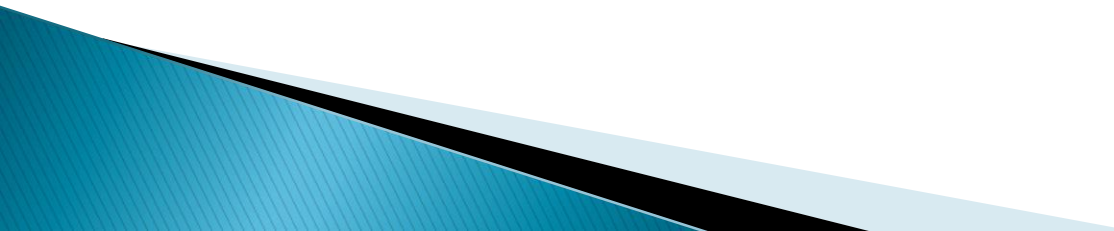


The Three R's of Case Management

Monika Scott, LMFT
October 28, 2017

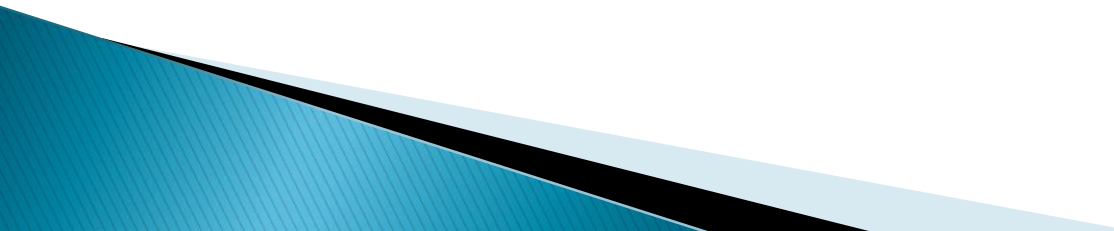
The Three R's of Case Management

- ▶ I believe that effective case management can be divided into three categories:
 - ▶ Resources
 - ▶ Relationships
 - ▶ Referrals
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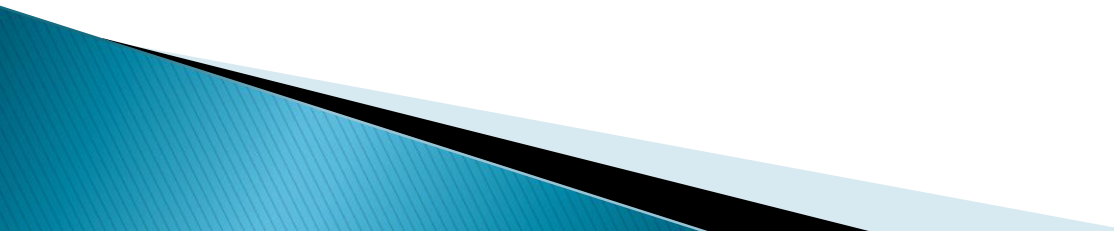
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Relationships:

The Client:

1. Address the most fundamental need first safety, food, shelter. CRISIS RESOLUTION
 2. Strength based praise of coping skills they have utilized in their life.
 3. Acknowledge the client as the expert of their own life.
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- ▶ The Client:
 - ▶ 4. Approach the client from the position the I want to learn from you as an individual and partner with you.
 - ▶ 5. Cultural competency
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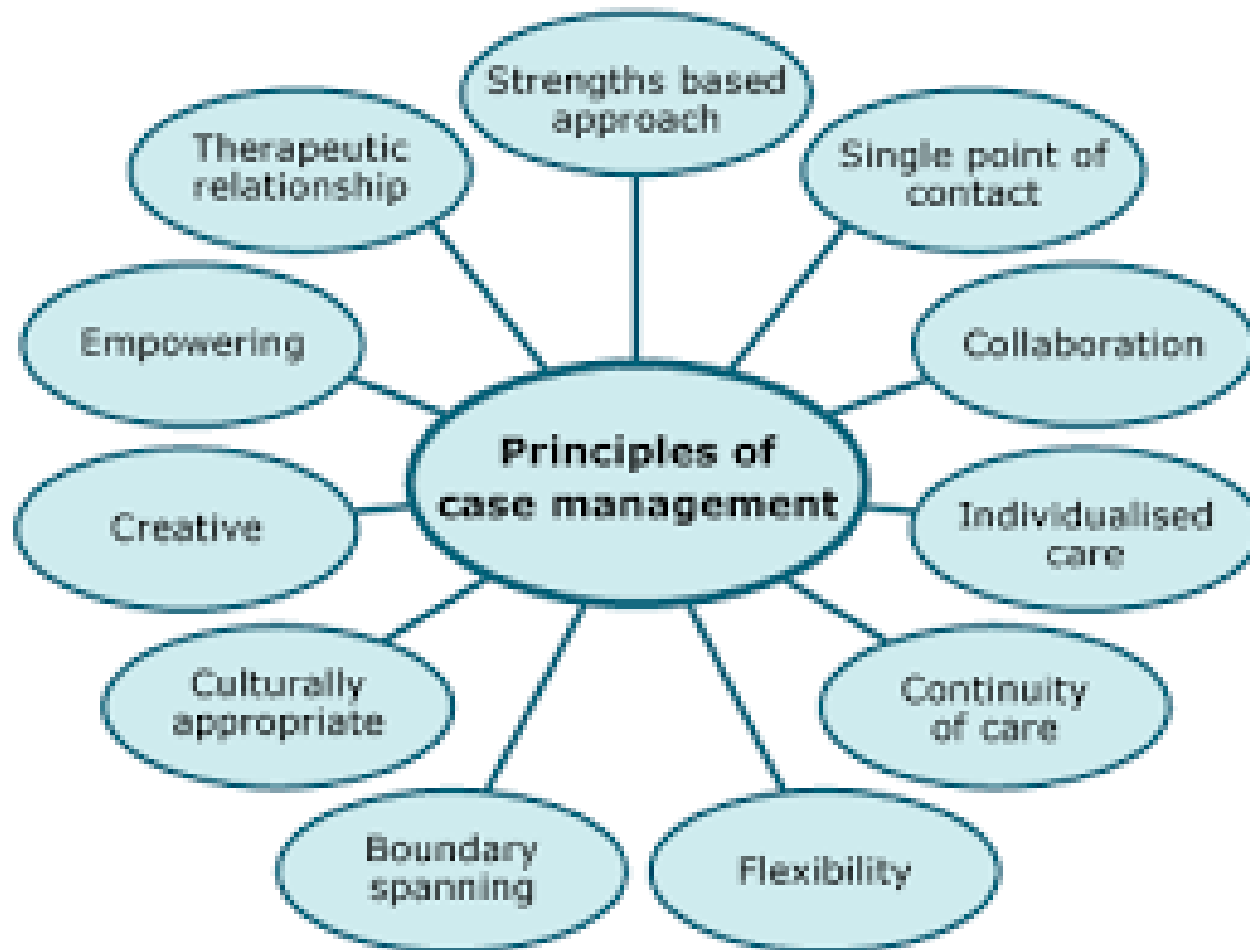
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- ▶ Resource Providers:
- ▶ Developing good relationships with resource providers.
- ▶ Meet collateral providers in person when ever possible, lunch, trainings, open houses

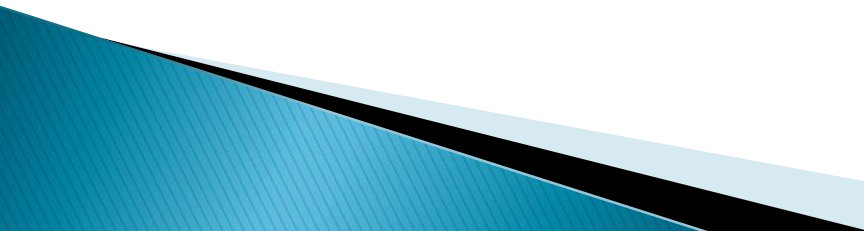
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- ▶ The Referrals:
 - ▶ This is where the magic happens
 - ▶ Start a binder for referral sources.
 - ▶ Attend health fairs
 - ▶ volunteer

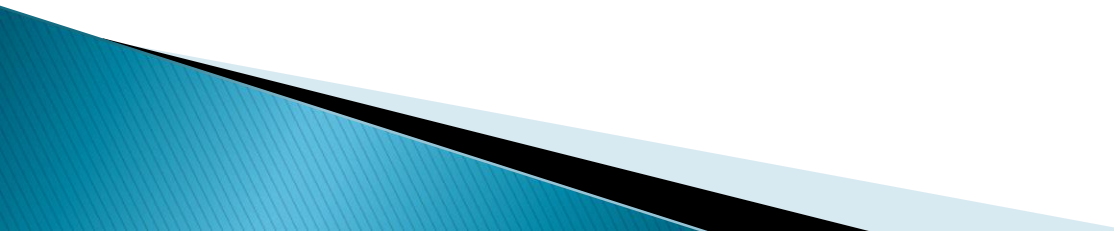
The Three R's of Case Management



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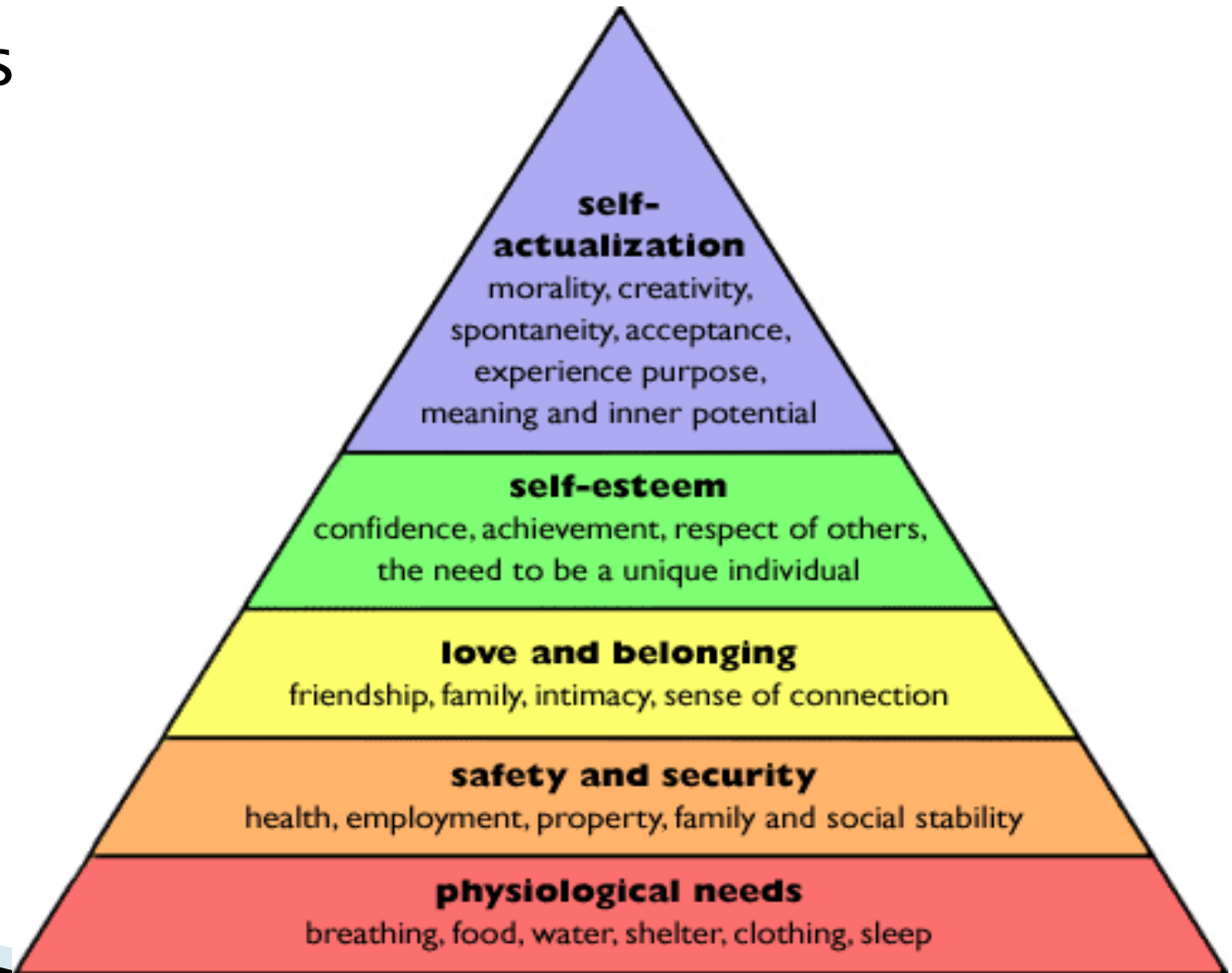
- ▶ Carl Rogers is the foundation of Humanistic Theory (Client Centered approach) to therapy.
 - ▶ **Strength based** case management is based in the foundations of Rogerian theory.
 - ▶ Student centered learning. The overall premise is that individuals have a set of skill to solve many problems and in times of crisis they have a difficult time accessing those skills.
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The Three R's of Case Management

- ▶ Therapeutic Case Management
 - ▶ Developing and alliance with your client, trust respect, judgment free.
 - ▶ *Unconditional Positive regard*”
 - ▶ When this exists between the case manager and the client and alliance can be formed that will enable a positive outcome for the work.
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- ▶ Maslow's



The Three R's of Case Management

- ▶ As a case manager you must assist the client to meet their immediate needs detail in Maslow's hierarchy. The challenges to case management are usually found when a unmet need exist in one of those first three levels.

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A Case Study:

- ▶
- ▶ You are a care provider and you have a 72-year-old Muslim woman from Somalia who has breast cancer and has developed depressive symptoms. You have never worked with someone from this country you want to do your research about the religion and culture what would be your best resources? Circle all that apply
- ▶
- ▶ Somalia cultural center.
- ▶ Call a mosque that has a Somali congregation
- ▶ Ask your patient to educate you about her culture.
- ▶ Your training as a therapist has equipped you to work with all people. You will use the Internet.
- ▶

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- ▶ Case Study 2
- ▶ 31 year old mother of a 2 year old and a 4 year old is your client. The client lives with her parents. One day her parents came home to find their daughter passed out on the floor in a drunken stupor. The children were sitting on the floor with empty medicines bottle scattered on the floor with loose pills. The ambulance was called two CPS reports were filed.

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- ▶ The client had to move out so her mother and father could be the foster parents. Your client is now homeless develop a case management plan?

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- ▶ Case Study 3
- ▶ A 55 year old married man lost his job. He has a past back injury and he is addicted to opiod pain medication. The couple are about to lose their home they are 4 months behind in their mortgage. The man is your client and he was referred to your after being admitted to ER with chest pains. The client's wife has lupus and has never been able to work outside of the home. The couple also have their 21 year old daughter who lives with them and she has a new baby. Your client was cleared medically.

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- ▶ The client has not admitted to his addiction to pain pills but he does refer to the fact that the only relief he gets from the stress he is in is when he takes his medication.