Case Management Philosophy and Goals

Case Management provides an organized, structured process for moving participants through the process of change and toward the goal of self-sufficiency. The process we will describe is based on the following beliefs:

- Case Management is a **participant centered** rather than a **program centered** approach. It starts with the participant and uses the program’s resources to try to help each person achieve his or her goals.

- Participants are capable of taking more **control of their lives**. They are capable of solving problems, making decisions, and setting goals. Case management should not do for people what they can do for themselves.

- Participants have **strengths and resources** as well as **problems and challenges**. Case Management attempts to enable participants to use their strengths and resources to overcome their problems and challenges.

- The Case Management process should be a **shared partnership** between the participant and **Case Manager**. Although each partner brings different skills, experiences and expertise, they share in the responsibility for producing change.

- Participants should be **actively involved** in all phases of the process—assessment, planning, problem solving, and finding resources. Case Management seeks to have an active participant and not a passive one.

- Participants are responsible for the **outcome**. The Case manager is responsible for the **process**. Participants are ultimately responsible for making change happen. We cannot force change on them. Instead, the Case Management process attempts to influence change.  
  (From Dr. Ford Case Management Training)

DHS has chosen to adopt this method because we believe strength-based case management is better for the participants and for those assisting them with the process.

We anticipate this approach will help participants see the connection between the goals they set for themselves and their participation in activities (and thereby to create higher success rates, particularly among those who have had difficulty taking part under our previous “compliance model”.)