



CASE MANAGEMENT 101

JOSELYN SERRANO

HOPE TEAM

- There is a wealth of knowledge in this room...



CASE MANAGEMENT

- Four levels of case management include:
 - ✓ Intake
 - ✓ Needs Assessment
 - ✓ Service Planning
 - ✓ Monitoring and Evaluating



INTAKE

- Gather demographic/basic information: such as name, address, and contact information, as well as health insurance coverage, socioeconomic status, and any other pertinent information that can help the case manager create an effective plan of care for the client.
- Identify immediate needs the client may have
- Determine if client is a HOPE or CARE client
- Establish rapport with the client



NEEDS ASSESSMENT

- During this stage, the case manager assesses all the information and develops an understanding with the client about what their needs and goals are and what the road may look like to achieving those goals.
- Identify key problems, needs, and interests
- Establish specific goals



SERVICE PLANNING

- Specific actions are outlined to achieve goals: An outline is put together of actionable steps to take.
- Needs to be realistic and achievable



MASLOW'S HIERARCHY OF NEEDS

There are five main levels to Maslow's hierarchy of needs. These levels begin from the most basic needs to the most advanced needs. Maslow originally believed that a person needed to completely satisfy one level to begin pursuing further levels.

#1: Physiological Needs

A person's motivation at this level derives from their instinct to survive.

#5: Self-Actualization Needs

The fifth and final level of Maslow's hierarchy of needs is self-actualization needs. Self-actualization relates to the realization of an individual's full potential. At this level, people strive to become the best that they possibly can be.

Maslow's Hierarchy of Needs

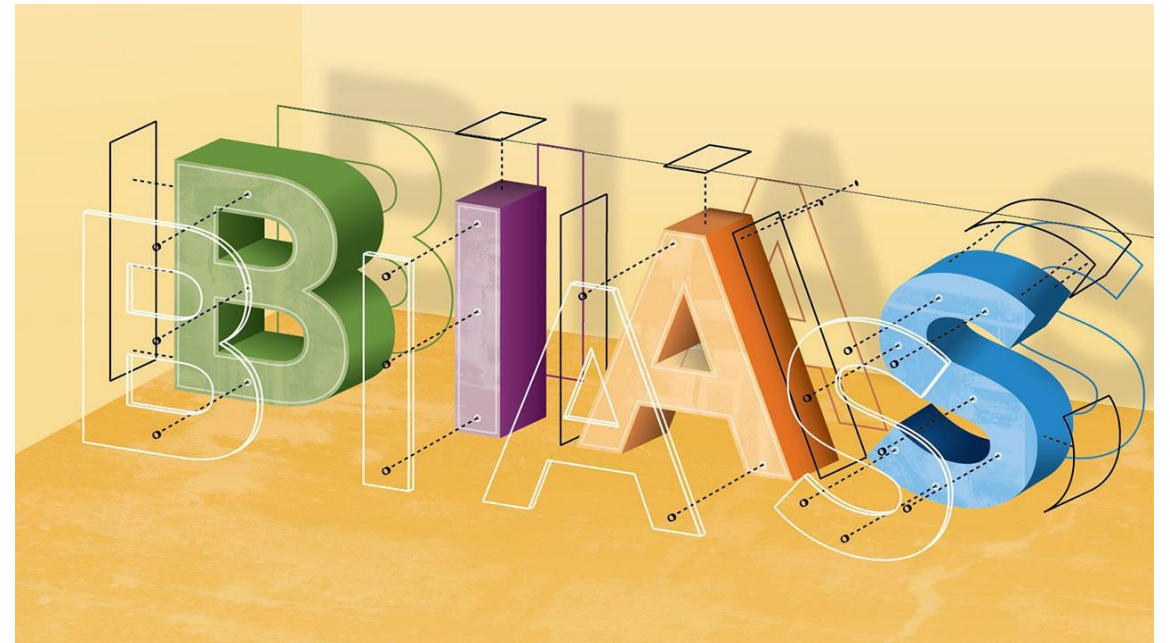


BODY LANGUAGE

- The process of communicating nonverbally through conscious or unconscious gestures and movements.
- Creating space - welcoming - eye contact, nod,
- Vulnerable population

BIASES

- Ohio State University's Kirwan Institute for the Study of Race and Ethnicity defines implicit bias as "the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner." This means that as social beings, we have preferences toward certain people, and these preferences may be unintentional or unconscious. It also means we may hold negative beliefs about others in ways we're not actively thinking about.
- Blind spot - Good/bad
- Implicit Association Test (IAT) - <https://implicit.harvard.edu/implicit/takeatest.html>



SCHEDULING

- Schedule appropriately - if ct's coming to HUB, have everything prepared at room H.

