

Case management services

	Case Manager (General service)	Case Manager (Dedicated service)	Integrated Services Case Manager	Integrated Services Case Manager (Housing)	Integrated Services Case Manager (Supporting Offenders into Employment)	Integrated Services Case Manager (Paiheretia Te Muka Tangata)	Intensive Client Support Manager
<i>Programme tag</i>	N/A	C19 – Case Management C19 – Employment	C19 – Case Management	Housing ISCM	WFCM-ICS – Supporting Offenders	Paiheretia	C19 – Case Management
<i>Target client group</i>	End-to-end and integrated support for people that have income, housing and employment needs.	Support for people that have income, housing and employment needs.	Families who have high and complex (family violence, drug and alcohol abuse, debt, health problems, criminal activity, unemployment, housing and education).	Clients in Emergency Housing who have high and complex need, families with children, and those at risk of housing instability.	Client-led case management for people with high and complex needs, are soon to be released from prison (up to 16 weeks prior to release) and want to work.	Clients and their whānau engaged in Corrections system with access to social service and employment-related support. Immediate and extended whānau of the client in the Corrections system will also be able to opt-in to the service, allowing for holistic and wrap-around support.	Client-led case management for people with high and complex needs, and want to work.
<i>Expected outcomes</i>	Clients are fully set up at the time that they complete an application for assistance, are navigated towards services available, and connected to employment where appropriate.	Clients are supported into work, through regular and on-going engagement with a focus on planning, identifying and responding to needs, and connection to other services.	The needs of families are met to ensure that their children are given the best opportunity to grow and develop in a safe environment.	Clients are supported to meet their needs, as well as moving out of Emergency Housing and into sustainable, long-term housing.	The needs of clients are met with a focus on: reducing recidivism moving into sustainable employment, full-time reintegration into communities.	<i>Engagement model in development</i>	The needs of clients are met with a focus on: improving education levels moving into sustainable, full-time employment improving work-readiness.
<i>Expected caseloads</i>	N/A	1: 105 clients	1: 60 clients	1: 60 clients	1: 60 clients	<i>Engagement model in development</i>	1: 60 clients
<i>Expected engagement</i>	As required, based on need.	All clients in an active service should have a future engagement arranged, aligned to agreed planning with their case manager.				<i>Engagement model in development</i>	All clients in an active service should have a future engagement arranged, aligned to agreed planning with their case manager.
<i>Primary partnerships</i>	Local networks (as needed)	Local networks (as needed)	Oranga Tamariki New Zealand Police Kāinga Ora Local networks (as needed)	Kāinga Ora Community Housing Providers Local networks (as needed)	Ara Poutama Contracted providers Local networks (as needed)	Iwi Ara Poutama Te Puni Kōkiri Local networks (as needed)	Local networks (as needed)