

*Making Informed Choices
about Case Management Services
for Developmental Disabilities*

*A Resource Guide for Selecting a
Case Management Provider*



Introduction

Persons with developmental disabilities want the same opportunities everyone wants: not just to survive, but to thrive. They want to live in a safe, nurturing environment where their special needs can be met. Choosing a case management provider to assist in meeting these needs can often be a difficult task.

This guide book has been developed to assist with the process of selecting a provider and to help ensure that Individuals, families and others are informed of their alternatives, opportunities and rights.

The selection of a case management provider is based on consumer / guardian choice. When making this decision, it is important to gather information on the history, safety record and professional standards of the provider. It is also important to consider the provider's philosophy for treatment.

This guide is not intended as a referral guide, but as a tool to assist individuals and families in gathering the information needed to make the best possible choice of a case management provider.



Case Management for Individuals with Developmental Disabilities

Case Management services are designed to assist individuals in gaining access to needed medical, social, educational, vocational, and other non-treatment services based on the development of a comprehensive service plan, or the Person-Centered-Plan (PCP). The PCP identifies the services and the supports that you and your family would need to address your treatment issues. This involves locating, obtaining, coordinating and monitoring social, habilitative, medical and other services and supports needed to maintain the person's health, safety and well-being in the community.

Case Managers are responsible for on-going monitoring of services provided to the person with disabilities that are included in the Person-Centered-Plan. The service is generally not provided in an office but in the community where consumers reside and receive services.

Some primary responsibilities of a Case Manager include but are not limited to:

- * Actively seeking input from the person, family, guardian, provider(s), and significant others in developing the Person-Centered- Plan
- * Reviewing the Person-Centered-Plan routinely in order to assess and re-assess progress toward goals or the need to make revisions
- * Locating and coordinating sources of help so that the person receives available natural and community supports
- * Monitoring the person's situation to help assure quality care as well as the continued appropriateness of level of services being received

Staff Qualifications for this service include those with:

- * A Master's Degree in a "Human Services" area (Social Work, Psychology, Counseling, etc., with experience working with the population)
- * A Bachelor's Degree with experience working with the population
- * Registered Nurse with experience working with the population
- * A Licensed or Certified professional (Social Work, Psychology, Counseling, Substance Abuse) with experience working with the population



Getting the Information You Need About Case Management

It is up to the consumer/guardian to select the case management provider. Selecting a Case Management Provider is an important decision, and gathering pertinent information and comparing providers can help you find the best provider to meet your /your child's needs. Some of the things that are recommended in this selection include:

- Make a list of things that are important to you in working with you and/or your family member.*
- Interview staff or management. It is helpful to prepare a list of questions beforehand and ask the same questions of each provider you interview.*
- Contact Advocacy organizations or other families/individuals who are receiving similar services .*
- Additional information for a specific case management can be provided and will include any of the following that is available:*

Monitoring Reports

Program Accountability Reports of substantiated deficits

Medicaid Audit Reports

**The full text of the summary reports from Program Accountability and Medicaid audits related to specific facilities will be available for review by the person served and/or the guardians.*



Questions you can ask when selecting a provider for Case Management

1. What is your case management philosophy? How do you handle crisis situations during the day/at nights/on weekends/holidays?
2. What populations have you dealt with? (examples: children, adults, verbal, non-verbal, functioning level)
3. How long has your company been doing case management?
4. Approximately how many hours a month do you spend with each client?
5. Tell me about the experience of your case managers.
6. What is your case manager-to-client ratio?
7. What is your staff turn over rate?
8. What techniques are you familiar with to increase the language skills of a non-verbal consumer?
9. Are you set up to order supplies for CAP-MR/DD funded services? If not, will you be soon?
10. Are you up-to-date with Mental Health Reform and CAP MR/DD waiver changes? Can you tell me about new service definitions and CAP waiver changes and how they will affect us (consumer and family)?

Contact Person _____ Phone _____ Date _____



Example Situation

*Propose a scenario (a problem you have had in the past).
Ask how the provider would handle the problem to address it.*



NOTES

