

Introduction

Many people work with case managers. They play an important role in support coordination. Case managers support you in getting the services you need.

Sometimes it is hard to understand what exactly case managers do. This video is designed to help you understand the role of case management.



Who are case managers?

Case managers are health and human services workers who coordinate other people's health and social care.

They help people obtain services and make decisions about their care.

If you receive a variety of services, you may have different case managers for different services.



There are many names for people who are case managers.

Common job titles for case managers include...

Care coordinators

Care managers

Service coordinators

Support coordinators

Rehabilitation counselors

Case workers

Access specialists

Patient navigators

... and others.





The Working with Case Managers
Video Series



https://www.fddc.org/resources/#guide

The "Working with Case Managers" guide can help you understand what to expect from your case manager.

It includes:

A list of key skills and responsibilities

Surveys designed for people who use services and their caregivers

A worksheet to help you share feedback

WORKING WITH CASE MANAGERS

A guide for people with disabilities and caregivers







Key skills of case managers





Respects
people's
background and
life experiences

Builds rapport

Supports decision -making

Incorporates feedback

Respects people's background and life experiences

Case managers respect all people regardless of their culture, life experiences, or disabilities.



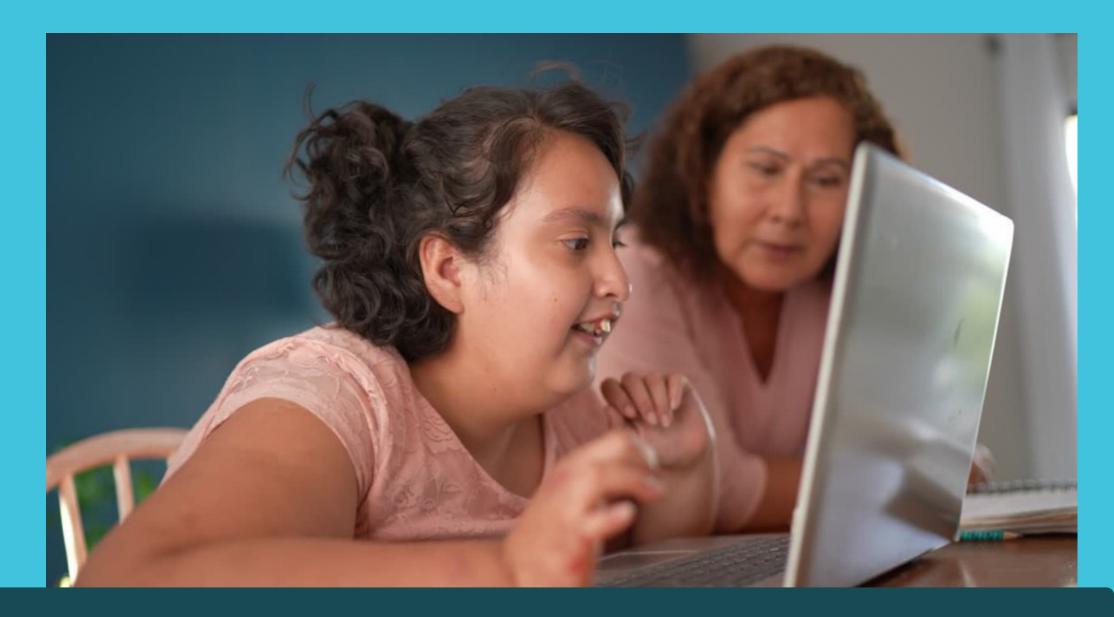
Builds rapport

Case managers have good relationships with the people they work with. They build trust so participants and caregivers feel comfortable asking them for help.



Supports decision making

Case managers help participants set goals and make informed decisions.



Incorporates feedback

Case managers ask participants and caregivers for feedback and make changes based on this feedback.





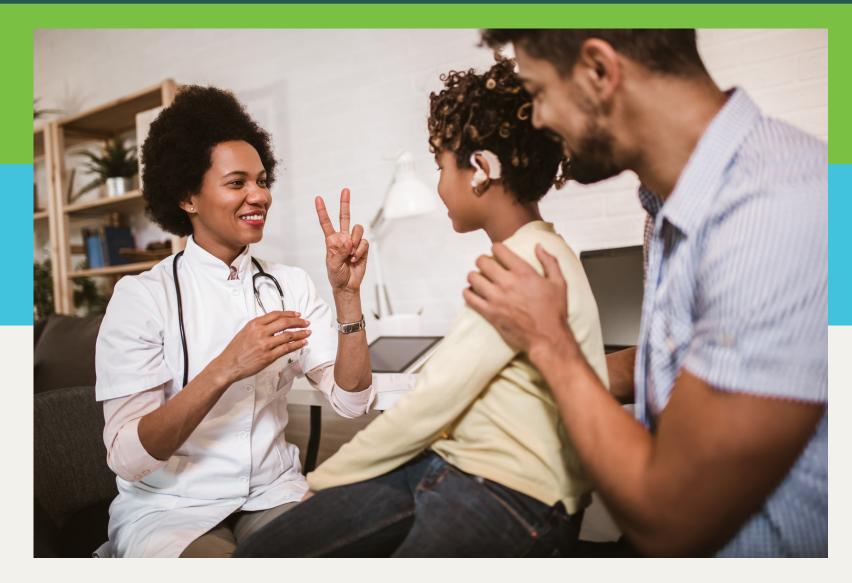
Effective Communication

Communicates clearly

Listens generously

Checks for understanding

Communicates clearly



Case managers are clear communicators and easy to understand.

Listens generously



Case managers are good listeners. They encourage participants and caregivers to share their thoughts, feelings, and needs.

Checks for understanding

Case managers check that participants and caregivers understand what was discussed. Case managers also ask questions to make sure they understood what participants and caregivers tell them.





Professionalism Skills

1

Explains roles and responsibilities

Case managers tell participants and caregivers what to expect from them.

2

Prioritizes and responds in a timely way

Case managers respond promptly to participant and caregiver requests. They prioritize and respond immediately to emergencies.

3

Is reliable

Case managers do what they say they will do.

4

Addresses questions and issues as they arise

Case managers answer questions and find a way to solve problems.

5

Completes administrative tasks

Case managers complete paperwork correctly and on time.

Skill 3



Support and Service Facilitation

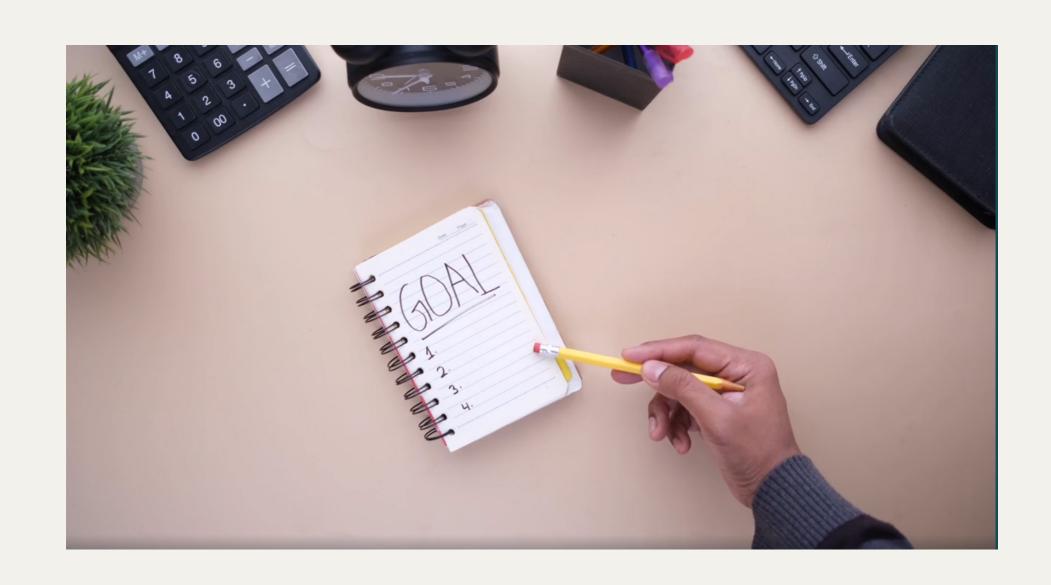
Assess
participant's
support and
service needs

Educates
participant and
caregiver about
support and
service options

Helps provide access to supports and services

Monitors supports and services

Assesses participant's support and service needs



Case managers are good at finding out what participants need to improve their quality of life and to become more independent.

Support and Service Facilitation

Educates participant and caregiver about support and service options

Case managers know about supports and services in the community.

Case managers educate participants and caregivers about their choices.

They help participants and caregivers anticipate potential response times, outcomes, and next steps when they interact with providers or support services.

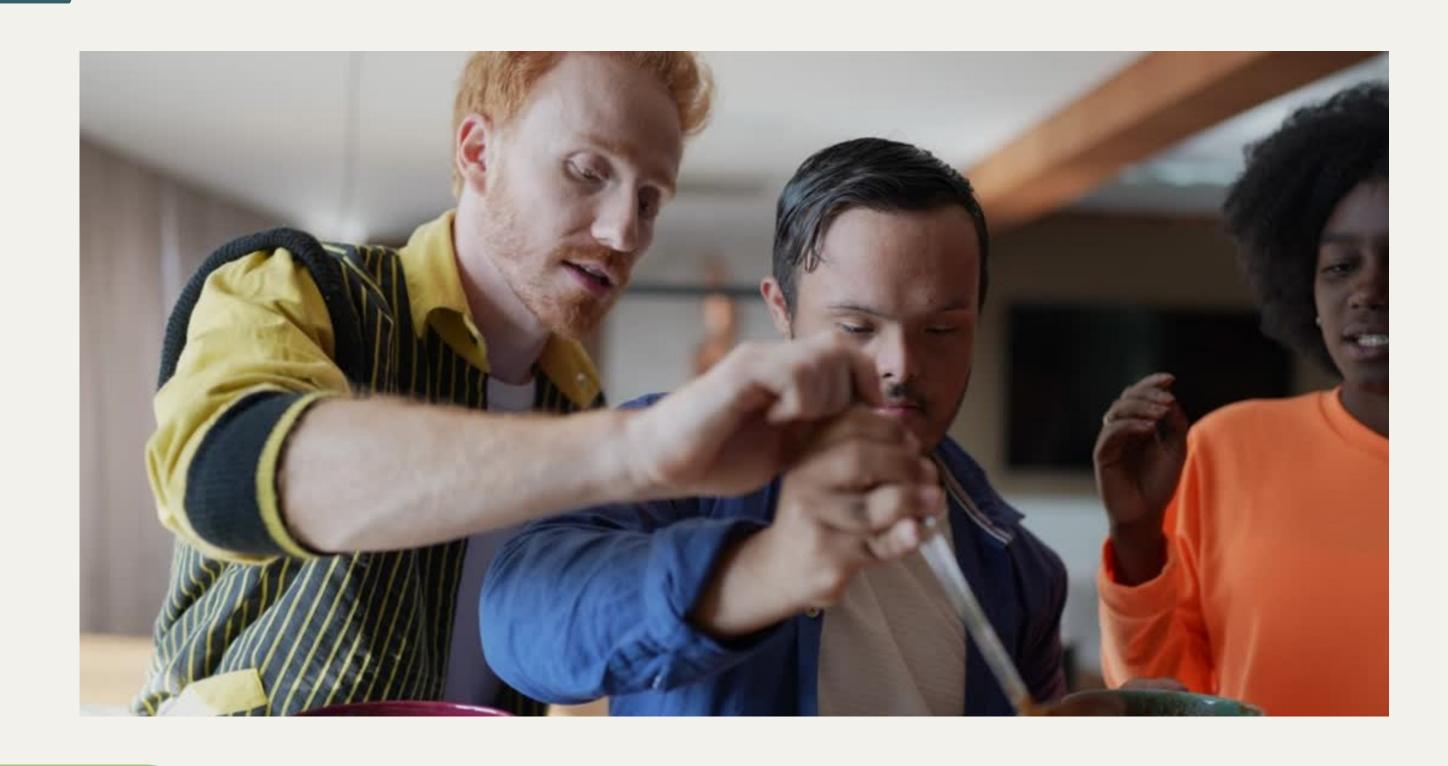
Helps provide access to supports and services

Case managers help participants apply for programs and services. If needed, they advocate on their behalf.



Monitors supports and services

Case managers make sure participants receive safe, high-quality supports and services.





Support Team Coordination

Develops relationships with the support team

Coordinates the support team's roles and responsibilities

Helps ease transitions

Develops relationships with the support team

Case managers get to know the health care and social services professionals (the support team) who work together to provide services to participants.

Support Team Coordination







Coordinates the support team's roles and responsibilities

Case managers make sure members of the support team each do their part and work together to support participants' goals.



Support Team Coordination

Helps ease transitions

When participants' needs change, case managers work with the support team to switch participants to supports and services that meet their new needs.

Review

The five key skills of case managers are:

Positive Relationship Building

Effective Communication

Professionalism

Support and Service Facilitation

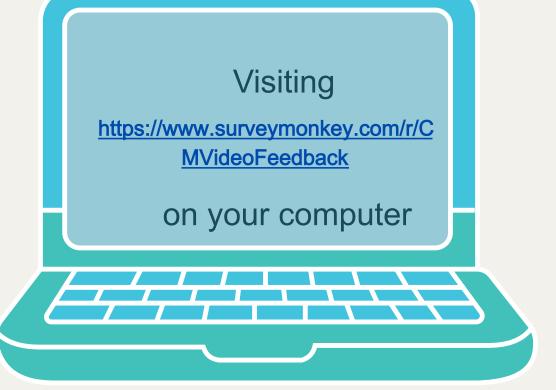
Support Team Coordination

Review

Thank you for watching Understanding Case Management.

Share feedback about this video by:





Review

Watch Part 2 of the
Working with Case Managers
video series to learn about a
survey that helps you
understand how well your case
manager is doing at their job.



This video was developed for:



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This project is funded by the Florida Developmental Disabilities Council, Inc., supported in part by grant numbers 2101FLSCDD and 2201FLSCDD from the U.S. Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS), Washington, DC, 20201, as part of financial assistance awards totaling \$8,671,738, with 100 percent funded by ACL/HHS. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy and do not necessarily represent the official views of, or endorsement by, ACL/HHS or the U.S. government.