

# What is Case Management?

Case management is a service best provided through a team effort to help individuals receive the care they need. It will involve an initial assessment, working with the individual to plan and coordinate care, keeping track of progress, and advocating for services a person needs. Overall, the goal of case management is to communicate with and utilize local resources to make sure clients are safe and get the care they need. Behind this collaborative process of case management are compassionate case managers who help guide the process.

## Who Are Case Managers?

Case managers are healthcare professionals who help clients, families, and caregivers by supporting and guiding them through their mental health and wellness needs. They can act as the main point of communication, connecting people with providers and community resources. Case managers play a great role in helping to improve overall health and well-being in the community.

## How Can a Case Manager Help Me?

Case managers can help you understand what you're going through, what steps you need to take, and why those steps are important. They can link you to available resources, help you learn about your insurance benefits, and provide support for managing daily challenges. Case managers can also help you find the care you need when you need it.

At Seven Counties Services, case managers are available to help you with each of our services. This includes adult and child mental health services, substance use services, and intellectual and developmental disability services. Whether you are an adult or child, we care for individuals of all ages so families can heal and strengthen together.

To get in touch with a case manager, you can easily request a first appointment online or call us at (502) 589-1100. If you or someone you know is in crisis and needs urgent help, our compassionate and trained crisis intervention counselors are available 24/7 through the 988 Suicide & Crisis Lifeline.



Seven Counties Services