Vermont Virtual Case Management and Client Interactions

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Reach Up joins families on their journey to overcome obstacles,

explore opportunities, improve their finances and reach their goals.

Building a Trauma-Informed Temporary Assistance for Needy Families Program: An Evaluative Toolkit

- https://peerta.acf.hhs.gov/sites/default/files/public/uploaded_files/Trauma-Informed-TANF-Program-Toolkit_508.pdf

Building a Trauma-Informed Temporary Assistance for Needy Families Program: An Evaluative Toolkit

Goal Achievement Model

GOAL, PLAN, DO, REVIEW & REVISE (GPDR/R)

Clients using intrinsic motivation to develop meaningful goals

Virtual Case Management

Technology

- Phone
- Text
- Email
- Microsoft Teams
- FaceTime

Helping reduce barriers…

Transportation

Children that are at home doing remote learning or lack of childcare available

Flexibility

Virtual Case Management and Goal Achievement Model

- Building relationships, which leads to the ability to converse in meaningful ways to empower participants to focus on their greatest area of need.

- Meeting each person where they are at and working together to find a path forward towards goals creates a positive relationship.

- Conversations about their goals. What is most important to them or what they are passionate about?

- More frequent meetings and communication.

Clients are attending appointments more often

Less clients canceling or not attending their appointments

Case Managers are more available to clients

More meaningful conversations with clients

More focused and productive

Case Managers Report