



Role of the Case Manager

Case Managers help residents identify and achieve their goals and meet their needs through the provision of access to various services. A Case Manager addresses the physical, psychological and social needs of the person and helps him/her to maintain housing. Roles and responsibilities of a Case Manager within a Supportive Housing program might typically include:

- Providing support and assisting tenants to identify and achieve goals.
- Facilitating access to educational services and vocational services.
- Supporting tenants' recovery from substance abuse.
- Assisting with socialization and recreational activities.
- Helping manage crisis.
- Assisting tenants to develop Activity of Daily Living (ADL) skills.
- Providing education about medications and medication management support.
- Assisting tenants to develop community living skills.

Additionally, a Case Manager will negotiate, advocate, inform, coordinate and serve as a liaison to other professionals and service programs. Some of the linkages Case Managers access to help people meet their goals include education programs, vocational programs, medical providers, entitlement centers, advocacy groups, day treatment programs, psychotherapists and psychiatrists.

A Case Manager may choose to define his/her role as that of:

- An Ally
- A Problem-Solver

As an Ally, a Case Manager may choose to provide the following kinds of support:

- Help person to locate opportunities to give or use their gifts and skills.
- Expand the person's imagination.
- Tell stories of what it is like to "get to the other side."
- Stand by the person emotionally and physically.

As a Problem-Solver, a Case Manager may choose to emphasize a step-by-step approach:

- Identifying the problem.
- Establishing the goals.
- Developing the plan.
- Implementing the plan.
- Evaluating success – and the plan's impact on the problem.

Note: This document is included within the *Supportive Services* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at www.csh.org/toolkit2. This document has been adapted from the HUD-funded curriculum *Developing the Supportive Services Program*, which is available at www.csh.org/training.