

## SOUTHWEST IOWA CASE MANAGEMENT

### **What is Case Management?**

- Through an ongoing process of service coordination, Case Management assists individuals to live and work in the community.
- Case Management emphasizes each individual's abilities and strengths.
- Case Management encourages each individual to direct the decision making process and identify their own personal goals.
- Case Management monitors service provision on a regular basis.

### **What do Case Managers do?**

**Assessment:** Identify the individual's current desires, strengths, needs and barriers so they can live how they choose.

**Planning:** Assist the individual, family and team members with developing a service plan that addresses the life goals of the individual.

**Referral:** Link the individual with resources and supports in the community.

**Coordination:** Work to assure there is communication with all people involved so that everyone can access resources effectively.

**Monitoring:** Assure the continued appropriateness and effectiveness of all services and supports. Provide guidance and direction while seeking to empower the individual.

**Advocacy:** Strive to protect individual's rights and work to enhance their ability to make informed choices.

Case Manager's goal is to effectively utilize resources and services which will enhance your strengths and meet your needs.

Your Case Manager will meet with you face to face at least every 90 days and have on going contact on your behalf each month. Your case manager will have on going contact with your providers and prepare a quarterly progress report.

**Quality of Service:** The Southwest Iowa Case Management Medicaid Targeted Case Management program is accredited by the Iowa Department of Human Services Division of Mental Health, Mental Retardation, and Developmental Disabilities (DHS). We are also a member of County Case Management Services (CCMS). Personnel from DHS and CCMS periodically check consumer records for compliance with the state standards for case management services. DHS and CCMS personnel are required to keep all client information confidential.