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Theme: Wrap-around Supports for Women

An integrated, multisite approach to case management uses the expertise of client support workers to develop client-centered plans of care across the continuum of need. Recent injection of the dollars for the Intensive Case Management (ICM) positions within women's shelters strengthened shelter capacity to support women's transition to independence and provide wrap-around services and supports, as these staff helped women locate housing, connected them with needed resources and provided counselling and emotional support.

#### *Critical Elements*

- New ICM positions can support women wherever they may be – in the shelter, in the community, and in court. However, the positions do not require that staff are located in the shelter, freeing them up to focus on the overall case plan and all of the needs that the women might have.
- ICM positions at CAWES have been particularly involved in supporting women in family court, ensuring safe visitation access and exchanges, helping with civil protection orders, advocating on the woman's behalf in the provincial court, putting in place language and other supports for newcomers, and in general, providing on-going emotional support.
- Typically, ICM work starts with case conferencing that helps identify what the woman's needs are, how they could be addressed most effectively and what organizations or individuals could be brought in to support her transition.