

## **Cork Kerry - Service user information sheet on case management.**

### **What is case management?**

Case management is having one worker take the lead in organising the services you need and helping you to reach your personal goals. The case manager will work with you to develop a plan and ensure that the right services are supporting you.

A case manager's role is to coordinate all of the services you are involved with and make sure you are receiving the best service possible. To do this, they will need your permission to discuss your needs with the services that are working with you.

The other important aspect of having a case manager is that you should only have to complete one initial assessment form and one comprehensive form. If you change your case manager in the future, then this assessment will travel with you so will not have to complete one again.

### **What does it mean for you?**

You and your case manager will do an assessment; this could take a few sessions and will ask questions about your needs in different aspects of your life. The aim of the assessments is to find out exactly what supports you require and how these can be met.

You and your case manager will look at what you want to happen and what your needs and goals are. Together, you will make a plan that sets out the steps to achieving your goals and the services that should assist you in this.

Your goals may be immediate and might include issues such as stabilising drug use, or long-term goals such as training/acquiring job skills.

Your case manager will work with you to ensure that all the services you need are supportive of the plan (your goals). If there are any problems, the case manager will work to sort these out.

The case manager will meet with you regularly to support you, and every few months you will meet together to review the plan to make sure there are no problems.

### **What about confidentiality?**

As part of the process, you will be asked to give permission for your information to be shared with other agencies involved in your plan. You have full control of your information. Only relevant information that helps progress your support plan will be shared. The case manager will check with you before they contact other services on your behalf. If you decide not to be involved at any point then that is ok; just let your case manager know.

### **Do you have to be case managed?**

Absolutely not. If you are not interested, then that is ok, you do not have to have a case manager. If you decide not to be involved, you will receive the same level of service you have always received. However, it may be more difficult to achieve your aims if a case

manager is not agreed, and assigned the role of working with other services to achieve your goals.