

Case Management

A collaborative process that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet the client's health and human services needs

A Case Manager facilitates client wellness and autonomy, links clients with appropriate providers and resources, and achieves optimum value and desirable outcomes for all

Principles



PERSON-CENTRED SERVICES

Client and family members (where appropriate) are engaged in all aspects of case management, and services are tailored to client's needs, preferences and goals



STRENGTHS PERSPECTIVE

Client strengths can be found within the person or the environment. Worker elicits, supports and builds on the resilience and potential for growth and development



PRIMACY OF WORKER-CLIENT RELATIONSHIP

Therapeutic relationship between worker and client is essential in helping the client achieve his goals



COLLABORATIVE FRAMEWORK

Worker works in collaboration with other workers, disciplines and organisations to advance the client's goals



PERSON-IN-ENVIRONMENT FRAMEWORK

Worker understands that the client is in a mutually influential relationship with his physical and social environment



MICRO, MEZZO, MACRO LEVEL INTERVENTIONS

Worker creatively uses a variety of approaches to effect change in individuals, families, communities, organizations, systems and policies

Steps

Assess
Collect in-depth information about a client's situation and functioning to identify needs in order to develop a comprehensive case management plan

1

Plan
With clients, determine and document specific action-oriented and time specific objectives, goals and actions to meet needs

2

Coordinate
Organise, obtain, integrate, modify and document resources needed to accomplish case goals

3

Monitor & Evaluate
Document and evaluate case plan's effectiveness in reaching desired outcomes and goals, and modify or change plans where necessary

4

Guidelines

- ✓ **Plan Ahead**
Plan before there is a crisis and alleviate crisis-provoking situations
- ✓ **Be accountable**
Do what you say you will do. Do it promptly. And carefully document what you have done
- ✓ **Be optimistic**
Expect improvement. Reinforce success. Never miss an opportunity to give positive feedback. Set up situations in which your client is likely to succeed rather than situations that are complex and tricky
- ✓ **Involve your client**
Let your clients decide what issues and problems in their lives take priority. Get their opinion and feedback about services and about their plans
- ✓ **Go where your clients are**
Do not stay in your office. Go out and see where your clients are interacting with others
- ✓ **Promote independence**
Model independence, encourage independence, teach skills to maintain independence
- ✓ **Develop a large number of resources**
Know what agencies exist in the community. Develop good support systems you can rely on