CLIENT-DRIVEN CASE MANAGEMENT

I. Policy

This program employs an empowerment model of case management service delivery. In this model, a client defines the goals that he/she wishes to prioritize; thus services provided are client-driven. It is the goal of program staff to provide non-judgmental support. We believe that people living with HIV/AIDS and addiction are competent and capable of making changes in their lives.

II. Procedure

A. Program staff will assist clients in obtaining the information they need to make well-informed decisions. Staff will allow clients to meet their own needs, to advocate for themselves and to access services directly whenever possible.
B. At the client’s request, program staff will undertake direct advocacy on behalf of the client.
C. The program will encourage and invite other service providers to collaborate around the well-being of the client.