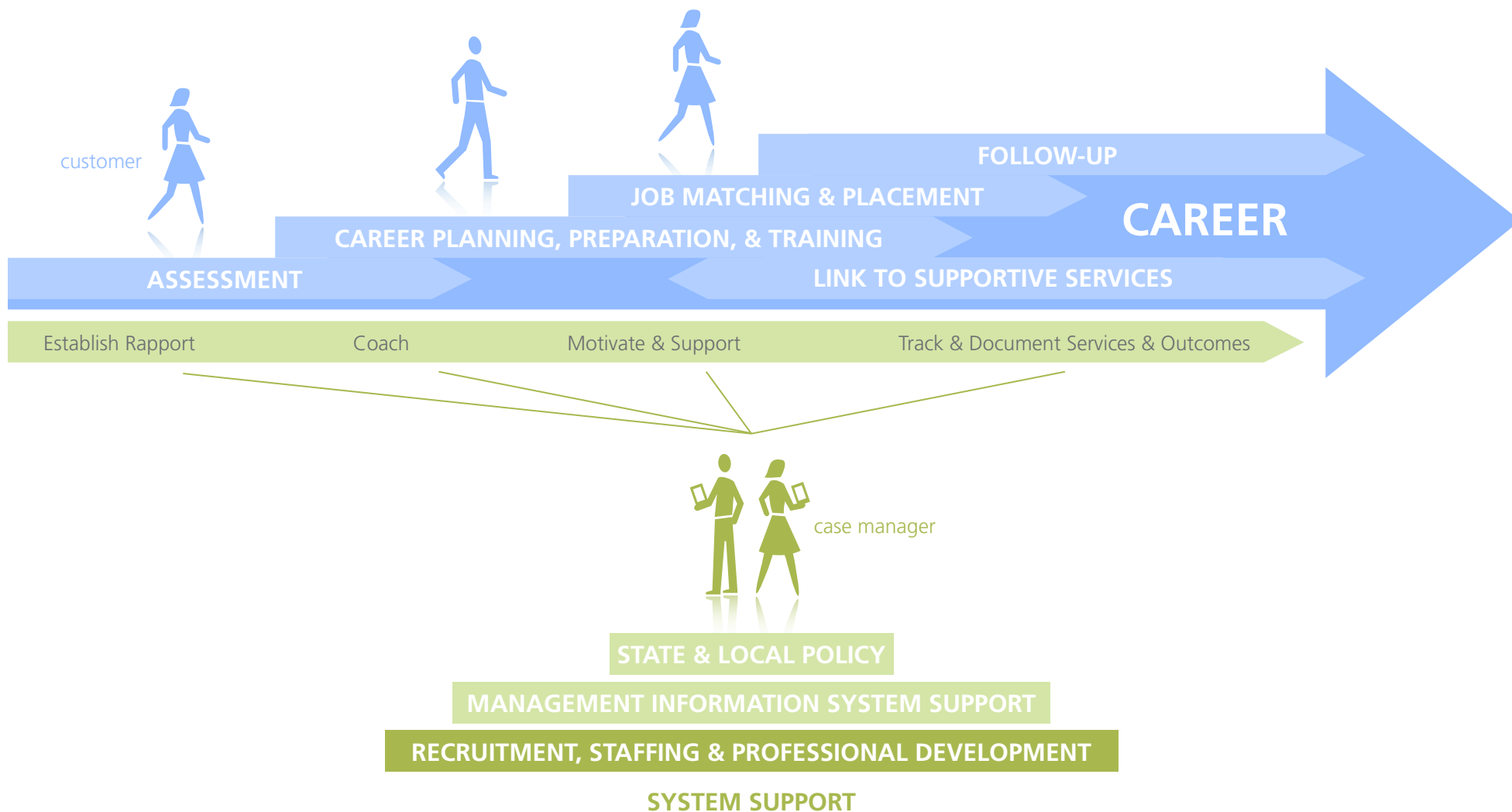


A Model of Case Management Effectiveness



NOTES

HIRE STRATEGICALLY

ORGANIZE STAFF

PROVIDE ONGOING TRAINING

CONDUCT 360 REVIEW PROCESS

PROJECT DESCRIPTION

This resource sheet was compiled by Elizabeth Laird and Pamela Holcomb of Mathematica Policy Research under subcontract to Social Policy Research Associates on behalf of the U.S. Department of Labor, ETA, under project DOLQ101A21449/ DOLU101A21494 - Technical Assistance Supporting Integrated Intake and Effective Case Management in the Workforce System. This technical assistance project was designed to identify existing tools and resources about integrated intake processes and high quality case management, and to share those resources with a wide array of workforce system administrators and practitioners. Project Manager: Melissa Mack (SPR).