



Understanding Case Management

Understanding Your Case Management Services: THE ADULT BEHAVIORAL HEALTH PROGRAM AT THE GUIDANCE CENTER

As a recipient of behavioral health services at The Guidance Center, you may be assigned a Case Manager at the time of your intake. Case management services are intended to help you design and implement an individualized plan to help you meet your needs, and pursue your hopes and dreams for the life you want. In addition to helping you address your mental health treatment and recovery, case management services can help you gain access to medical and dental care, transportation, social services, financial assistance, housing, employment, education, recreation and so on.

Your Case Manager will work with you to:

- Assess your strengths and needs.
- Develop a Person Centered Plan that defines your specific goals, the services you need, and how you would like those services to be delivered.
- Link you with services available at The Guidance Center and other community organizations.
- Coordinate your services within The Guidance Center, and with other organizations outside of The Guidance Center.
- Assist with accessing entitlements and/or legal representation.
- Coordinate with the Medicaid Health Plan, Medicaid fee-for-service, or other health care providers.
- Identify and overcome any barriers to receiving services and meeting your needs.
- Monitor and review your progress.
- Adjust your Person Centered Plan when your needs change.
- Facilitate crisis planning including, identifying the process for after-hours contact.
- Assist with crisis Intervention, discharge planning, including community supports after hospitalization.

Your assigned Case Manager is your link to your treatment and recovery team at The Guidance Center. He or she is responsible to help you develop your initial Person Centered Plan within 30 days of your intake. Your Person Centered Plan will document who will be included on your team and what they will do. Your Case Manager will communicate with other members of your team on a regular basis to ensure that your services are delivered in a coordinated manner.

If, for any reason, your assigned Case Manager is unavailable at your scheduled appointment time, another Case Manager will see you for your appointment; or you may reschedule with your assigned Case Manager for another time. If you are seen by another Case Manager, your assigned Case Manager will be informed about your visit, and will continue to provide case management services to you as specified in your Person Centered Plan.