

Client Exit from PCAP: Case Manager Strategies

Graduation from PCAP and the end of the case manager/client relationship can be a positive event when it is viewed as a transition to a new phase, or a beginning rather than an ending. The work that case managers and clients have done together over the past three years is the springboard for the next chapter of the client's life.

During the Final Year in PCAP

During the client's final year in PCAP, primary roles of the case manager are to:

- Help the client and her children connect firmly with community resources and programs that can be maintained after she graduates from PCAP;
- Help the client develop and strengthen relationships with people who will continue to be positive influences and role models after she graduates from PCAP. Use the "Circle and Fence" activity.
- Ensure that the children are living in a safe and stable home setting at the end of the program.

Discuss:

- Accomplishments the client has achieved during PCAP, a powerful source of self-efficacy.
- Her strengths and assets for moving forward; ways in which she can maintain her successes and build on goals already achieved, without the help of her PCAP case manager.
- What the case manager has learned by working with this client; how their relationship has helped the case manager grow professionally or personally.

Hands-On Tools

Beginning at 24-Months

- "Circle and Fence" activity
Clients are aware from the beginning of PCAP that it will end after 36 months. At 24 months, and periodically during the final year, case managers should bring up the topic of graduation and help the client work on goals with this final year in mind. Beginning at 24 months, case managers should help clients identify potential mentors/friends who will be able to provide a positive, ongoing influence in the client's life after the case manager is gone. The ["Circle and Fence"](#) activity is a helpful tool.
- Life Book activity
A Life Book is an album that clients and case managers create together that focuses on memories of the case manager/client relationship, the client's positive attributes, and the client's dreams for the future. The Life Book can contain photos, collages (using magazine or newspaper words and pictures), narratives, poems, etc.

At PCAP Graduation

- Case Manager Letter to Client

An individualized, personal letter to the client from the case manager at the end of the program can be a powerful tool. The letter can be short but it must be meaningful. For example, it can describe what the case manager has learned from client, how the client helped the case manager grow personally and professionally, and the belief the case manager has in the client's worth and potential. The relationship with each client will be different, and these letters can be written at the discretion of each case manager depending on the context and quality of the relationship.

- Special Graduation Events

Case managers use their creativity to arrange individualized activities with clients to mark what is, for many clients, a milestone occasion. Suggestions include:

- Lunch, dinner, a picnic at a special place
- Use Entertainment coupon books available to get discounts on meals;
- Call the restaurant ahead to see if they'll deliver a special dessert to the table (for example, a small cake with the client's name on it), take a photo, etc;
- If PCAP graduation coincides with the target child's third birthday, help the client organize a small birthday party.

- Give each client a printed Certificate of Graduation from PCAP.

- Note to each client from the Clinical Supervisor

The Clinical Supervisor can write a personal note to each client thanking her for her time and participation in the program. Example:

Dear ,

We would like to extend our warmest thanks for your time and energy over the past three years in PCAP. You have taught us, and others, a great deal about how we can help make a positive difference in women's lives. We wish you the very best in the future!

Case Manager Role after Client Exit

The case manager-client professional relationship ends after 36 months in the program, and case managers will be taking on new clients on an ongoing basis.

Former clients are welcome to call the PCAP office for information, referrals, and letters of recommendation. Case managers may not do home visits, provide transportation, or make appointments for former clients. Former clients will be encouraged to phone the office, and not the individual case manager for information.

Establishing personal relationships with clients is not encouraged or condoned. Any time spent with a former client after exit should not be counted as work or compensatory time on the Time Summary Sheet.