

**What are Case Management Services?**

**Individual case management services were developed to:**

- Help you and your family make choices about the kind of services you want.
- Encourage you to participate in deciding who will provide those services.
- Allow you to take responsibility for setting goals and working toward meeting them.

To make a referral, simply call or stop by the office.

**Contact Information**

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**Warren County  
Community Services**

**Case  
Management  
Services**

Telephone:  
515-961-1068



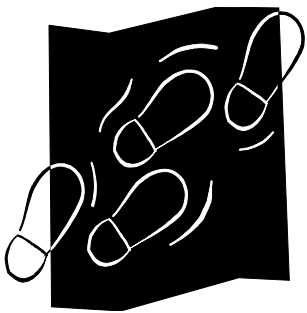
# Warren County Case Management

Warren County Case Management is available to any person with a diagnosis of Chronic Mental Illness (CMI), Mental Retardation (MR), Brain Injury (BI), or Developmental Disability (DD) who is receiving Medicaid. Individuals must also meet financial guidelines as established in the Warren County Managed Care Plan.

County Social Work is also available through Warren County Case Management if the individual seeking services does not require the intensity of Case Management services.

Case Management seeks to empower individuals and to help them discover the dignity of self-determination. The program is

completely consumer-centered, services responding to consumer's strengths and desires.



The Targeted County Case Management takes place in the community and where the consumer resides. Case Management responds to consumer's requests and needs.

The case manager will explore with the consumer, guardian, and/or family, a variety of services and supports available to assist the individual. The services may be provided by a traditional provider or a non-traditional provider. The individual, with assistance from his/her team, determines what he/she needs and wants and who will provide services. The case manager will coordinate and monitor the delivery of those services to the satisfaction level of the team members.

## Case Management's Role

Warren County's Targeted Case Management (TCM) is an individually-centered, family and community focused process through which consumers are assisted in identifying, securing, and sustaining resources necessary to live in the least restricted way in the community.



## Controlling Values of Case Management:

- **Choice** of where the consumer wants to live and be served.
- **Strengths** the person has to build on; no barriers and disabilities to keep them from their dreams.
- **Communication** with all parts of the person's support system, guardians, parents, and providers.
- **Planning** by an independent agent, not one being paid to provide direct services.
- Time to listen, get to know, and interact with the consumer so they know they have an **advocate**.
- **Monitoring** the services paid from the county mental health fund, and that they are being provided as planned and are benefiting the consumer.
- **Coordinating** services among agencies for persons in the system, as well as, those entering the system for the first time.
- **Client rights and responsibilities** are taken very seriously.
- **Assisting** the consumer to reach their highest level of independence or their "dreams".

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