

What You Can Expect from a Targeted Case Manager

What are the job duties of a Case Manager?

Case Managers assist the person and/or their support network to identify, select, obtain, coordinate, and use both paid services, and natural supports to achieve their preferred lifestyle. The case manager serves as an advocate and the coordinator of services that are needed. Case Managers do not provide any direct care to individuals. Case Management services shall include the following:

- Assessment- ongoing review of the individual's needs, the preferred lifestyle, and available resources to the individual in formal and informal methods.
- Support Planning- developing, updating and reviewing of the individual's person-centered support plan in order to build upon assessment information to assist the individual in achieving the preferred lifestyle
- Support Coordination- Arranging for and securing supports outlined in the person-centered support plan and accessing natural or community support systems.
- Monitoring and Follow up- ensuring the person-centered support plan and related supports/services are effectively implemented and adequately addressing the needs of the individual.

Case Managers can also assist individuals on their behalf at meetings, appointments or events as requested.

When will I receive a Targeted Case Manager?

Once an individual has been determined eligible for I/DD services, they will be offered a choice of our Case Management agencies in Butler County. After the *Case Management Choice Form* has been signed and submitted to the CDDO, the file will be referred out within 2 business days. The Case Management agency will contact the family to schedule an introduction meeting within 10 business days.

CDDO of Butler County
2101 Dearborn, Suite 301
Augusta, Ks 67010
316-322-8777

How often should I expect to hear from my Targeted Case Manager and how will we meet?

Each Case Management agency develops their own policy on contact with individuals and/or families. Ask your TCM agency what their policy is and determine if that policy works for you.

Once a case manager has been assigned to your case, discuss the best options for meetings and assure your case manager can meet your needs. (Some case managers work on a flexible schedule to meet the needs of working families)

How much will I be charged for case management?

There is no cost to an individual or family for Case Management services at this time. The service is either funded by Medicaid or the CDDO of Butler County (for individuals not eligible for Medicaid)

What do I do if my case manager isn't meeting my needs?

If you're assigned Case Manager isn't meeting your needs:

- Share your concerns with your assigned Case Manager and outline your direct needs.
- If there is no improvement after your concerns have been addressed, contact the Director of Case Management for that agency to determine if a different case manager might be more suitable.
- If you prefer to change to another Case Management Agency, contact the CDDO of Butler County to assist with the transfer.

