



CASE MANAGEMENT

Your Case Manager is a member of your CMHCM Team who will help you identify the needs you would like to work on at CMHCM. Together, you and your Case Manager will write an individual plan of service. Your Case Manager will introduce you to other Team members that will help you feel supported. Your Case Manager and Team will listen to your needs and help you find the services and providers inside and outside CMHCM that will support you in reaching your goals. Your Case Manager and Team may connect you to resources for employment, therapy, community living, education, public benefits, recreational activities, etc. Because CMHCM is dedicated to providing a whole-health approach, with your permission your Case Manager and Team will coordinate with your primary care doctor and other providers that are important to your success.

Let us know:

- How would you like the Team to let you know when you are doing something great?
- How would you like the Team to let you know if there is something the Team feels you could try that is different from your current patterns?
- What steps would you like the Team to take if you miss appointments?



Helpful Hints:

- Provide up-to-date address/phone/email
- Make sure voicemail is active/working and not full
- Give at least 24hr notice if you need to cancel/reschedule

Virtual Appointments:

- Be sure to discuss any equipment barriers with your case holder
- Be sure you are in a private place
- Be sure to identify anyone else in the room

COMMUNITY MENTAL HEALTH FOR CENTRAL MICHIGAN

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CASE MANAGER'S RESPONSIBILITY

- Support identifying your strengths
- Listen to your needs and provide a safe and confidential space
- Accommodate your schedule as much as possible
- Support focus on the goals you have identified
- Support your skills practice
- Update the clinical TEAM on your progress
- Collaborate with other services you receive
- Provide Educational pieces that will help you make informed decisions
- Be open to giving and receiving feedback

YOUR RESPONSIBILITY

- Notice your strengths and be willing to discuss them
- Identify when something feels unsafe
- Schedule and keep appointments
- Stay focused on your own goals – not others
- Provide updates when there is a change in your family/living arrangements, employment, or health
- Be open to meeting additional TEAM members
- Be open to giving and receiving feedback



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