

### DEFINITIONS

The Bureau of Primary Care's definition of **case management** is ...

“Client-centered service that links clients with health care and psychosocial services to ensure timely, coordinated access to medically appropriate levels of health and support services and continuity of care.”

### CASE MANAGEMENT ACTIVITIES

In successful farmworker health programs, enabling components work in unison to bring new patients into the healthcare system. Farmworkers are identified and located through community outreach and **scouting**. Their needs are identified through a thorough **assessment**. Case Management helps coordinate services addressing a variety of complex needs with an array of community resources. While **health education** activities provide information and build skills to help maintain patients' well being and healthy behaviors.

Case management is an essential part to the provision of enabling services since even the most well informed clients may experience barriers when trying to access health care or get lost to follow up, preventing his/her utilization of services. Some farmworkers have so many medical and social challenges that their needs cannot be addressed with one visit to a healthcare agency. Farmworkers with multiple challenges benefit most from a case management approach to care.

The primary purpose of those providing case management services is to link clients with health and social services to ensure timely, coordinated access to medical and social support services. This may be done by sharing needed information, making referrals, and/or providing direct services to farmworkers to address limited services and barriers they face.

*See Appendix IV: A Guide for Outreach Workers and Other Advocates: Special Protections and Benefits for North Carolina Farmworker Families.*

In addition to the Outreach Staff, case management activities may be provided by professional social workers, case managers, and/or by trained community volunteers. It is not recommended that lay health advisors provide case management. Non-professional staff providing case management is encouraged to complete training on case management before they provide the service.

When conducting case management, staff will ...

- Conduct assessment of the client's health and socioeconomic needs as well as personal resources or support systems that may be used to address the need
- Develop a comprehensive, individualized service plan, along with farmworker
- Coordinate services required to implement the plan
- Monitor client to assess the efficacy of the plan, with periodic re-evaluation and adaptation of the plan as necessary

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Staff providing case management services can work closely with other community outreach workers to locate social support services, such as day care services, as well as to assist with the setting up appointments, providing transportation and/or helping as interpreters.

### ***Assessment of Health and Social Needs***

Social workers, case managers, outreach staff, and trained volunteers use the individual health assessment form to identify health or socio-economic needs, and support systems of farmworkers. They also use the site register when conducting an environmental scan to detect unhealthful living/working conditions.

See *Chapter 4: Health Assessment*.

Staff may also help farmworkers determine eligibility assistance. This may entail helping farmworkers complete required forms to secure access to available health, social support, and/or other assistance programs, such as Medicaid, food assistance, childcare services, etc.

### ***Development of Service Plan***

Before providing case management services, it is important that the farmworker indicate that he/she desires to receive assistance. The client should always be the person requesting and/or agreeing to receive assistance. The decision should not be made by anyone else.

Once the farmworker indicates a desire to receive case management services, the case manager should develop an individualized service plan, along with the farmworker client. The service plan is simply an agreement between you and the farmworker regarding the action to be taken to address the health and social needs identified through the individual health assessment and/or environmental scan of the farmworker camp.

Before developing the plan, the case manager should remember to ...

- **Explain Privacy and Confidentiality**

It is important to remember that staff providing case management must maintain the highest level of confidentiality. Remember to explain to farmworkers that all information is private and kept confidential.

Staff should be familiar with their agency's HIPAA rules and patient privacy policies and abide by them. It is helpful for staff to have with them copies of their agencies privacy rules to share with farmworkers, when needed. Staff should not share any information with other farmworkers and/or farmworker family members, without permission. If asked about a farmworker, the staff member should refer the person asking to the farmworker in question.

- **Help farmworkers define the problem and set priorities**

Since farmworkers often face so many challenges, it is always helpful to have him/her state and prioritize the issue/concern to be addressed. Upon doing this, discuss the need, concern, challenges, and possibilities further. Allow time to listen to the farmworker. This expresses to the farmworker that you are truly interested, and helps avoid misunderstandings and/or miscommunication. Keep a record of what you discuss in your client's record.

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- **Help farmworker identify existing resources**

Supportive family members, friends, and other financial or agency resources are important to case management. The caseworker should ask about and encourage the worker to record the names of individuals and agencies that he/she feels can serve as a resource and/or support to them. The case worker can inform of other resources and support systems that may help address needs.

“Outreach workers may also want to take this opportunity to briefly address or make note of personal strengths or character traits that the individual farmworker brings to the case management process; for example, dependability, enthusiasm, bilingual abilities, etc.” (FHS Outreach Reference Manual 8/2005)

- **Share community resources with farmworker**

Discuss with farmworker potential resources available to him/her. These resources may be providers that you have as part of your local referral network. This may include staff within your own agency. If the farmworker is unfamiliar with an agency or individual you are referring them to, be sure to provide the agency’s or individual’s name, preferably written down; explain what type of services will be provided; and to give any other important information to facilitate ease of access to services.

Actively engage farmworker in the development of an action plan to meet needs; determining priorities, interventions, milestone, and timelines. Keep in mind the farmworker’s mobility patterns.

When developing the service plan with the farmworker, staff should include the following components:

- **Goals:** Have the farmworker select no more than three goals that they want to achieve to address the identified problem. Be sure to write them down and that goals are specific and feasible.
- **Action steps:** Clearly detailed action steps must follow each goal.
- **Person responsible:** Discuss and note who will be responsible for carrying out each step in the plan. This may include you, the farmworker, their family, other farmworkers, referral agencies, etc. Make sure others know they are part of the plan.
- **Mileposts and deadlines:** Talk about realistic deadlines for each step and write down dates by when tasks or assignments will be completed. Together, you may also set mileposts/indicators to help the farmworker identify whether he/she are getting closer to reaching his/her goal.

### ***Coordination of Services***

Outreach workers, by virtue of their community-based activities, are able to understand situational barriers that prevent farmworkers from accessing services. They can negotiate the health care system to accommodate farmworker needs.

As such, caseworkers provide farmworkers with client-centered services that link him/her with needed healthcare and social support services. Farmworkers should agree on and be well aware of the

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problem being addressed and the services being rendered. Staff is often very involved in setting up and assuring farmworkers access to needed services.

Case managers serve as mediators between farmworkers and healthcare providers; and coordinating, and sometimes offering, needed support services such as appointment setting, transportation, interpretation services, childcare, etc.

- **Client Record**

Staff must remember to always set up a client record to document farmworker needs, action plan, and services rendered. Records must clearly document farmworker contact information and camp location.

- **Referral**

From the information gained through the health assessment and development of a service action plan, the outreach worker determines the need for referral and follow-up. When a referral source is part of a case management service plan, the referrals should be made in a timely manner and in writing with date, agency/contact name, description of service to be rendered and follow-up action or date specified, clearly noted.

When referring clients to any service:

- Ensure that the person is referred to a service appropriate to meet the need.
- Ensure the person understands the problem and the service to be provided.
- Provide the person with adequate information about the agency and functions.
- Help farmworker prepare for and/or learn how to access service as well as other community resources.
- Explain the documentation needed and how long the encounter may take.
- If a language barrier is present, make sure that appropriate interpreter services are available.
- Encourage the person to ask questions of service providers and ask him/her to get back in touch with you if there is a problem.
- Ensure that transportation and/or childcare have been arranged.

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- **Follow-up**

Understanding the mobile lifestyle of migrant farmworkers is paramount to addressing the issue of follow-up. Depending upon the agricultural season, farmworkers may stay for as little as two weeks in a given area. Frequently they have already left an area before test results are available.

Follow-up is often provided for a specific condition or service. When one follows-up with the farmworker or a provider, one can determine whether services were provided. Action plans are revisited often to determine progress made and/or to make modifications. Follow-up visits ensure completion of tasks and all visits are clearly documented in the client's record. Remember, if you arrange appointments, you can call to follow up.

Therefore, when providing follow-up services to farmworkers,

- Attempt to determine how long they will be in the area.
- Obtain a permanent or forwarding address.
- Assure that the farmworker understands the need for follow-up care and where to get it.
- Documentation in client record on all follow-up activities.

Staff should also remember to keep and follow-up on promises. Likewise, staff should not promise what they cannot deliver. This is crucial for maintaining farmworker trust and rapport.

### ***Client Monitoring***

Outreach staff are often the first to know of the arrival and departure of farmworkers in an area. Client monitoring and follow up is important to assure continuity of care. To assure **continuity of care**, staff may encourage farmworkers to use portable medical records or to obtain a copy of their medical record before leaving a site. Outreach workers can explain to farmworkers that by carrying their medical records, there will be less waiting and repetition of tests or examinations at the next clinic.

Client monitoring assists farmworkers in carrying out their action plans and helps remind them of goals and commitments. It is not meant to infringe on farmworker freedom of choice and/or dictate behavior. Farmworkers may change plans with the help of case managers.

When monitoring farmworker clients:

- **Check for adherence to treatment regimens**

Revisit service plans weekly to determine progress made and/or to make modifications, depending on change in need or resources. Make sure clients understand the importance of the treatment and/or service to be rendered. If the farmworker is a migrant worker and is in an area for a short amount of time, staff may help them identify a provider in the area they are going to. If they are not familiar with their new area, staff may help them identify service providers and provide them with a contact list for available resources.

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- **Communicate often with farmworkers and service providers**

Communication is key when serving as a link between farmworkers and service providers. Staff must inform farmworker of progress made toward the desired goal. He/she may share a list of things to do.

Staff must also clearly explain to farmworkers diagnosis, treatment, and/or expectations. Likewise, staff should help providers understand challenges that farmworkers face, thus serving as a farmworker advocate.

Staff must provide both farmworkers and providers with pertinent feedback, particularly that which facilitates access to and quality of care. Oftentimes, caseworkers will have to contact farmworkers and/or providers to determine if a service was rendered and whether needs were met. It is important to remember that under HIPAA rules, some agencies may be more hesitant to share client information. Measures must be put into place to facilitate information sharing, with client permission.

- **Re-evaluate and adapt plan, as needed**

As staff reviews plan and accomplishments, he/she must work with the farmworker to adapt action plans, documenting successes and revisions. It is the primary responsibility of the caseworker to see that the case is completed and that the identified need is met. Upon doing so, he/she must document the client's record, the individual health assessment and/or encounter form, and FHASES.

### DOCUMENTATION

When providing case management services, staff must

- Document case management activities using the Individual Health Assessment and/or Enabling Encounter Form
- Record all follow-up visits and activities using the Enabling Encounter Form
- Enter data into FHASES

### PERFORMANCE EVALUATION

The Program Coordinator, as well as staff assigned case management, may use the following questions to evaluate their performance in accordance to NCFHP's expectations and standards:

- Did worker complete an assessment of the farmworker's health and environmental risks?
- Did service plan and coordination of services correspond with assessed needs?
- Did staff clearly document all referrals, interventions and follow-up; detailing date, action, and serving agent?
- Were action steps in action plan followed?
- Did outreach staff make at least three attempts, within a two-week period, to follow-up on action plan?