

2009 Supplemental Pages
The Accountable Case Manager

CASE MANAGEMENT FOR COMMUNITY ACTION

Table 1
2009 HHS Poverty Guidelines

Family Size	50%	100%	125%	133%	150%	185%	200%	250%	300%
1	\$5,415	\$10,830	\$13,538	\$14,404	\$16,245	\$20,036	\$21,660	\$27,075	\$32,490
2	\$7,285	\$14,570	\$18,213	\$19,378	\$21,855	\$26,955	\$29,140	\$36,425	\$43,710
3	\$9,155	\$18,310	\$22,888	\$24,352	\$27,465	\$33,874	\$36,620	\$45,775	\$54,930
4	\$11,025	\$22,050	\$27,563	\$29,327	\$33,075	\$40,793	\$44,100	\$55,125	\$66,150
5	\$12,895	\$25,790	\$32,238	\$34,301	\$38,685	\$47,712	\$51,580	\$64,475	\$77,370
6	\$14,765	\$29,530	\$36,913	\$39,275	\$44,295	\$54,631	\$59,060	\$73,825	\$88,590
7	\$16,635	\$33,270	\$41,588	\$44,249	\$49,905	\$61,550	\$66,540	\$83,175	\$99,810
8	\$18,505	\$37,010	\$46,263	\$49,223	\$55,515	\$68,469	\$74,020	\$92,525	\$111,030

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Source: Federal Register, Vol. 74, No. 14, January 23, 2009, pp. 4199-4200. Calculations for all percentages of poverty other than 100% of poverty were made by the authors. Please note: The values in this table change annually. Consider whether you need to look up current values.

Official poverty is established by the U.S. Census Bureau at 100% as indicated in the shaded areas of the above table. For example, a family of three persons with an annual income of \$18,310 is at 100% of poverty or is in absolute poverty. The shaded area is for a family of three persons. The average size of an American family at all income levels is 3.2 persons. If your annual income is at 100% or below, you are in absolute poverty.

Table 2
2009 HHS Poverty Guidelines With Hourly Wage Calculations

Family Size	50%	100%	100% Wage	125%	125% Wage	200%	200% Wage	300%	300% Wage
1	\$5,415	\$10,830	\$5.55	\$13,538	\$6.94	\$21,660	\$11.11	\$32,490	\$16.66
2	\$7,285	\$14,570	\$7.47	\$18,213	\$9.34	\$29,140	\$14.94	\$43,710	\$22.42
3	\$9,155	\$18,310	\$9.39	\$22,888	\$11.74	\$36,620	\$18.78	\$54,930	\$28.17
4	\$11,025	\$22,050	\$11.31	\$27,563	\$14.13	\$44,100	\$22.62	\$66,150	\$33.92
5	\$12,895	\$25,790	\$13.23	\$32,238	\$16.53	\$51,580	\$26.45	\$77,370	\$39.68
6	\$14,765	\$29,530	\$15.14	\$36,913	\$18.93	\$59,060	\$30.29	\$88,590	\$45.43
7	\$16,635	\$33,270	\$17.06	\$41,588	\$21.33	\$66,540	\$34.12	\$99,810	\$51.18
8	\$18,505	\$37,010	\$18.98	\$46,263	\$23.72	\$74,020	\$37.96	\$111,030	\$56.94

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Source: Federal Register, Vol. 74, No. 14, January 23, 2009, pp. 4199-4200. Calculations for all percentages of poverty other than 100% were made by the authors. Wage calculations were made by the authors. Please note: The values in this table change annually. Consider whether you need to look up current values.

Table 2 identifies the relationship between a family's poverty level and the actual hourly wage that is needed to create the income for the identified poverty level. For example, a person working a minimum wage job at \$6.55/hour at 37.5 hours a week and 52 weeks a year has an annual income of \$12,772.50 which is slightly over than 118% of poverty. A wage of \$7.47/hour provides an income at 100% of poverty for a family of two and a wage of \$9.39 an hour provides an income at 100% of poverty for a family of three.

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The preceding wage scenario indicates that a family of three persons lives in absolute or 100% of poverty even with an hourly wage of \$9.39. *It is recognized that a person working full time above minimum wage does not necessarily move them out of poverty.* We have labeled these persons the working poor.

There is much discussion about earning a “living wage” as a means to move out of poverty. A “living wage” is broadly defined as providing an income where the person or household is no longer eligible for most or any of the subsidized benefits usually available for low-income persons. It also implies that a person or family is able to have choices in spending and life style, and enjoy a level of well-being. Using Table 2, a “living wage” for a family of three persons *could* range from \$18.78-\$28.17 or an annual income of \$36,620-\$54,930 for families between 200% and 300% of poverty, the range of income where families become decreasingly eligible for subsidized benefits. See Table 3 for examples of subsidized benefits. A “living wage” can also be thought of as a family achieving a level of self-sufficiency, the primary mission of the Community Action Agencies.

CSBG Supports the CAAs’ Self-Sufficiency Mission

One of the many funding streams available to Community Action Agencies *but* the only funding stream common to all of them is the *Community Services Block Grant or CSBG*.

CSBG is not a program like LIHEAP or Weatherization that is essentially the same in all 50 states, Puerto Rico, and the American Territories, but a flexible source of funds that CAAs can creatively use for program development, administration and support.

Eligibility and Self-Sufficiency

Low-income persons whose income is *below* 125% of poverty are eligible for CSBG funded services.

When these persons have achieved a level of income *above* 125% of poverty, they are no longer eligible for CSBG funded services and would be considered to have achieved a *level* of self-sufficiency. However, they would in all likelihood be eligible for other programs and resources available to low-income persons whether through the CAA or by referral to other community or public agencies that provide subsidized benefits. See Table 3.

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1. How many clients are you serving?

When does a client become a client? Duplicated or unduplicated count.

2. Who are they?

Basic demographics such as age, gender, income, employment, education, disability level, race, and ethnicity.

3. What services do you give them?

There can be multiple services within a single program or process. Establish the number of services delivered (Sometimes the number of clients is used in lieu of a number of services.)

4. What does it cost?

Identify hidden administrative costs, personnel costs and benefits, and client income transfers. Derive the total cost of providing the services.

5. What does it cost per service delivered?

Divide the total cost by either the number of services delivered or the number of clients served, as appropriate.

6. What happens to the clients as a result of the service?

There can be multiple outcomes for each service delivered. Establish a number of successful outcomes.

7. What does it cost per outcome?

Divide the total cost by the total number of positive outcomes.

*Source: Questions 1-7, Based on materials provided by Reginald Carter, The Accountable Agency, Sage Human Services Guide 34, 1983.

8. What is the value of a successful outcome*?

Establish the financial value of each individual success.

9. What is the return on investment*?

The return-on-investment should be thought of as the value of the outcome compared to the cost of the outcome; a comparison of Question Eight with Question Seven.

$$\text{ROI} = \frac{\text{Value of Outcome (Question 8)}}{\text{Cost of Outcome (Question 7)}}$$

The previous calculation is for a single person or unit but can be expanded for an entire program as demonstrated below:

$$\text{ROI} = \frac{\text{Value of Outcome} \times \# \text{ of participants achieving outcome}}{\text{Cost of Outcome} \times \# \text{ of participants achieving outcome}}$$

*Source: Questions 8-9, Developed by F. Richmond, © The Center for Applied Management Practices, Inc., 1999.

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The ©Carter-Richmond Methodology™ - Example

- 1. How many clients are you serving?** 100
- 2. Who are they?** Single unemployed women ages 21-34 who are seeking employment and have at least one child under the age of 12.
- 3. What services do you give them?** A package of job readiness training, job placement and 90 day follow-up services after job placement.
- 4. What does it cost?** \$100,000
- 5. What does it cost per service delivered?**
 $\$100,000/100 = \underline{\$1000/\text{job readiness/training/placement package or } \$1,000/\text{client.}}$
- 6. What happens to the clients as a result of the service?**
10 clients or 10% of the program participants will obtain a full time job above minimum wage with employer provided benefits.
- 7. What does it cost per outcome?**
 $\$100,000/10 \text{ clients} = \underline{\$10,000/\text{outcome}}$
The outcome is a full time job above minimum wage with employer provided benefits.

*Source: Questions 1-7, Based on materials provided by Reginald Carter, The Accountable Agency, Sage Human Services Guide 34, 1983.

- 8. What is the value of a successful outcome*?**
The value of the outcome is income from employment (\$20,000), benefits from employer (\$5,000), EITC (\$2,000), payment of taxes (\$500), elimination of welfare and other subsidized benefits (\$22,500) for a total of \$50,000 per year.
- 9. What is the return on investment*?**
$$\text{ROI Individual} = \frac{\text{Value of Outcome } \$50,000}{\text{Cost of Outcome } \$10,000} \text{ or a 500\% return}$$

$$\text{ROI Program} = \frac{\text{Value of Outcomes } (\$50,000) \times (10) \text{ participants} = \$500,000}{\text{Cost of Outcomes } (\$10,000) \times (10) \text{ participants} = \$100,000}$$

- The cost of the program at \$100,000 returned \$500,000 in benefits.
- Every \$1.00 invested in the program returned \$5.00 in benefits

*Source: Questions 8-9, Developed by F. Richmond, © The Center for Applied Management Practices, Inc., 1999.

Sample Pre-Assessment Tool to Determine Need for Case Management

Income

1. Do you have income from a job? Yes No
2. If you are disabled or retired, do you have an income? Yes No

Employment

3. Do you have a job? Yes No
4. If you have job, is it a part-time job? Yes No

Housing

5. Are you homeless or in a shelter? Yes No
6. Is your housing unaffordable or unsafe? Yes No

Education

7. Are you able to read and write? Yes No
8. Do you have a high school diploma or G.E.D.? Yes No

Transportation

9. Can public transportation take you where you want to go? Yes No
10. Is your car reliable and can it take you where you want to go? Yes No

Childcare

11. Do you need childcare but cannot afford it? Yes No
12. Do you need childcare but none is available in your area? Yes No

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Criteria for Closing a Case

No Longer Eligible	Non-Participating Behavior	Not Receiving Service
<ul style="list-style-type: none">• Meet or exceed established discharge criteria.• Meet or exceed established goals/outcomes.• Completed program as designed.• Lose program eligibility due to higher income.	<ul style="list-style-type: none">• Not engaged in agreed upon activities.• Not working towards established outcomes.• Violating terms of the signed case plan or client contract.• Routinely missing appointments in office or at home.	<ul style="list-style-type: none">• Moved out of service area.• Institutionalized; medical or psychiatric hospital, nursing home, prison and no longer eligible or receiving services.• No activity in six or more months.• Deceased.