

WHAT IS CASE MANAGEMENT?

Case Managers work with you and those chosen by you to develop a plan for yourself. This is called a Person-Centered Plan.

Your Case Manager will help you to obtain services and supports that allow you to:

Live and work where you choose.

Spend your days the way you want.

Make sure the services and supports you are getting are what you want and need.

Case Managers work closely with you to make sure you are satisfied with the services and supports you are getting.

HOW DO I GET A CASE MANAGER?

Admission into the Case Management Program is based upon meeting all of the criteria on the next page. You can request services yourself or someone else can refer you. Call (906) 482-9404 and tell them you are requesting Case Management Services.

WHO DECIDES IF I GET A CASE MANAGER?

The decision regarding admission to the program is made by the Program Director after you meet with a Case Manager to find out if you are eligible and what your needs are.

WHAT HAPPENS IF I'M NOT ACCEPTED FOR THE PROGRAM?

A Case Manager and the Program Director will carefully assess whether or not you are eligible and need a Case Manager. If you are found ineligible, the reasons for that decision will be given to you in writing. You may be entitled to a second opinion. Appointments to discuss the decision will be gladly accepted.

Information about other resources that may help you will be explained to you.

WHAT HAPPENS AFTER I'M ACCEPTED?

Once accepted into the Case Management Program, your Case Manager will give you an introduction to the program and assist you with filling out all the forms needed in order to become a consumer of mental

health services. Your Case Manager will need information about you and what you want and need from Copper Country Mental Health Services. Most importantly, you will begin to develop your Person-Centered Plan.

WHAT IS A PERSON-CENTERED PLAN?

Your Person-Centered Plan guides what services and supports you get. The process involves you and other people that are important to you. It builds on your strengths and choices so that you can live a satisfying life.

WHAT DO I DO IF I HAVE A CONFLICT WITH SOMEONE?

If you have a disagreement with your Case Manager, you are encouraged to discuss it with that person. If that is not helpful, you may discuss the problem with the person's supervisor. You may also ask to have another Case Manager work with you. You may also file a formal complaint.

See [Your Rights](#) booklet for more information about who to contact.

WHO QUALIFIES FOR CASE MANAGEMENT?

Case Management services are available to any resident of Baraga, Keweenaw, Houghton, and Ontonagon counties regardless of age, who have a primary diagnosis of mental illness, developmental disability, or have a co-occurring disorder.

- ✓ A person is ELIGIBLE for Case Management services if they have:
- ✓ A moderate to severe mental illness, developmental disability, or co-occurring disorders and meet criteria as defined in the Department of Community Health's (DCH) service selection guideline (CCMHS Severity Questionnaire).
- ✓ Multiple service needs that require coordination and linking.
- ✓ A risk of psychiatric inpatient hospitalization without additional support to their natural support system.

WE PROMISE TO HELP YOU....

...figure out what you want and need.

...make a plan with you that you think is right for you.

...identify and work towards your own goals.

...get services you need from other agencies.

...find ways in which family and friends (natural supports) can help you.

...make sure you get all the benefits to which you are entitled (for example, Social Security, Medicaid, housing subsidy, etc.)

COPPER COUNTRY MENTAL HEALTH SERVICES



Case Management Services