

Case Management Definitions

- A method of providing services whereby a professional social worker collaboratively assesses the needs of the client and the client's family, when appropriate, and arranges, coordinates, monitors, evaluates, and advocates for a package of multiple services to meet the specific client's complex needs.
- The organization and coordination of a network of formal and informal activities, services, and supports designed to optimize the well-being of a person.
- An approach to service delivery that attempts to ensure that clients with complex, multiple problems receive all the services they need in a timely and appropriate fashion.
- Assisting clients to receive the services they need by linking clients to both the formal and informal helping-service networks within a community and then to follow up to ensure that the client has actually received the resources and social services required.
- A collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual's and family's comprehensive needs through communication and available resources to promote effective outcomes.
- The linking of a consumer to the service system and coordinating the various system components in order to achieve a successful outcome. Case management's primary goal is service provision for the consumer, not management of the system or its resources.