**Case Management Resource:**

* [2-1-1 Tampa Bay Cares](http://www.211tampabay.org/) - Online database of social services resources in Pinellas County.

**Case Management**

Persons who are substance dependent often have problems in many of the biopsychosocial spheres of their lives. Common problems include poor health, financial problems, relationship problems, employment/education problems, homelessness, legal problems and mental health issues. Often, these problems need to be addressed, if the person is going to maintain sobriety. This is where effective case management plays a key role. A good case manager will link together different service resources to provide a comprehensive plan specific for the needs of their client.

* Case management is a set of social service functions that help clients access the resources they need to recover from substance abuse. These functions include:
  + Assessment
  + Planning
  + Linkage
  + Monitoring
  + Advocacy

The difference between a case manager and a counselor?

* Case Manager - Links client to services (resource acquisition).
* Counselor - Facilitates intra and interpersonal change.

4 major objectives of case management:

* Continuity of care
* Accessibility
* Accountability
* Efficiency

Case management principles:

* Case management offers the client a single point of contact with health/social services.
* Case management is client-driven and driven by client need.
* Case management involves advocacy.
* Case management is community-based.
* Case management is pragmatic.
* Case management is anticipatory.
* Case management is flexible.
* Case management is culturally sensitive.

**Service Planning**

Case managers assist their clients in developing a personal plan to meet their varied needs.

The service plan contains:

* Long term goals
* Current status narrative
* Required services, supports and resources

Service plan goals (things that are to be achieved) need to be:

* Behaviorally specific
* measurable
* tangible

**Making Referrals**

Reasons to refer a client:

* When a client is in need of a service that you or your agency cannot provide.
* When the counselor believes s/he is not the best person to provide a particular service.
* When the counselor feels there may be a conflict of interest in providing the service.
* When the counselor recognizes that the client needs a different level of care.