COMPREHENSIVE CASE MANAGEMENT

I. Policy

Comprehensive case management services shall be available to each client to assist in achieving his or her individual goals and improving his or her quality of life.

II. Procedure

A. Assignment of Case Manager

During the first week in the program, the client shall be assigned a case manager. Assignments are based on, but not limited to, areas of strengths of case managers, client’s areas of need and case managers’ case loads.

B. Regular case manager/client meetings

The case manager and client will develop a meeting schedule on at least a weekly basis for supported living/ monthly basis for independent living. More frequent contacts will also be made on an as needed basis.

C. Case Manager responsibilities

The case manager shall:

1. Introduce him/herself to the client within 3 working days after the client’s acceptance into the program and attempt to open communications.
2. Discuss confidentiality and exceptions with the client.
3. Review program and agency operations and programming.
4. Review and reinforce the client’s level of understanding of rules and procedures.
5. Discuss the client’s concerns and needs, initiating problem identification and problem solving techniques;
6. Review potential areas of concern including
   a. Mental health: symptoms, understanding of illness, medication responsibilities;
   b. Substance abuse: patterns of use, past successful treatment modalities, program requirements;
   c. Interpersonal/Family relationships: client’s interest, if any, in pursuing reunification or notifying family of whereabouts;
   d. Educational/vocational aspirations;
e. Medical: immediate needs such as HIV care, dental care and any specific nutritional needs;

f. Legal issues including wishes as to end term care, advance directives, guardianship, and parole requirements.

g. Financial: program fees, rent, budgeting issues.

7. Discuss and develop client’s case management plan. The resident reserves the right to accept, change or ignore the advice of the case manager regarding the case management plan. At any time during the program, each resident has the right to review and/or change his/her plan with the assistance of staff.

8. Provide individual counseling and group counseling. Provide emotional support and encouragement along with accurate and honest feedback.

9. Meet with client regularly and jointly evaluate progress, resolution and difficulty obtaining goals.

10. Assist client in identifying positive leisure activities in community.

11. Assist client in identifying appropriate visitors and/or visit hours.

12. Assist and train client to be able to make appropriate contacts with community resources. Teach client to be able to advocate for self to secure necessary services.

13. Coordinate transportation for client’s medical appointments, court dates, meetings with referring agents and any other necessary meetings.

14. Assist in planning discharge and after care plan when necessary.