

## Individual Service Plans

ISPs are an integral part of the case management process and are used in evaluation to determine the progress of TIP participants towards achieving longer-term outcomes. Often referred to as a case plan, the ISP documents the individual client's treatment goals and objectives. The ISP is updated anywhere from every 90 to 180 days to reflect progress, and to identify new goals. In keeping with one of the core concepts of TIP, this document is written by the case manager with the direct input of the client. The case plans consist entirely of narrative text. To produce quantifiable data, the evaluators created a system of domains and subdomains that related to the ISP information (See Appendix C). The case plans are reviewed and recoded into the following TIP domain topics:

- education;
- justice system involvement;
- employment and career;
- housing;
- physical health and wellbeing;
- mental health and wellbeing;
- parenting;
- communication;
- daily living needs and skills; and
- community inclusion and participation

Evaluators compare the indicators for each TIP domain and the trauma-related symptoms at intake and at six months to determine whether participants exhibit changes in outcomes and symptoms after TIP enrollment. HZA also reviews case plan updates and discharge notes to identify the degree of progress made toward goals. Progress is classified on a five-point scale: unmet, problem, satisfactory, complete or abandoned.

- Unmet: Indicates a goal that has either not yet been worked on, or remains wholly unmet, and is expected to change with progress;
- Problem: Indicates identifiable personal, programmatic, or policy level obstacles or barriers that are a constraint to the realization of the goal;
- Satisfactory: Indicates the client is making positive progress toward the objective of the goal, even when in small increments;
- Complete: Indicates that this goal is reached or finalized; and

- Abandoned: Indicates a personal decision to discontinue the pursuit of the goal by the client, or a failure to reach after attempts are made.

This component of the evaluation explores the patterns of goals identified by Moving Forward clients, the number of goals satisfactorily pursued, the rates of completion and time to completion, and whether these indicators differ across the identified goal areas.