Key Quality Conflict Free Case Management Considerations

With the focus on the development of the Independent Case Management process in West Virginia, the Case Manager's role, availability and responsibilities are under review. However, there are key elements which are generally in place in our current structure that form the base on which Person-Centered Conflict Free Case Management is developed. We look at key considerations for the Independent Case Manager within the IDDW, ADW and TBIW programs.

Case Management (formerly Service Coordination) must be available on an ongoing basis and support individual(s) rights to:

- Be central to the development of their service plan;

- Have access to the general community;

- Access or refuse specific direct services and supports;

- Request changes to services and supports, providers or case managers;

- Make inquiries or complaints and appeal decisions made about the services and supports they receive; and

- Receive services in their preferred language in a culturally effective manner.

It is the responsibility of the case manager to:

- Advocate on behalf of the individual to address individual goals and preferences;

- Coach the individual to know his or her rights and to advocate on his or her own behalf; and

- Support the right of each individual to make decisions and to take risks based on informed choice and individual goals and values.

Case Managers should:

- Be knowledgeable about public and private resources including eligibility and how benefits may be properly used with limited personal financial resources or to maintain access to benefits while working;
- Be creative in their ability to make public and private supports and services work to meet individual needs;

- Be engaged in monitoring and revising service and person-centered plans;

- Work effectively on behalf of the individual across systems and agencies; and

- Serve a facilitative role in bringing individuals, families and providers together.

While case managers should be available to assist and consult with providers to ensure services are delivered, they also have a responsibility to monitor the quality of services and supports received to ensure access and satisfaction for the participant.