needs to do what to make it happen?
 - If permanent housing is not yet available, what is the interim plan to reduce risk and harm?
 - What intensity of support is needed in the short and medium term?
 - What are the greatest risks present and how will they be managed?
 - What are the agreements, who is going to do what, and what are the time frames?
 - Agree on a communication plan going forward so everyone is in the picture.
 - Distribute minutes as quickly as possible.
5. Recap key agreements.
6. Agree on new meeting plans (only if needed).