



National Association of
Case Management

Bettering the profession and those who champion it

The background is a dark teal color with white decorative circuit-like lines in the corners. These lines consist of straight lines connecting to small circles, resembling a network or data flow diagram.

WHAT CASE MANAGEMENT IS AND ISN'T

Ervin R. Munro, M.S.

ABOUT THE PRESENTER



Ervin R. Munro has a Master's degree in School Psychology and a Bachelor's degree in Education from the University of Wisconsin-Whitewater; completing post-graduate studies at UW-Milwaukee and Marquette University. He worked in the behavioral healthcare field for over 40 years in a variety of settings as a licensed Private Practice Psychologist, School Psychologist, Educator, Case Manager, Hospice Worker, Director of Social Services, Community Center Administrator, and Operations Manager for a large medical clinic.

Mr. Munro currently works as a private Educator, Trainer, and Consultant with many social service agencies and has received numerous awards and commendations for the workshops/webinars that he has conducted throughout the United States. For 17 years, he served as the Director of Social Services at SRO Housing Corporation working with the largest homeless population in the nation located in the "Skid Row" area of downtown Los Angeles, California. Some of his many other professional positions included: Co-founder and Co-chair of the Case Management Task Force of Los Angeles County, Co-founder and Director of the Labor Immigrant Assistance Project, and Co-founder/First Acting Executive Director of AIDS Project Los Angeles.

Mr. Munro was the recipient of the 2011 National "Distinguished Alumni Award for Community/Regional Service" from the University of Wisconsin-Whitewater.

The background is a dark teal color. In the four corners, there are white, stylized circuit board traces. These traces consist of straight lines that turn at right angles, ending in small white circles. The traces are arranged in a way that suggests a network or a complex system.

WHAT CASE MANAGEMENT IS AND ISN'T

ERVIN MUNRO, M.S.

PRIMARY TOPICS:

- **What is Case Management?**
- **Philosophy/Principles of Case Management**
- **Continuum of Case Management**
- **Problem-Solving/Decision-Making Process**
- **Case Management Responsibilities (Do's and Don'ts)**
- **Basic Case Management Processes**

BEHAVIORAL VS. MEDICAL HEALTHCARE

Behavioral Healthcare

Case Manager

Service Coordinator

Counselor

Therapist

Psychologist

Social Worker

Medical Healthcare

Physician

Dentist

Nurse

Chiropractor

Dermatologist

Physical Therapist

Psychiatrist

Medical Social Worker

Discharge Planner

Medical Case Manager

Behavioral Healthcare



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Medical Healthcare



AMERICAN CASE MANAGEMENT ASSOCIATION



Recipients of Case Management:

- **Clients**
- **Patients**
- **Members**
- **Participants**
- **Consumers**
- **Patrons**
- **Others**



Providers of Case Management:

- **Case Managers**
- Case Workers
- Service Coordinators
- Counselors
- Social Workers
- Others



What is

A hand holding a red marker is writing the words "CASE MANAGEMENT" in bold, black, uppercase letters on a white surface. A red horizontal line is drawn underneath the text. The background of the image is a light, neutral color.

CASE MANAGEMENT

?

A process of **accessing and coordinating services** needed to achieve progress toward **self-sufficiency**.

General Philosophy/Principles of Case Management

To empower clients to utilize their own strengths and to take charge of their own situations.

- a. Assess needs and strengths
- b. Develop a plan
- c. Provide information and education
- d. Encourage independence and implementation
- e. Monitor and provide support

General Philosophy/Principles of Case Management

Strengths-Based Approach:

- a. Identify personal strengths
- b. Ensure right to self-determination
- c. Encourage client motivation
- d. Work toward cooperative exploration
- e. Redirect attention
- f. Explore resources

General Philosophy/Principles of Case Management

Solution-Focused Approach:

- a. Develops well-formed goals (SMART Goals)
- b. Highlights “exceptions”
- c. Increases awareness of strengths

Bottom Line: Information, Education, & Support (I, E, & S)
Efficiency and Effectiveness (E & E)

What is a Case Manager?



An individual who serves as **a point person** for a client, as s/he attempts **to arrange for services,** both within and outside of an agency.

What does a Case Manager do?

The **basic functions** usually include:

- Orientation
- Assessment
- Case Planning
- Referrals for Services
- Monitor Progress
- Advocate
- Recordkeeping
- Close-out Cases



What kind of services do Case Managers **arrange** for clients?

- **Food** (food banks, food vouchers, emergency food, senior nutrition sites, etc.)
- **Residential Services** (emergency, transitional, permanent housing; Sec. 8, reasonable accommodations, supportive housing, etc.)
- **Mental Health** (individual therapy, support groups, medication, etc.)
- **Recovery Services** (substance use/abuse, sexual habits, meetings, etc.)
- **Employment** (job search, interviewing, training, résumé preparation, etc.)
- **Public Benefits** (SSA, Veterans Affairs, DPSS, insurance matters, etc.)
- **Money Management** (savings, wise shopping, paying bills, etc.)
- **Legal Services** (fair housing concerns, immigration matters, etc.)
- **Transportation** (bus tokens, taxi, van transportation, etc.)
- **Home Health Care** (Medical case management, attendant care, IHSS, hospice care, etc.)
- **Education** (safety issues, independent-living skills, healthy diet, etc.)
- **Dental/Medical Assistance** (visiting providers, on-site health screenings, referrals, etc.)
- **Support Services** (local faith centers, support groups, outings, 12-step meetings, etc.)
- **Socialization & Recreation Activities** (sports, entertainment events, museums, parks, etc.)
- **Child Care** (maternal and child-support services, child-care centers, etc.)
- **Special Services** (Art/Mosaic workshops, quilting classes, tickets to special events, etc.)

Case Management Continuum

Outreach							After-Care ⇒
	Referrals	Intake	Assessment	Case Planning	Monitoring/Follow-up	Case Closure	
		(Demographic Information)	(Identify Needs)	(Goals, Objectives, and Action Steps)	(As needed. Minimum every 30 days or per grant requirements)		
	Stages 1 & 2		Stage 3	Stages 4 & 5		Repeat Stages as Needed	
	What	How	What	How	What		

Problem-Solving/Decision-Making Process

Problem-Solving/Decision-Making Process ®

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
<i>What</i>	<i>How</i>	<i>What</i>	<i>How</i>	<i>What</i>
Define the situation.	Determine the emotional response to the situation.	List options/ alternatives/ideas/ possibilities to address the situation.	Assess the emotional response to each option/alternative/idea/possibility.	Select the best option/alternative to address the situation.
<i>What's happening?</i> What's going on? <i>What do you need?</i> What's on your mind? <i>What would you like to talk about?</i>	<i>How are you feeling?</i> How does that make you feel? <i>How are you doing?</i> How did you feel about that?	<i>What have you done about it already?</i> What do you see as a possibility? <i>If you could change anything, what would you do?</i> What do you think might work in your situation?	<i>How do you feel about that idea?</i> How does that possibility work for you? <i>How does this option differ from that one?</i> How do you think this alternative will work in your situation?	<i>What would you like to do about it?</i> What do you think is the best option for you? <i>What alternative are you most comfortable with?</i> What would you like to try in your situation?
Defining Situation		Exploring Options		Selecting Alternative

The alternative selected becomes the “goal” that the person will use to address the situation. The next step is to “implement the alternative.”

Setting SMART Goals

S	Specific, single result
M	Measurable
<u>A</u>	Action-oriented
R	Realistic
T	Target date

Specific

Focus on a single result.

To obtain permanent housing by completing specified action steps before 04/01/2024.

Measurable

How will you know you have reached your goal?

To obtain permanent housing **by completing specified action steps** before 04/01/24.

Action-oriented

Begin with an action verb.

To obtain permanent housing by completing specified action steps before 04/01/24.

Realistic

Is it challenging yet attainable?

To obtain permanent housing by completing specified action steps before 04/01/24.

Target date

Set a timeline.

To obtain permanent housing by completing specified action steps **before 04/01/24.**

Individual Action Plan (IAP) Process

Development	Implementation	Monitoring and Follow-up
<p>Assess client's <u>situation</u></p> <p>Identify client's <u>needs</u></p> <p>Explore and define <u>options</u></p> <p>Research, identify and develop <u>resources</u></p> <p>Provide information and <u>materials</u></p> <p>Match needs with resources</p> <p>Review and evaluate client's <u>chart</u></p> <p>Contact internal staff as <u>needed</u></p> <p>Respond to other community <u>resources</u></p> <p>Write progress notes and <u>follow-up</u></p> <p>Arrange for translations as <u>needed</u></p> <p>Write Individual Action Plan</p>	<p>Complete referrals</p> <p>Provide information and <u>materials</u></p> <p>Assess barriers to <u>implementation</u></p> <p>Seek additional <u>information</u></p> <p>Review and evaluate client's <u>chart</u></p> <p>Contact client as <u>needed</u></p> <p>Write progress notes and <u>follow-up</u></p> <p>Prepare <u>correspondence</u></p> <p>Respond to community <u>resources</u></p> <p>Contact resources</p> <p>Prepare applications, when necessary</p> <p>Arrange for translations as <u>needed</u></p>	<p>Face-to-face meetings</p> <p>Telephone contacts</p> <p>Follow-up messages to client and staff</p> <p>Re-assess situation and <u>needs</u></p> <p>Review and evaluate client's <u>file</u></p> <p>Monitor status as <u>needed</u></p> <p>Contact clients as <u>needed</u></p> <p>Contact internal staff as <u>needed</u></p> <p>Respond to community <u>resources</u></p> <p>Write progress notes and <u>follow-up</u></p> <p>Arrange for translations as <u>needed</u></p> <p>Re-assign when appropriate</p>

Some Examples of Case Management Responsibilities

(Do's and Don't's)

What Case Managers Do

- Develop Case Plans (IAPs)
- Arrange for Emotional Support
- Refer to Agency Programs
- Refer to Community Resources
- Advocate for Clients
- Consult with Clients
- Assess Client's Situation
- Provide Information & Materials
- Monitor Status of Client
- Assess Barriers to Services
- Educate Clients

At Case Manager's Discretion

- Complete Applications
- Prepare Correspondence
- Store Personal Property
- Receive Client's Mail

Needs Supervisor's Approval

- Visit Clients Off-Site
- Use Discretionary Funds
- Appear in Court
- Assist with Durable Power of Attorney and Will Writing
- Witness Legal Documents
- Over-night Passes

What Case Managers Do Not Do

- Establish Personal Relationships, i.e. Personal Calls, Dating, Sex, etc.
- Transport Clients
- House Clients
- Lend or Borrow Money
- Act as a Conservator
- Assist with Suicide Plans
- Indulge in Alcohol, Tobacco or Drugs with Clients

Let's
Review!

What Case Management **Is**:

- A process to assist clients toward self-sufficiency
- Case Managers serve as the facilitator of the process
- Focus is on client strengths and self-determination
- Primary role of a Case Manager is to provide information, education, and support (efficiency and effectiveness)
- Arrange for services to address people's conditions and situations

What Case Management **Is Not**:

- Taking care of people
- Providing medical advice, therapy, counseling, etc.
- Imposing personal agendas on clients
- Doing for clients what they can do for themselves
- Rescuing people, e.g. providing housing, lending money, transportation, etc.

NACM Resources (News and Events)

- https://www.yournacm.com/news_publications/resources.html
- National Association of Case Management (Copyrighted Documents):
 - National Association of Case Management Practice Standards
 - National Association of Case Management Code of Ethics

Other Resources:

- *CMSA Core Curriculum for Case Management, 2nd Ed.*
Suzanne K. Powell and Hussein A. Tahan (2008)
- *The Practice of Generalist Case Management*
Barbara J. Holt (2000)



The End . . .

Thank You

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