

## **KAT Case Management vs Services Provided: *Entering services into CAN***

### **What is Case Management? What is Service Provided?**

**Case Management** is a complex process involving a skilled helper working together with an individual or family to identify and overcome barriers to “recovery”. The Case Manager is interested in the “big picture” and not just one aspect of the client’s problem. Disaster Recovery Case Managers apply skills and knowledge to work with those persons impacted by natural and man-made disasters. Katrina Aid Today’s focus is on assisting others to overcome challenges brought on by Hurricane Katrina by linking clients to the benefits, providers, and services needed to assist them in their recovery. (More detailed information may be found at <http://www.katrinaaidtoday.org/casekey.cfm>.) The case manager is required to collect signatures on all Release of Information forms (FEMA, CAN, Agency), complete a KAT Intake and Determination Form, Initial Assessment, and a Disaster Recovery Partnership Plan, in cooperation with the client. This agency is identified based on the assigned case manager to the client’s CAN record.

**Service Providers** are those agencies providing services to hurricane survivors that assist in achieving the long term case management goals set forth on the Partnership Plan; however, service providers are not required to complete the KAT paperwork and are not developing a Disaster Recovery Partnership Plan with the client. Service providers offer direct assistance to eligible clients often in the form of vouchers to clients, checks to vendors, food staples, career counseling, mental health counseling, or volunteer labor, to name a few.

*Note: A client can only have one disaster recovery partnership plan and thus, can only be case managed by one KAT partner at a time. Refer to Guidance 5: KAT Case Transfers for further discussion on the distinction of case managing agencies and service providing agencies. Also, refer to the “Transfer Required Service Listing” that is distributed to Tier III agencies and lists services provided by KAT consortium agencies that require a transfer of case management.*

### **Entering services into CAN**

Per the sub-grant agreements, the KAT case management agency is responsible for ensuring all client information in CAN on at least a weekly basis. KAT agencies are referring their clients to other KAT agencies for specific services and there is a need to ensure that these services are documented in CAN. Quality documentation will allow both the KAT service provider and KAT case manager to view up-to-date information as to what services have been provided to a specific client.

To ensure the quality and correctness of services provided, KAT agencies providing services to clients from a different KAT agency are able to enter service(s) provided into specific client records. While the ideal would be for the case manager to input all services that have been provided to their clients into CAN, in some cases this is happening infrequently and in others, not at all.

To ensure documentation of services provided to all KAT case managed cases, service providing KAT agencies are encouraged to verify documentation of such services in CAN. This shared documentation of case management services is possible due to the shared nature of consortium work in CAN.

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**Process for entering services into CAN**

Refer to KAT's Resource Database Tool Kit found at: <http://katrinaaidtoday.org/toolkits.cfm>

Included in the tool kit is KAT Guidance #17, Resource Database, which describes options for entering services in CAN. Also included in the tool kit, are instructions for accessing CAN's Resource Database, valuing servings and a listing of CAN's Generic Service Profiles for easy tracking of services provided.