



Case Management Handbook Questions for Case Managers of Truant Students

The National Center for School Engagement (NCSE) would like to invite case managers to submit **2 to 3 page entries** for a case management handbook, AND to be entered into a drawing for one of nine Best Buy gift cards valued at \$20 each. This may seem like a time intensive task, but we are sure it will benefit you personally and the truancy reduction community. Submit your entry to KrystinaF@coloradofoundation.org by **February 28, 2006**, to be included in the drawing and the handbook.

ABOUT THE PUBLICATION:

NCSE is developing a **Handbook for Truancy Case Managers** who work with targeted youth to improve their school attendance. We would like to invite current case managers to submit **short essays describing successes, challenges and lessons learned to be included in our manual**. The manual will be a compilation of all submissions, with a summary in the introduction. We will make the downloadable handbook freely available on our website at www.schoolengagement.org.

Case management is a fundamental component of many truancy reduction programs across the country, yet little guidance is available to new case managers who must constantly reinvent the wheel in order to develop strategies that work. We believe that this handbook will be a valuable resource to you and your colleagues. In order to thank those of you who take the time to contribute, the names of **all case managers who make a submission by February 28 will be entered in a drawing for one of nine \$20 Best Buy gift cards**.

Instructions:

- I. Please respond by e-mail to KrystinaF@coloradofoundation.org. You must include your name and your program name in order to be in the gift card drawing, but we will give your program a fictitious name in the handbook *if you request*.
- II. This is *your* message to your colleagues. We have provided a **suggested format** below, but you are free to alter it as you see fit.
- III. Do **NOT** include the real names of students, families, or schools in your submission. Remember that your submission will be sent via e-mail and published on the Internet, and you must not violate **FERPA** laws.
- IV. Please make your submission no later than **February 28, 2006** in order to be eligible for the gift card drawing.

Please review your submission for grammar, style and punctuation to ensure that your contribution is clear and concise. We retain the right to edit your submission prior to publication in order to correct grammar or clarify meaning, but you will be consulted if we do so.

Suggested Format:

1) General program background (Either a list or a paragraph is fine.)

- a) Your program name. We will replace this name with a fictitious name in the handbook *if you request* in order to ensure anonymity for you and your clients.
- b) What services do you provide?
- c) Please describe in general the students you serve, i.e. age, gender, ethnicity, income.
- d) How many hours per week (or month) do you dedicate to providing case management services, and what is your caseload? How many hours on average do you spend with each client?

2) Your advice to case managers or those setting up case management programs. A bulleted list is fine. Some possible topics are listed here, but focus on the most helpful or important things that you have learned through your experience. *Two or three key pieces of advice are plenty.*

- a) What to do... examples
 - i) What is the ideal case load?
 - ii) Ideas about forming relationships with community agencies
 - iii) Strategies for involving parents and families
 - iv) Strategies for gaining student trust
 - v) The balance between sticks and carrots
 - vi) Others!
- b) What NOT to do... examples
 - i) We've all made mistakes – what has not worked so well for you? Why? What to do about it? (Remember your submission in the handbook can be anonymous if you so choose.)

3) Success story – no more than one page in length. Please include:

- a) Relevant characteristics of the child and family
- b) Description of underlying problem(s)
- c) What you did, with as much detail as practical, stressing what worked best
- d) The outcome

4) Optional: A particularly challenging case. Please include the following:

- a) Relevant characteristics of the child and family.
- b) Description of underlying problem(s)
- c) What you did, with as much detail as practical, focusing on what did not work well
- d) The outcome
- e) Is there anything you would do differently if you encountered a similar case tomorrow?

NOTE: The total number of pages is not expected to exceed 3 pages. However, we will consider entries of any length. Please indicate whether or not your name, title, and program name should be kept confidential for the handbook.