



## Case Management Goals and Sessions List

Below you will find a table that includes the ‘Case Management Goals’ and the available ‘Sessions for each. This list assists HIFIS users to decide which ‘Goal’ or ‘Goals’ to select when working with a client, as the ‘Sessions’ are not visible until the ‘Goal’ has been created. A client may have multiple “Goals’ open at the same time, working toward them. Close ‘Case Management Goals’ when complete or no longer being actively worked toward.

Session Name	Case Management Goal
Adoption / Foster Assistance	Child Welfare
Child Access Services	Child Welfare
Family Reunification Support	Child Welfare
Parent Support	Child Welfare
Parenting Skills Training	Child Welfare
Reporting to Authorities	Child Welfare
Anger Management Services	Conflict Resolution
Mediation Services	Conflict Resolution
Police Intervention	Conflict Resolution
Violence / Anger De-Escalation	Conflict Resolution
Addiction Services	Crisis Intervention
Critical Incident Debriefing	Crisis Intervention
Domestic Violence Intervention	Crisis Intervention
Emergency Medical Services	Crisis Intervention
Emergency Placement	Crisis Intervention
Mental Health Services	Crisis Intervention
Physical / Sexual Abuse Intervention	Crisis Intervention
Police Intervention	Crisis Intervention
Rape Care	Crisis Intervention
Suicide Intervention	Crisis Intervention
Violence / Anger De-Escalation	Crisis Intervention
Apply for SIN Card	Employment
Career Decision Making	Employment
Interview Skills Assistance	Employment
Job Preparation	Employment
Job Referral	Employment
Job Search	Employment
Resumé Writing Assistance	Employment
Self-Employment	Employment
Communication Skills Assistance	Employment Maintenance
Life Skills Training	Employment Maintenance

Work Habits Assistance	Employment Maintenance
Workplace Ethics Assistance	Employment Maintenance
Family Counselling	Family / Relationship Maintenance
Family Court Support	Family / Relationship Maintenance
Parenting Skills Assistance	Family / Relationship Maintenance
Relationship Development	Family / Relationship Maintenance
Apply for Disability Income	Financial Stability
Apply for Employment Insurance	Financial Stability
Apply for Pension Income	Financial Stability
Apply for Social Assistance	Financial Stability
Bank Account Assistance	Financial Stability
Financial Planning	Financial Stability
Income Support Services	Financial Stability
Other Financial Assistance	Financial Stability
Food Bank Information	Food Security
Meal Voucher	Food Security
Accompaniment to Appointments / Services	General
Advocacy	General
Assessment	General
Assistance with Decision Making	General
Case Conferencing / Consultation	General
Case Planning	General
Childcare	General
Completing Forms	General
Courtroom Support	General
Crisis Intervention	General
Cultural / Language Support	General
Discharge Planning	General
Follow-up	General
Goal Setting	General
Housing First Assessment	General
Identify Concerns / Limitations	General
Identify Strengths / Resources	General
Immigration Services	General
Information Given	General
Interpretation Services	General
Language / Cultural Interpretation	General
Milestone Reached	General
Monitoring	General
Obtain Financial Assistance	General
Referral	General
Reporting	General
Risk Assessment	General
SPDAT Assessment	General

Supportive Counselling	General
Translation Services	General
Transportation	General
VI-SPDAT Assessment	General
Assist with Meeting Basic Needs / Harm Reduction	General - Assertive Engagement / Re-Engagement
Case Conferencing	General - Assertive Engagement / Re-Engagement
Completing Assessments	General - Assertive Engagement / Re-Engagement
Completing Forms (Intake, Consent, Prioritization, Participation Agreement, etc)	General - Assertive Engagement / Re-Engagement
Discharge Planning from Institutions	General - Assertive Engagement / Re-Engagement
Relationship / Trust Building	General - Assertive Engagement / Re-Engagement
Assistance Finding Place to Stay (Not Shelter)	General - Diversion
Explore Barriers to Non-Shelter Stay	General - Diversion
Presenting Options for Consideration of Household	General - Diversion
Secured Temporary Housing	General - Diversion
Solution-Focused Problem Solving	General - Diversion
Conducting Exit SPDAT	General - Exit
Conducting Quality of Life Survey	General - Exit
Verifying External Supports Plan and Follow-Up Contacts	General - Exit
Verifying Income	General - Exit
Arranging for Furniture/Supplies/Food	General - Housing Placement / Move In
Celebrating Success	General - Housing Placement / Move In
Completing Move-In SPDAT	General - Housing Placement / Move In
Orienting to Neighbourhood	General - Housing Placement / Move In
Planning for Meaningful Daily Activities	General - Housing Placement / Move In
Securing Unit	General - Housing Placement / Move In
Assessing Quality of Life (through survey)	General - Housing Plan
Completing Honest Monthly Budget	General - Housing Plan
Developing Individualized Service Plan	General - Housing Plan
Developing Strengths-Based Housing Plan	General - Housing Plan
Identifying Housing Assets and Challenges	General - Housing Plan
Securing and Completing Documents to be Housing Ready	General - Housing Plan
Completing Housing Applications	General - Housing Search
Landlord /Tenant Communication	General - Housing Search
Provide Listings/ Listings Search	General - Housing Search
Providing References	General - Housing Search
Tenant Education	General - Housing Search
Viewing Units	General - Housing Search
3, 6, 9, 12, 18, 24, 30, 36 month SPDAT assessments	General - Housing Stabilization / Maintenance

Brokering & Advocating for Requested Addiction Services	General - Housing Stabilization / Maintenance
Brokering & Advocating for Requested Mental Health Services	General - Housing Stabilization / Maintenance
Brokering & Advocating for Requested Other Services	General - Housing Stabilization / Maintenance
Brokering & Advocating for Requested Physical Health Services	General - Housing Stabilization / Maintenance
Coaching to Leverage Existing Knowledge & New Skills	General - Housing Stabilization / Maintenance
Completing Crisis Plan	General - Housing Stabilization / Maintenance
Completing Guest Policy	General - Housing Stabilization / Maintenance
Completing Rent Smart Program	General - Housing Stabilization / Maintenance
Completing Risk Minimization Work Plan	General - Housing Stabilization / Maintenance
Developing Care Plan for Homemaking	General - Housing Stabilization / Maintenance
Planning for Increased Income	General - Housing Stabilization / Maintenance
Providing In Home Housing Supports	General - Housing Stabilization / Maintenance
Developing an External Supports Plan	General - Planning for Exit
Supporting Independence Skills & Building Self-Awareness	General - Planning for Exit
(If Eviction) Updating Housing Plan for Re-Housing	General - Post-Exit Support
Conducting Follow-Up and Housing Status Verification	General - Post-Exit Support
Apply for Health Card	General Health
Apply for Home Support	General Health
Assistance with Medication	General Health
Assistance with Recommendations	General Health
Doctors Appointment	General Health
Emergency Medical Services	General Health
Health Care Services	General Health
HIV/AIDS Services	General Health
Long Term Care Program	General Health
Needle Exchange	General Health
Prenatal Services	General Health
Apply for Permanent Housing	Housing Placement
Apply for Supportive Housing	Housing Placement
Apply for Transitional Housing	Housing Placement
Client Moved In	Housing Placement
Coordination with Housing Providers	Housing Placement
Emergency Shelter Placement	Housing Placement
Housing Access Support	Housing Placement
Housing Obtained/Found	Housing Placement
Immigration Services	Housing Placement

Shelter Placement	Housing Placement
Temporary Housing Obtained	Housing Placement
Apply for Rent Support	Housing Retention
Housing Loss Prevention	Housing Retention
Landlord Negotiation / Mediation	Housing Retention
Mediation with Family, Roommate, Neighbour	Housing Retention
Courtroom Support	Legal Support
Criminal Justice Services	Legal Support
Hire Lawyer	Legal Support
Immigration Services	Legal Support
Legal Aid	Legal Support
Mediation Services	Legal Support
Prisoner Support	Legal Support
Victim Support	Legal Support
Assistance with Medications	Mental Health
Assistance with Recommendations	Mental Health
Counselling	Mental Health
Gambling Treatment	Mental Health
Psychiatric Assessment	Mental Health
Residential Services	Mental Health
Self-Help Material Given	Mental Health
Assistance with Application Fees	Obtain I.D.
Immigration Services	Obtain I.D.
Communication Skills Assistance	Skill Enhancement
Completing rent Smart Program	Skill Enhancement
Learning Strategies	Skill Enhancement
Life skills Training	Skill Enhancement
Literacy Program	Skill Enhancement
Problem Solving Skills	Skill Enhancement
Second Language Training	Skill Enhancement
Training / Education Program	Skill Enhancement
Upgrading / GED Exam	Skill Enhancement
Vocational / Educational Assessment	Skill Enhancement
Vocational Training	Skill Enhancement
Communication Skills Assistance	Social and Community Connections
Conflict Resolution	Social and Community Connections
Healing Circle	Social and Community Connections
Immigration Services	Social and Community Connections
Mediation	Social and Community Connections
Recreational Activities	Social and Community Connections
Support Group	Social and Community Connections
Youth Programs	Social and Community Connections
Continuing Care Services	Substance Abuse/Addiction
Detoxification	Substance Abuse/Addiction

Pre-treatment Counselling	Substance Abuse/Addiction
Treatment Services	Substance Abuse/Addiction
Bus Tickets	Transportation
Car Pool Arranged	Transportation
Transportation Provided	Transportation
Counselling	Violence Against Women
Legal Support	Violence Against Women
Safety Planning	Violence Against Women
VAW Shelter Placement	Violence Against Women