



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.

Case Goal	Session
Child Welfare	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
Conflict Resolution	Anger Management Services
Conflict Resolution	Mediation Services
Conflict Resolution	Police Intervention
Conflict Resolution	Violence / Anger De-Escalation
Crisis Intervention	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
Employment	Apply for SIN Card
Employment	Career Decision Making
Employment	Interview Skills Assistance
Employment	Job Preparation
Employment	Job Referral
Employment	Job Search
Employment	Résumé Writing Assistance
Employment	Self-Employment
Employment Maintenance	Communication Skills Assistance
Employment Maintenance	Life Skills Training
Employment Maintenance	Work Habits Assistance
Employment Maintenance	Workplace Ethics Assistance

Family / Relationship Maintenance	Family Counselling
Family / Relationship Maintenance	Parenting Skills Assistance
Financial Stability	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
Food Security	Food Bank Information
Food Security	Meal Voucher
General	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	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 - Assertive Engagement / Re-Engagement	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 - Diversion	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 - Exit	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 - Housing Placement / Move In	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 Plan	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 Search	Completing Housing Applications
General - Housing Search	Completing Rent Smart Program
General - Housing Search	Providing Listings
General - Housing Search	Providing References
General - Housing Search	Tenant Education
General - Housing Search	Viewing Units
General - Housing Stabilization / Maintenance	3, 6, 9, 12, 18, 24, 30, 36 months 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 - Planning for Exit	Developing an External Supports Plan
General - Planning for Exit	Supporting Independence Skills & Building Self-Awareness
General - Post-Exit Support	(If Eviction) Updating Housing Plan for Re-Housing
General - Post-Exit Support	Conducting Follow-Up and Housing Status Verification
General Health	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
Housing Placement	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 Retention	Apply for Rent Support
Housing Retention	Housing Loss Prevention
Housing Retention	Landlord Negotiation / Mediation
Housing Retention	Mediation with Family, Roommate, Neighbour
Legal Support	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
Mental Health	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

Obtain I.D.	Assistance with Application Fees
Obtain I.D.	Immigration Services
Skill Enhancement	Communication Skills Assistance
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
Social and Community Connections	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
Substance Abuse/Addiction	Continuing Care Services
Substance Abuse/Addiction	Detoxification
Substance Abuse/Addiction	Pre-treatment Counselling
Substance Abuse/Addiction	Treatment Services
Transportation	Bus Tickets
Transportation	Car Pool Arranged
Transportation	Transportation Provided
Violence Against Women	Counselling
Violence Against Women	Legal Support
Violence Against Women	Safety Planning
Violence Against Women	VAW Shelter Placement