

F. Evaluating Client Progress

INTENT

The intent of evaluating progress is to maintain client communication and accountability, and to continue providing the most appropriate services to the client and family. These services include not only case plan activities but program benefits. Evaluation allows for an ongoing review of eligibility for services and benefits.

1. Evaluation requirements

REF, SNAP and TANF mandatory clients must cooperate with employment program requirements.

General Provisions; Employment Programs Rule

[461-130-0305](#) — General Provisions; Employment Programs

Requirements for Mandatory Employment Program Clients; Pre-TANF, REF, SNAP, TANF Rule

[461-130-0315](#) — Requirements for Mandatory Employment Program Clients; Pre-TANF, REF, SNAP, TANF

Specific Requirements; SFPSS Eligibility Rule

[461-135-1195](#) — Specific Requirements; SFPSS Eligibility

REF, SNAP and TANF mandatory clients' claims of good cause for noncooperation with employment program requirements must be evaluated.

Good Cause Rule

[461-130-0327](#) — Good Cause

2. Evaluation expectations

- Contact clients and partners regularly for effective case management and for accurate delivery of benefits;
- Review attendance reports regularly;
- Continue to help clients take an active role in identifying their strengths and needs;

- Review case plans and client reports, such as income reporting, periodic reviews and reported changes for eligibility and case management information;
- Information gathered in evaluation includes:
 - Client progress, attendance and observed behavior in case plan activities;
 - Client’s best thinking on the case goals, services and time lines;
 - Ongoing assessment by partners and the client themselves of abilities, needs and strengths;
 - Partner input on case plan goal, activities and time lines;
 - Input from other family members;
 - Other progress and eligibility information.

3. Integrating case plan evaluation and eligibility review

Many of the steps of evaluating client progress have already been explained in describing ongoing assessment, case plan development and brokering. Just as in eligibility determination, where client assessment is integrated with reviewing eligibility factors, evaluation involves both case plan and eligibility review. Review each piece of eligibility information for case plan implications; review each piece of case plan information for eligibility implications.

4. Client and provider contacts

We use regular and frequent client and provider contacts to evaluate progress as follows:

- Have a regular contact schedule for all case managed clients and a tickler system to remind you of scheduled contacts;
- Include provider contacts in your client contact schedule; negotiate with case plan activity providers to develop a regular schedule and format for sharing client information;
- Contacts may be in person, in the office or the client’s home, in the form of reports or evaluations, joint staffings or phone conversations, depending on the purpose of the contact and the urgency of the issue;
- Narrate the content of case management and eligibility contacts in TRACS;

- Use tools such as TRACS to simplify, organize and record your monitoring contacts;
- Continue to use open-ended questions, summarizing and other communication techniques to assess how the client is progressing and what their abilities are;
- Expect that the client will share more about themselves as trust increases;
- Remind the client immediately of their accountability for participation, progress and reporting eligibility information;
- Use the re-engagement process to assess client's motivation and goals for outcomes and to determine whether an aspect of a known disability causes the lack of participation. Also, ensure that all required screenings have been offered.

5. Tracking outcomes

Our case management activities are directed toward client outcomes, and we monitor progress toward outcomes by:

- Keeping track of the outcomes of all case plan referrals, activities, goals and eligibility issues, and narrate these outcomes in TRACS;
- Using client and partner contacts and staffings with partners and team members to get information on progress toward outcomes;
- Updating outcome expectations based on more complete information on client needs and abilities;
- Following up immediately on all no-shows and other potential instances of noncooperation;
- Using the re-engagement process to assess client's motivation and goals for outcomes and to determine whether an aspect of a known disability causes the lack of participation. Also, ensuring that all required screenings have been offered.

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