

# What is Case Management?

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## Case Management Defined

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“A series of interrelated functions that provides needed coordination and seamless collaboration, and is essential for sustaining integrated and effective drug court systems”

*Drug court Case Management: Monograph Series 7, NDCI*

## What Case Management really is...

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- To the Participant: Cheerleader, advocate, parent, mentor, teacher, coach, “Jiminy Cricket”
- To the Program: Liaison between the participant and the team; tracker of facts; coordinator of services; the “glue” that binds it all together; cat herder

## What the Case Manager ISN'T...

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- The Judge
- The client's attorney
- The client's Probation Officer and/or Community Supervision Officer
- The client's clinician

## Why is Case Management Important?

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- Without it, the program would fall apart and the world as we know it would end. =0)
- We are the voice of the participants to the ear of the Court. Case Managers are vital to the success of a treatment court program and the participants in it. #truth

# Functions and Tasks

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**Assessment:** Determination of needs, wants, strengths, resources, and current situation

- Ongoing, comprehensive, with valid, reliable tools

## Functions and Tasks, cont.

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**Planning:** Setting goals and objectives, assignments, timelines

- Builds upon the assessment, positive and goal driven, obtainable and measurable

## Functions and Tasks, cont.

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**Linkage:** Determining what will be required to achieve goals and objectives, what referrals to make

- Putting the case plan into action
- Identifying community supports and agencies that can help the participant reach their goals
- Making referrals



## Functions and Tasks, cont.

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**Monitoring:** Ongoing communication with services and support as well of the participant

- Participant compliance
- Provider compliance
- Document, document, document

## Functions and Tasks, cont.

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**Advocacy:** Ensuring the participant gets the services they need

- Acts in the best interest of the participant AND the community
- Lobbies for therapeutically-based sanctions and rewards
- Pushes for extension or creation of services to help meet needs, goals, and objectives

# The Art of Case Management: Principles

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Evidence Based

Strength Based

Relationship Based

Team Based

Meaningful

Motivational

Change Based

Culturally Proficient

Family Focused

Accountability Based

Public Safety Focused

Ethically Sound

# The Art of Case Management: Knowledge and Skills

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- Relationship Building (Team, participant, and providers)
- Coordinated Communication
- Counseling and Crisis Intervention
- Working with families
- Recording and disseminating information
- Accessing and developing resources

# Management Information Systems (MIS) and Program Evaluations

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- Data Collection and Documentation: Beneficial for the participant and treatment Courts as a whole
- Reliability of Information: Bad information has consequences...for both the participant and treatment courts

## Management Information Systems (MIS) and Program Evaluations, cont.

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- MIS is a vital tool for case management, but is only as good as the information that is recorded. MAKE TIME TO ENTER DATA.
- Evaluations bite, but are a necessary evil. Sorry =0/

# Ethics in Case Management

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- Your specific discipline, certification, or licensure likely has existing ethical codes and guidelines, for example:
  - American Counseling Association
  - National Association of Social Workers
  - American Correctional Association

## Ethics in Case Management, cont.

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- Remember the three Rs:
  - Rules – ethical and professional
  - Roles – stay in your lane
  - Responsibilities – do your job



While it is a little dated, this monograph provides an excellent introduction to case management in accountability courts. It is available here:

<http://www.ndci.org/sites/default/files/ndci/Mono7.CaseManagement.pdf>

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# Drug Court Case Management

*ROLE, FUNCTION, AND UTILITY*

MONOGRAPH SERIES 7

screening • assessing • planning • linking • monitoring  
advocating • engaging • motivating • goal setting • guiding  
referring • strengthening • facilitating • integrating • educating  
preventing • responding • intervening • supporting • empowering  
protecting • testing • tracking • documenting • synchronizing  
reporting • rewarding • recording • multi-tasking • programming  
partnering • staffing • managing • training • evaluating  
coordinating • collaborating • chronicling • sharing  
re-parenting • resourcing • structuring • supervising

# Case Management Confidential

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- This work is full of surprises, challenges, dilemmas, and at times drama
- It often requires you to master a balancing act
- Support, consultation, supervision, and even therapy can help you navigate the waters and stay afloat

# Case Management Works

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- Meta-analytic studies of case management (CM) in a variety of fields finds that CM significantly reduces hospitalizations of persons with chronic illnesses
- Many studies suggest that CM could reduce emergency department visits and hospitalizations as well as cost

# Case Management Works

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- CM improves patient satisfaction with care for congestive heart failure and cancer, and increases patient perception of care coordination
- It improves the quality of care for patients with complex illnesses
- The complexity and cost of chronic illnesses means that CM should be considered as a tool to improve quality of care and lower healthcare costs

## Case Management Confidential, cont.

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Questions and Discussion

## Contact Information

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