

FACT SHEET: Case Management

Case management is the gatekeeper for in-home services such as home delivered meals and home care. Ultimately, case management assists older adults to age in place and to remain in their communities.

WHY MODERNIZE CASE MANAGEMENT?

- Services are now fragmented and uncoordinated, and they are unconnected to the rest of senior services.

GOALS OF CASE MANAGEMENT:

The goal of the new case management system is to provide a comprehensive and holistic approach to allow older adults to continue to live at home and be engaged in their communities. DFTA's case management will initially serve approximately 18,000 clients.

Case management requires an interdisciplinary team approach that is sensitive to the cultural and linguistic needs of individual clients and their caregivers. Modernization will:

- Require new case management staff to attend DFTA's eight-day "Introduction to Case Management Practice" training; all existing staff must attend a minimum of four days of training per year relevant to case management practice
- Require criminal background checks of all employees
- Involve case management staff in emergency planning
- Encourage providers to create and formalize partnerships with other providers – such as senior centers, NORCs, hospitals and homecare providers – in order to provide the best combination of services by the most competent, qualified providers

WHAT WILL DFTA'S CASE MANAGEMENT REDESIGN ACCOMPLISH?

With the redesigned case management system, the case manager will serve as the gatekeeper for all the Department's in-home services. Now more than ever before, case managers are the lifelines for homebound seniors who need links to a host of social services, including home delivered meals, medical and respite care, legal services, counseling, transportation and benefit and entitlement programs.

- Provide older New Yorkers with user-friendly information and assistance in applying for benefit programs
- Utilize the expertise of top-notch providers with a wealth of social service experience
- Create clear boundaries and parity in caseloads for each management provider
- Offer more consistent care through comprehensive assessments of each clients' overall functioning and needs
- Further professionalize services by adding social workers and reducing case loads

CASE MANAGEMENT TRANSITION

After intensive preparation, the case management transition was launched on April 1, 2008 and will continue through June 30th, 2008. The transition will occur incrementally, between out-going and in-coming agencies, to allow each agency the opportunity for specialized attention and support from DFTA.