

Case management for the client with complex needs

As a case manager in a drug and alcohol setting you are not expected to provide all the necessary services to support a person's needs, but you are expected to work with staff from appropriate agencies to provide holistic care.

Client engagement

Your case management approach when working with clients with complex needs may require a more proactive or assertive approach to maintain client engagement.

Both proactive or assertive approaches draw significantly from the strength-based model of care and have been shown to be highly beneficial in mental health service provision.

An Assertive approach

to case management focuses on ensuring the person doesn't fall through the cracks by providing service support but knowing when to stand back and give support when invited. This approach often requires a good and often long-term relationship with the client that fosters engagement and collaboration.

Care planning and case management

is an effective approach to working with clients with complex needs. Many drug and alcohol community services use a variation of case management and care planning approaches. Case management may at times require a high level of coordination with external services depending on the individual's needs.

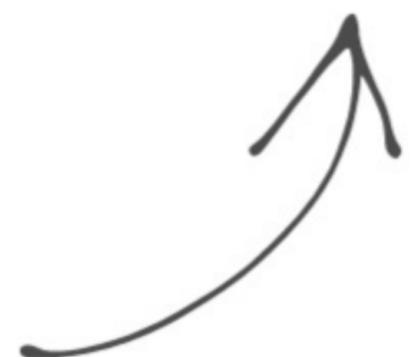
Having close partnerships with relevant service providers will assist you in facilitating this process.

A Proactive style

of case management promotes strong client engagement and close follow-up of new or fragile clients. This includes people who have complex needs and people who shift between the stages of change in alcohol or drug treatment.

Building relationships

Clients with complex needs often require a more one-to-one approach and a dedicated worker may need to be allocated to the client.



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The client may engage more effectively with the service when they are able to:

Communicate

Establish close and frequent communication with the dedicated worker



Companion

Attend external appointments with someone who is well known to them and whom they feel comfortable with.



Trust

Establish a trusting relationship with the provider

Planning

Develop a care plan based on their own goals, strengths and needs.



Your Service

can take steps to improve the experience of clients with complex needs while they are part of your program, but for long-lasting affects you also need to follow effective outreach, aftercare and referral practices for these clients.

