90-DAY IMPLEMENTATION ROADMAP

Evidence-Based Practice

CASE MANAGEMENT & CARE COORDINATION

From Deficit-Based Reaction to a Strength-Centered Institutional Asset.

90	3	12	90%
Days	Phases	Milestones	Audit Fidelity

ENGAGEMENT FOUNDATION · COORDINATION MOBILISATION · SUSTAINMENT TRANSITION

OBJECTIVE

Shift your agency from deficit-based, intuitive practice to a strength-centered, evidence-based case management system that achieves 90% audit fidelity and functions as a permanent, self-sustaining institutional asset.

MONTH 1 · Days 1–30
The Engagement Foundation

Shifting from Deficit-Based to Strength-Centered Practice.

W1 — Baseline Audit & Practice Drift Check

Identify current inconsistencies in how cases are managed across the team. Document where "administrative drift" has occurred

W2 — Pillar 1 - Mastering the Contact Moment

Introduce Motivational Interviewing (MI) strategies to build intrinsic motivation and reduce client resistance during first contact.

W3 — The Transtheoretical Model

Train practitioners to identify which "Stage of Change" a client is in, so interventions match readiness - not just the agency's schedule.

W4 — Trauma-Informed Integration

Layer in Trauma-Informed Care (TIC) basics to ensure the engagement process is safe and supportive for hard-to-serve populations.

MONTH 2 · Days 31–60
The Coordination Mobilisation

Professional Case Planning and Evidence-Based Decision Making.

W5 — Pillar 2 - The Coordination Hub

Establish standard protocols for coordinating resources and services. Move beyond simple referrals to active, trackable care

W6 — Strength-Centered Planning

Train on writing goals, objectives, and interventions that "partner" with the client - moving away from prescriptive plans toward

W7 — Pillar 3 — Supervisory Coaching

Equip managers with the "Manager's Operating System": frameworks for performance reviews that reinforce EBP

W8 — Internal Fidelity Check

Use the Practitioner Intelligence Hub to review the first batch of case plans. Are interventions evidence-based or still primarily

MONTH 3 · Days 61–90
The Sustainment Transition

Institutional Ownership & Professional Certification.

W9 — Discharge Cues & Accountability

Implement standardised markers for client success and discharge readiness. Track no-show rate reductions and rising client

W10 — Teaming & Family Engagement

Introduce Family Group Decision Making (FGDM) and Teaming models. Empower the client's natural support network to own them

W11 — In-House Master Building (Pillar 4)

Identify internal leads for the Practitioner Certification pathway. Ensures training becomes an institutional asset that stays

W12 — The "Gold Standard" Shift

Final audit. Agency transitions to a self-sustaining infrastructure. Credentialed staff provide ongoing internal training

The Strategic Outcome - Before vs. After 90 Days

Four measurable shifts your agency will achieve:

METRIC	BEFORE		AFTER 90DAYS
Engagement	High Resistance / No-Shows	▶	High Intrinsic Motivation
Approach	Deficit-Based / Diagnostic	▶	Strength-Centered / Partnered
Fidelity	Intuitive / Variable Practice	▶	90% Audit Fidelity
Knowledge	Individual Memory Only	▶	Permanent Institutional Asset

CEBO CERTIFIED EVIDENCE-BASED ORGANIZATION

CEBP CERTIFIED EVIDENCE-BASED PROFESSIONAL

CEBA CERTIFIED EB HUMAN SERVICES ASSOCIATE