

## **Effective Case Conferencing**

Youth and young adults experiencing homelessness are often served by multiple systems to get all their needs met.

***The goals in serving this population are to:***

- Provide holistic, coordinated, and integrated services across providers
- Reduce duplication
- Share information
- Enhance services

***Case Conferencing is a strategy that is used across providers*** and is an effective way to:

- Identify or clarify issues regarding a client or collateral's status, needs, and goals
- Review activities including progress and barriers towards goals
- Map roles and responsibilities
- Resolve conflicts
- Strategize solutions
- Adjust current service plans

***Steps in effective case conferencing*** include the following:

- Set regular meetings
- Have an agenda to guide the conversation and keep meeting on track
- Identify cases/ program participants for discussion for the meeting
- Prepare presentations on each case/ participant
- Use a tool/ form to track the case and document next steps/ action items
- Update case plans for each case/ participant