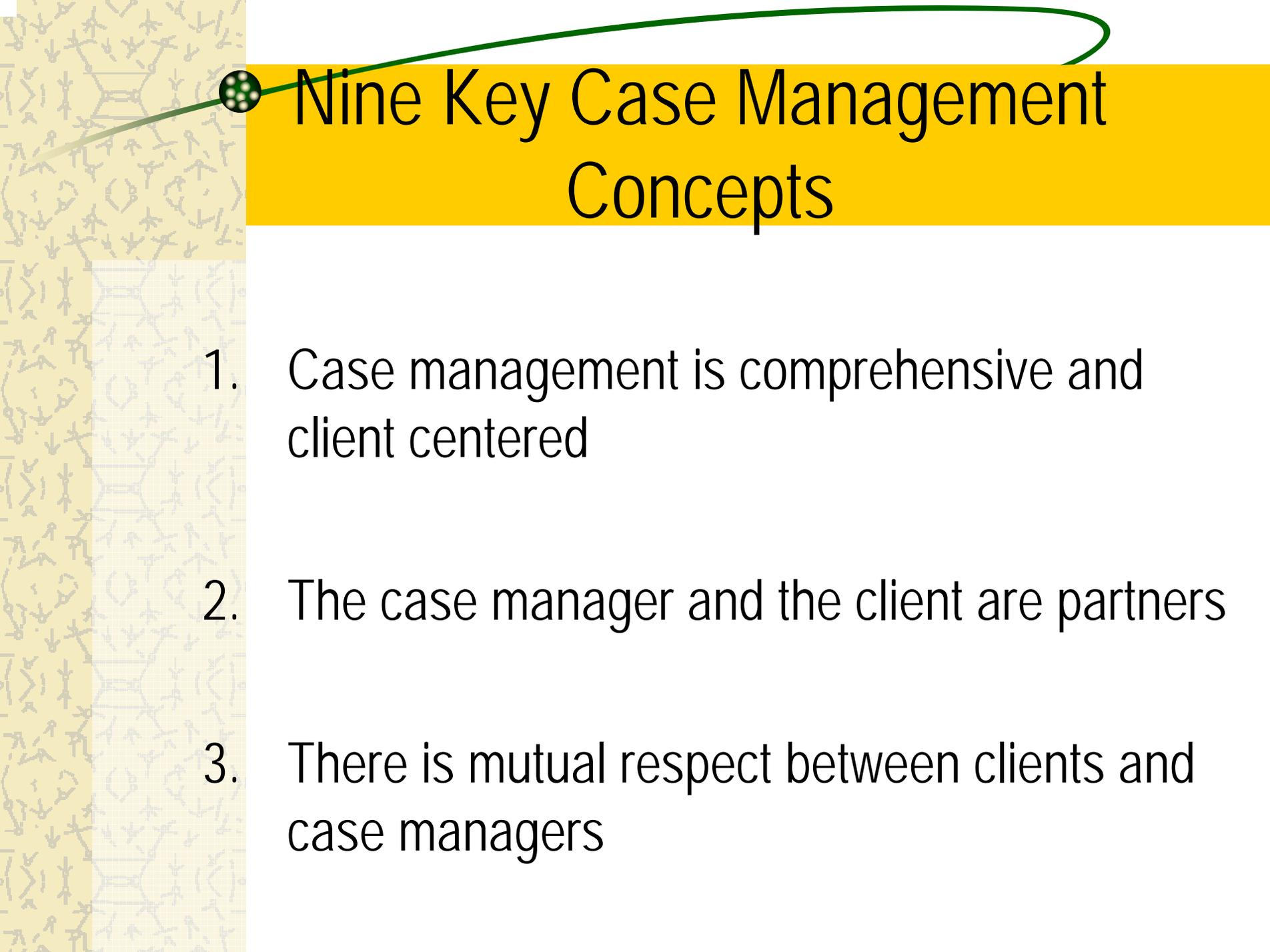




Intensive Services through Case Management

What is case management?

- ✦ Case management is the facilitation and coordination of services at the community level. The purpose of case management is to provide individuals with specific resources to take control of his/her life. It requires the case manager to focus on the long and short term goals an individual has and empower him/her to make educated decisions about their future.



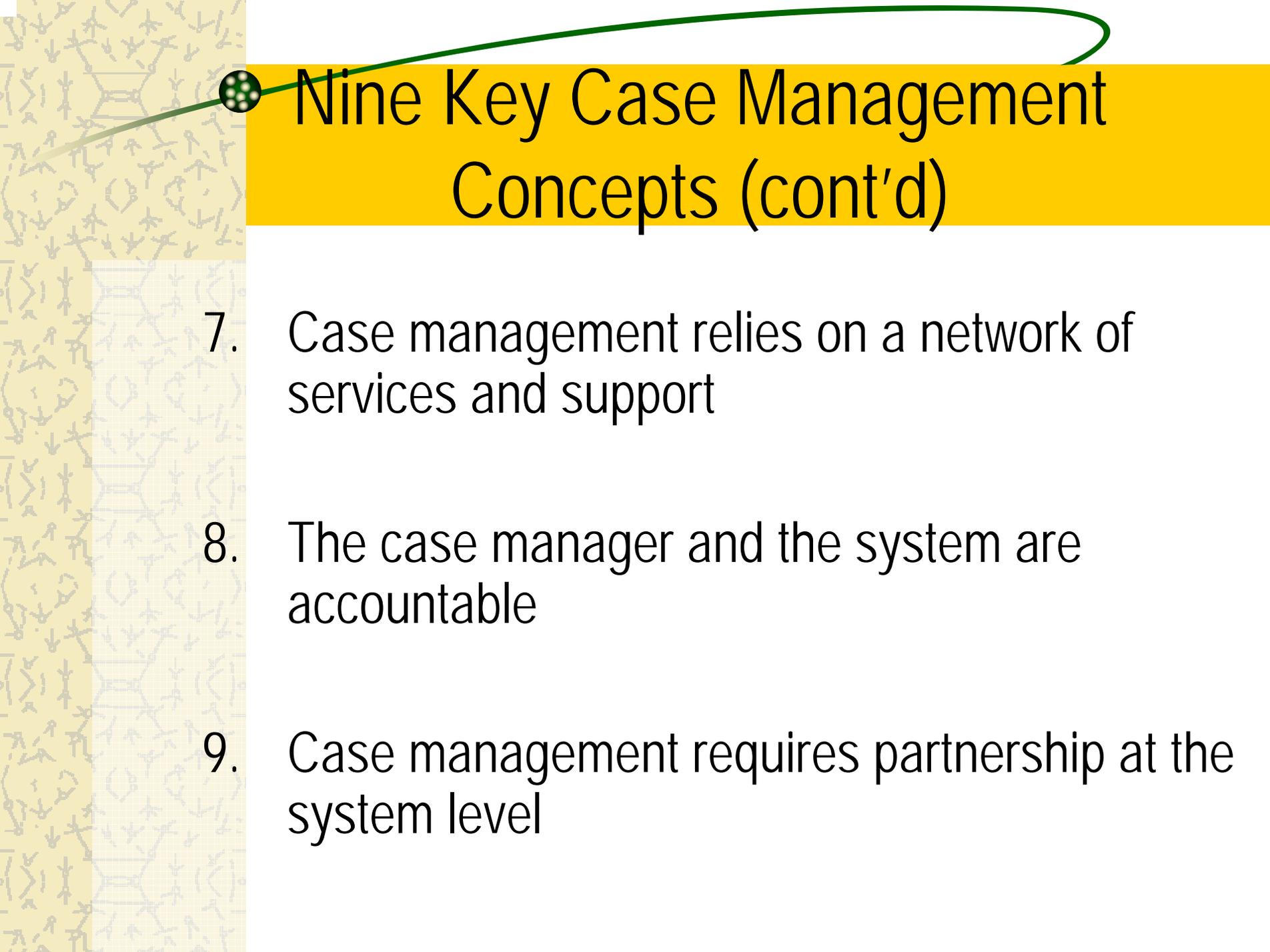
● Nine Key Case Management Concepts

1. Case management is comprehensive and client centered
2. The case manager and the client are partners
3. There is mutual respect between clients and case managers



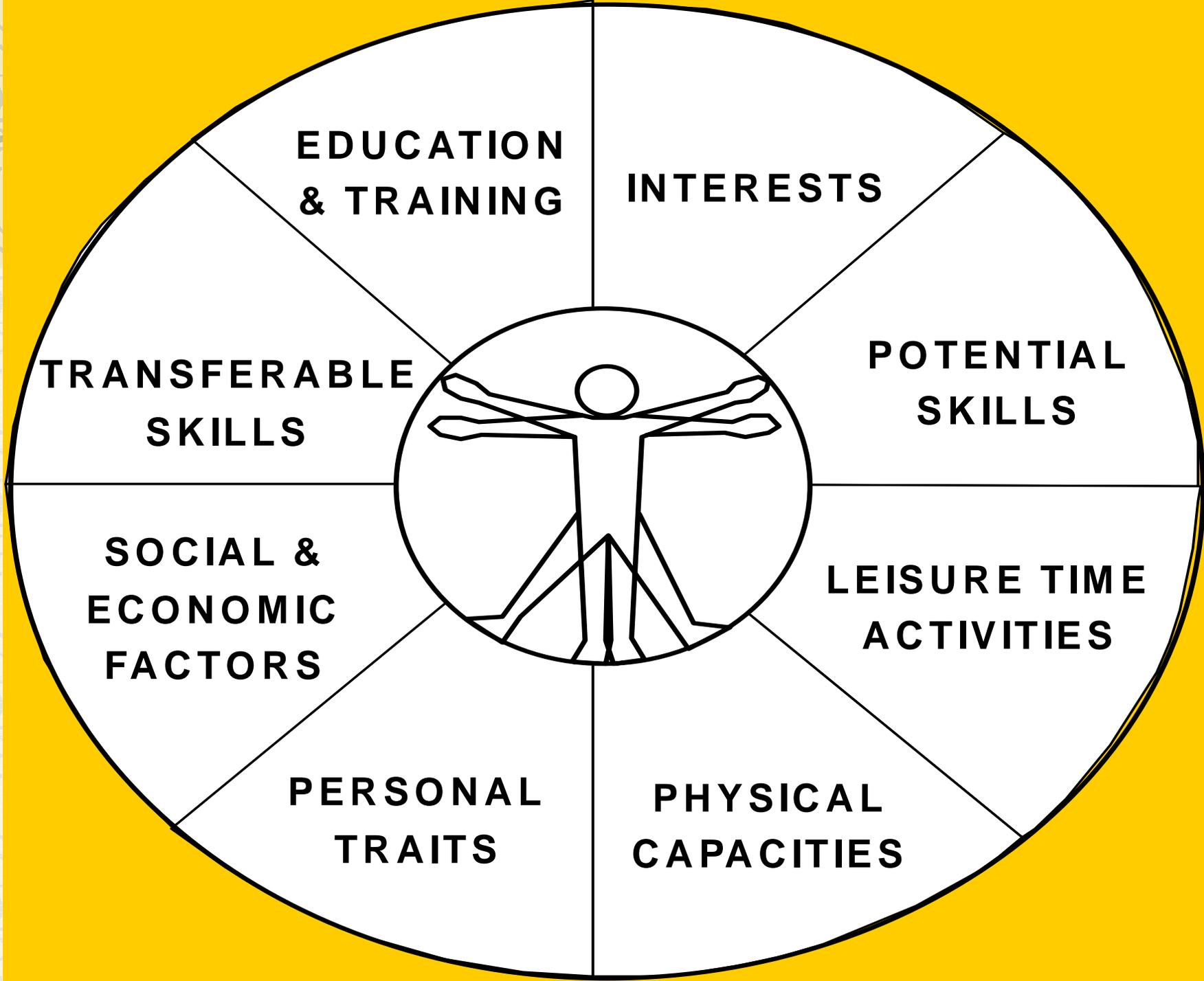
● Nine Key Case Management Concepts (cont'd)

4. A client has only one IDP
5. Case management relates client's actions to outcomes
6. Case management involves creative problem solving



● Nine Key Case Management Concepts (cont'd)

7. Case management relies on a network of services and support
8. The case manager and the system are accountable
9. Case management requires partnership at the system level



**EDUCATION
& TRAINING**

INTERESTS

**TRANSFERABLE
SKILLS**

**POTENTIAL
SKILLS**

**SOCIAL &
ECONOMIC
FACTORS**

**LEISURE TIME
ACTIVITIES**

**PERSONAL
TRAITS**

**PHYSICAL
CAPACITIES**

Four Step Goal Setting Process

1. Change the problem statement into goal statements



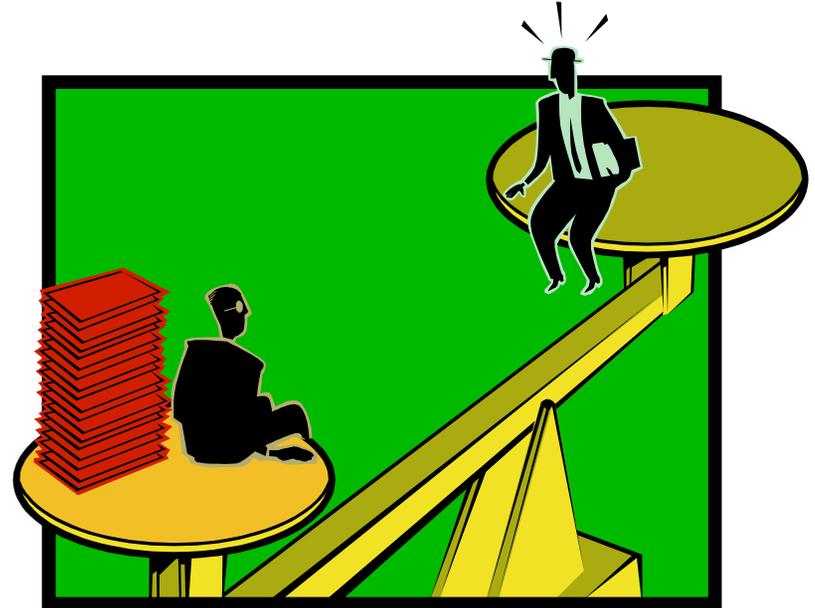
Four Step Goal Setting Process

2. Brainstorm solutions and options



Four Step Goal Setting Process

3. Balance ideals with reality and choose one or more options.



Four Step Goal Setting Process

4. Sequence services and options on the IDP and establish responsibilities





Criteria for Goals

S Specific

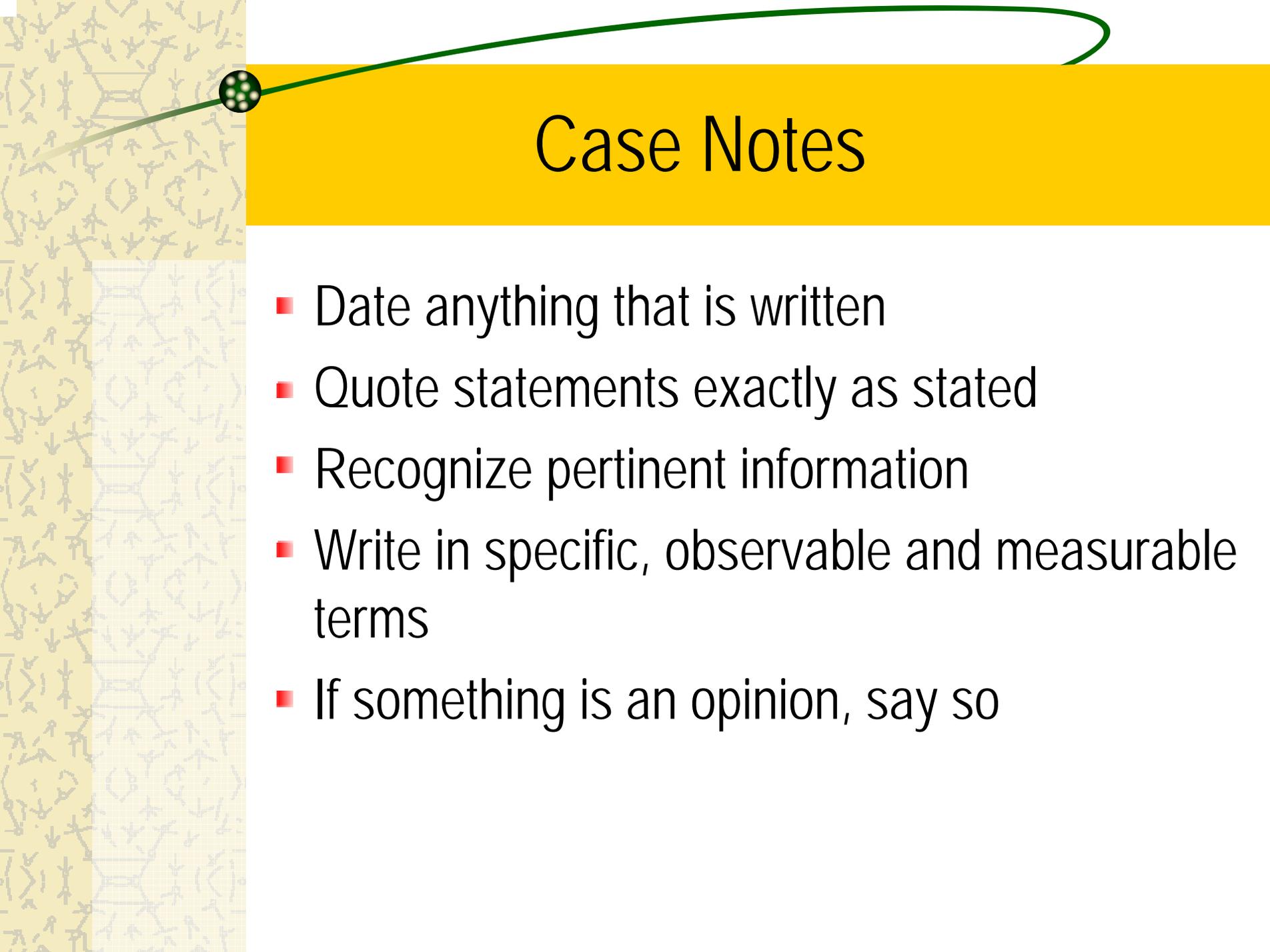
P Pertinent

A Attainable

M Measurable

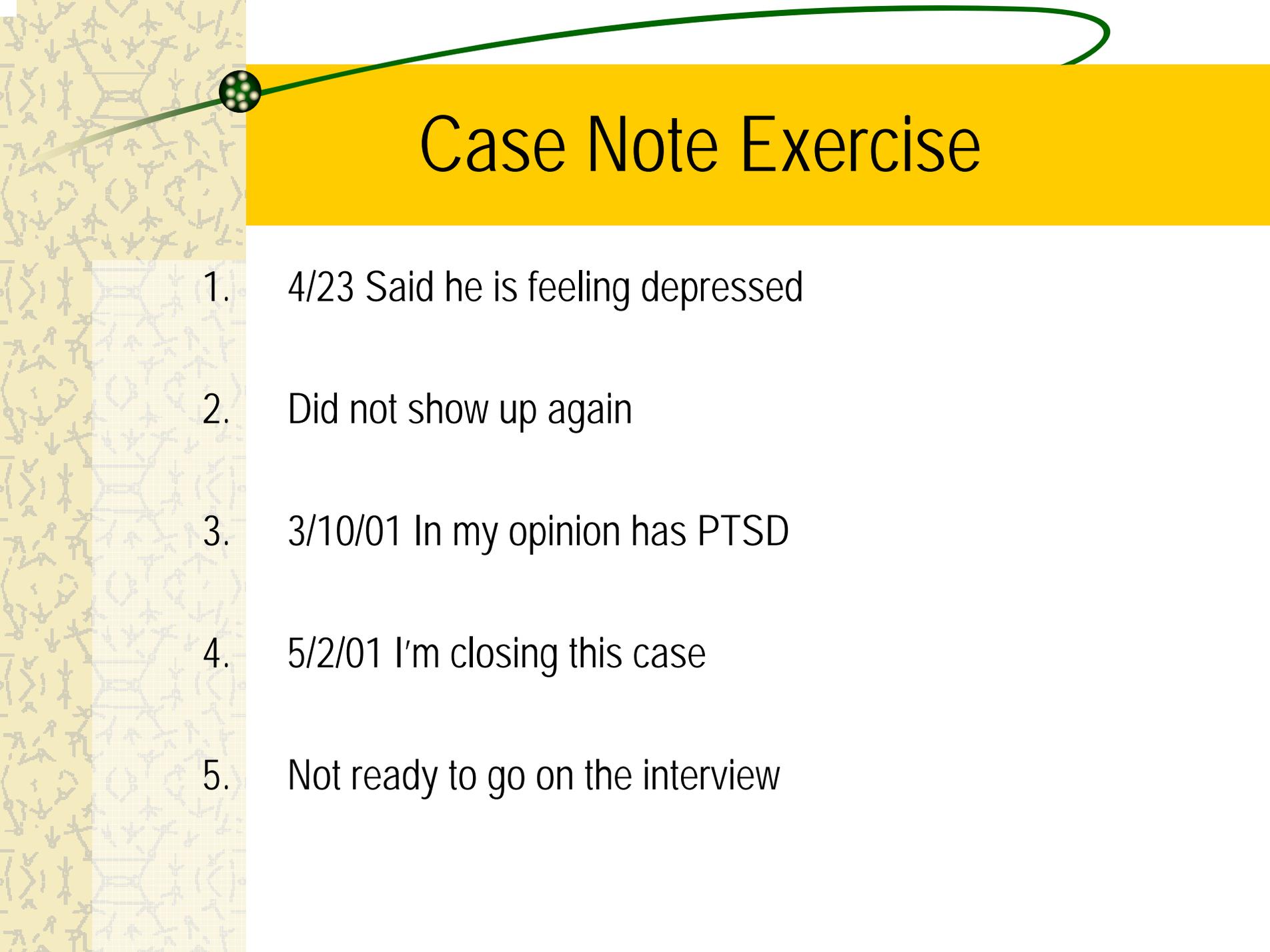
O Observable

R Rewards



Case Notes

- Date anything that is written
- Quote statements exactly as stated
- Recognize pertinent information
- Write in specific, observable and measurable terms
- If something is an opinion, say so



Case Note Exercise

1. 4/23 Said he is feeling depressed
2. Did not show up again
3. 3/10/01 In my opinion has PTSD
4. 5/2/01 I'm closing this case
5. Not ready to go on the interview

Reviewing IDPs

☀ Summary of the assessment information



☀ State specific goals



☀ State who is responsible

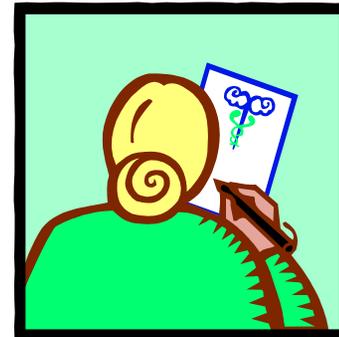


Reviewing IDPs (cont'd)

- Dates each step will be accomplished



- Client's and case managers signature



Reviewing IDPs

- ✦ Client should be given a copy



- ✦ Reviewed and updated regularly



- ✦ Can notes be deciphered

