90-day Implementation Roadmap - Case Management System

Installs a Strength-Centered, Evidence-Based Architecture

Phase 1: The "Engagement" Foundation (Days 1–30)

Focus: Shifting from Deficit-Based to Strength-Centered Practice.

- **Week 1: Baseline Audit & "Practice Drift" Check.** Identify current inconsistencies in how cases are managed.
- **Week 2: Pillar 1 – Mastering the Contact Moment.** Introduce **Motivational Interviewing (MI)** strategies to build intrinsic motivation. Focus on "Find & Use Motivation" to reduce client resistance.
- **Week 3: The Transtheoretical Model (Stages of Change).** Train practitioners to identify which stage a client is in so interventions are matched to their readiness, not just the agency's schedule.
- **Week 4: Trauma-Informed Integration.** Layer in Trauma-Informed Care (TIC) basics to ensure the engagement process is supportive and safe for "hard-to-serve" populations.

Phase 2: The "Coordination" Mobilization (Days 31–60)

Focus: Professional Case Planning and Evidence-Based Decision Making.

- **Week 5: Pillar 2 – The Coordination Hub.** Establish standard protocols for coordinating resources and services. Move beyond simple referrals to active care coordination.
- **Week 6: Strength-Centered Planning.** Training on writing better goals, objectives, and interventions. Transition from "prescribing" a plan to "partnering" on a service roadmap.
- **Week 7: Pillar 3 – Supervisory Coaching.** Equip managers to focus on how to prep, write, and deliver **Performance Reviews** that reinforce EBP standards.
- **Week 8: Internal Fidelity Check.** Use the checklists provided to review service plans. Are they evidence-based or still purely intuitive?

Phase 3: The "Sustainment" Transition (Days 61–90)

Focus: Institutional Ownership & Professional Certification.

- **Week 9: Discharge Cues & Accountability.** Implement standardized markers for client success and discharge. Ensure no-show rates are dropping and client accountability is rising.
- **Week 10: Teaming & Family Engagement.** Introduce **Family Group Decision Making (FGDM)** and Teaming models. Empower the client's natural support network to take ownership of the safety and success plan.
- **Week 11: In-House Master Building (Pillar 4).** Identify internal leads for the **Practitioner Certification** pathway. This ensures the training becomes an "Institutional Asset" that stays when people leave.
- **Day 90: The "Gold Standard" Shift.** Final audit. The agency moves to a "Self-Sustaining Infrastructure."

The "CM" Strategic Outcome

Metric	Before Implementation	After 90 Days
Engagement	High Resistance / No-Shows	**High Intrinsic Motivation**
Approach	Deficit-Based / Diagnostic	**Strength-Centered / Partnered**
Fidelity	Intuitive / Variable	**90% Audit Fidelity**
Knowledge	Individual Memory	**Institutional Asset**

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