



Keith Howard
Commissioner

2 Lafayette Street
19th Floor
New York, NY 10007

www.nyc.gov/dycd

GREETINGS FROM DYCD COMMISSIONER KEITH HOWARD

It is my pleasure to introduce the New York City Department of Youth and Community Development (DYCD) Case Management Standards Toolkit.

As the Commissioner of DYCD, I believe that our funded partners play a critical role in serving the needs of our youth, adults, families, and communities. To support them, they need the tools and resources to implement best practices in their programs. Effective case management is also essential to achieving DYCD's mission.

This toolkit is designed to provide a comprehensive framework for understanding the case management process and practical guidance for implementing it effectively. By utilizing the strategies and best practices outlined in this toolkit, our community-based partners will be better equipped to provide high-quality programs and services that promote positive outcomes.

I would like to thank all those involved in the development of this toolkit—including the authors, reviewers, and contributors—for their hard work and dedication. I am confident that this resource will be a valuable tool for our partners as they work to meet the needs of NYC youth and their families.

A handwritten signature in blue ink, which appears to be "Keith Howard".

Keith Howard