

What is Case Management?



Case management is an important service for families; Case Managers work with the family to coordinate services and supports. Many families with a child who has an emotional/behavioral disability or serious emotional disturbance (SED) have an increased need for support and assistance. Families may need help to understand their children's condition and to learn how to work effectively with them. Children should be provided with services based on their individual needs, and all persons who are involved with the child should be aware of the care they are receiving. It is important that services between home, school, and the therapeutic community are coordinated and provided with open communication.

Children may have different case managers in a variety of settings and for a variety of reasons – such as in school, pre-school, or through a health insurance plan. For purposes of this fact sheet, case management refers to the services and supports for children with emotional/behavioral disabilities ages 0-20, as provided through MaineCare.

Case management is a child-centered, family-driven, and community-based service for children. Case Managers assist families by helping them to:

- ★ Determine the need for case management;
- ★ Identify their strengths and needs;
- ★ Develop the child's plan of care;
- ★ Locate appropriate services, supports and resources;
- ★ Build on their strengths;
- ★ Locate and access community-based and natural supports; and
- ★ Advocate on behalf of their child and family.

Case management is a MaineCare service for children ages 0-5 who have a developmental delay or are at risk of delays, and for children ages 6-20 who have been diagnosed with autism/PDD, mental retardation, or an Axis 1 mental health diagnosis such as AD/HD, bipolar disorder, or depression.

Case management is a strengths-based service that is meant to enhance the child's functioning within the home, school, and community. Case Managers work closely with children, ages 0 through 20, and their families. The role of the Case Manager is to meet with the child and family to assess the child's needs/strengths, advocate for and connect the child to appropriate services, and monitor those services to determine any further needs. Case Managers can support children living at home or in the community. When the time comes, Case Managers can play an important role in supporting children through the transition to adult services.

Case management services help families locate and access resources and give guidance to the parents to help them carry out their own case management. Services focus on, but are not limited to:

- ★ Information
- ★ Referral
- ★ Support
- ★ Advocacy
- ★ Coordination of services

Case management services can be more extensive for those families whose circumstances require services for a longer period of time, or who have a higher level of service need.

It is important for the child and family to have a case manager they are comfortable with and who is responsive to their needs and concerns. With the permission of the parent or guardian, anyone can make a referral for case management services directly with a case management agency. A referral can be made to more than one agency, and families can choose the agency that they would like to have work with them.

If you are interested in case management services, contact the Department of Health and Human Services, Children’s Behavioral Health Services office in your district.

Enrollment Specialists:

- ★ District 1 (York County)
1-800-482-7520 **OR** 1-888-720-1925 (TTY)
- ★ District 2 (Cumberland County)
1-800-482-7520 **OR** 1-888-720-1925 (TTY)

Family Information Specialists:

- ★ Districts 3, 4 & 5 (Kennebec, Somerset, Androscoggin, Franklin, Oxford, Sagadahoc, Knox, Lincoln, and Waldo Counties)
1-800-866-1814 **OR** 1-800-606-0215 (TTY)
- ★ Districts 6, 7 & 8 (Aroostook, Hancock, Penobscot, Piscataquis, and Washington Counties)
1-800-432-7366 **OR** 1-800-606-0215 (TTY)



For more information on Case Management Services and other topics of importance related to children’s behavioral health and mental health, contact Maine Parent Federation by telephone at 1-800-870-7746 (Statewide), 207-623-2144, or by email at parentconnect@mpf.org.

Resources: *Emotional Disturbance*, Fact Sheet 5 (FS 5), January 2005, National Dissemination Center for Children with Disabilities (NICHCY), p. 3.

Adapted from Evans, V., with Dowie, S., Ramsdell, C., and Sutter, Stacey, *Targeted Case Management FAQ’s*, 2008, Catholic Charities Maine.