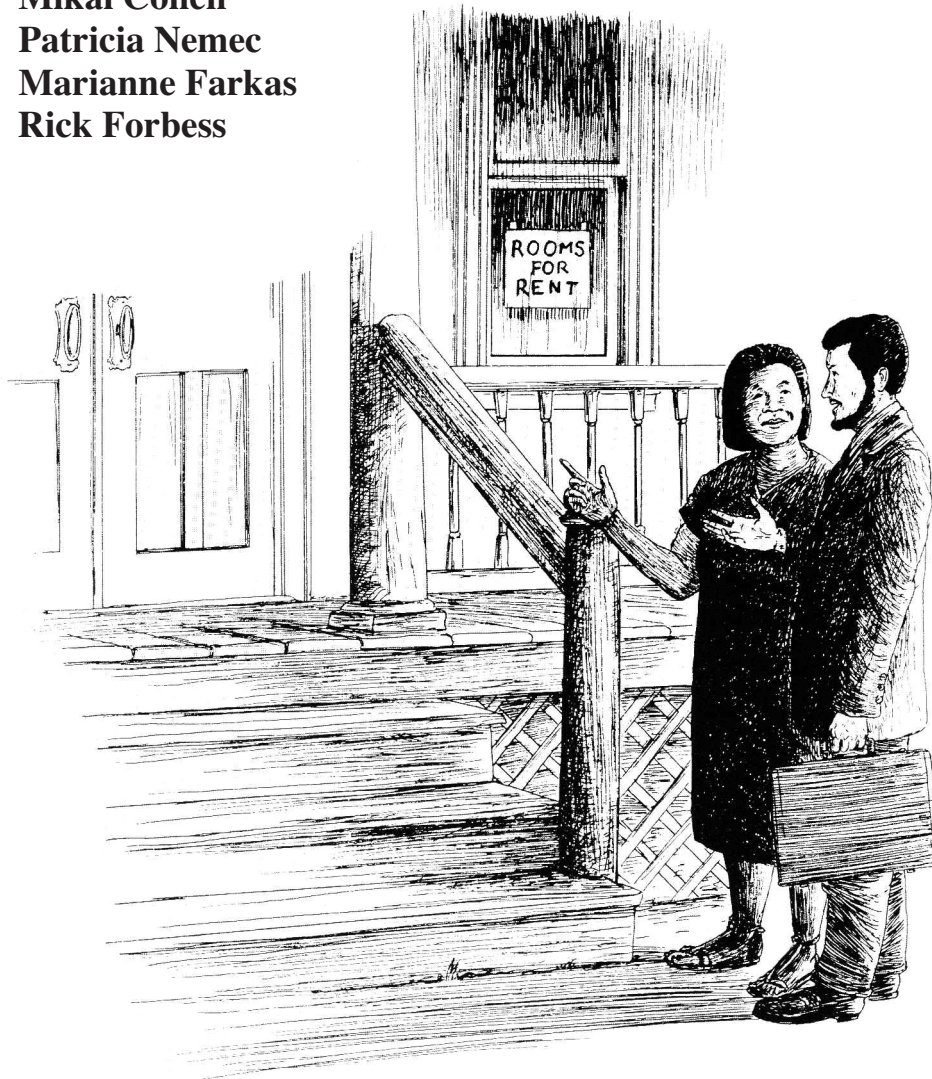


**Case  
Management**

**Training  
Module**

**INTRODUCTION**

**Mikal Cohen  
Patricia Nemec  
Marianne Farkas  
Rick Forbess**



**CENTER for PSYCHIATRIC REHABILITATION**  
Sargent College of Health and Rehabilitation Sciences  
Boston University

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Center for Psychiatric Rehabilitation  
Boston University  
940 Commonwealth Avenue West  
Boston, MA 02215  
<http://www.bu.edu/cpr/>

Editing and revisions for 2010 conversion to PDF format by Sue McNamara.  
Design by Communications for Learning.  
Illustrations by Kimberly Bulcken Root.

THE CENTER FOR PSYCHIATRIC REHABILITATION was established in 1979 in response to the recognition of the need for additional knowledge and skills to help to improve the lives of persons with severe psychiatric disabilities. The center is affiliated with Boston University's Sargent College of Health and Rehabilitation Sciences and is staffed by professionals from many disciplines who have national reputations in the fields of rehabilitation and mental health.

The mission of the center is the development, demonstration, dissemination, and utilization of the new knowledge and technology contributing to the recovery of people with severe psychiatric disabilities.

The Center for Psychiatric Rehabilitation is supported in part by the National Institute on Disability and Rehabilitation Research and the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

# Acknowledgments

The development and production of this *Case Management Training Technology* has been an intense experience requiring exceptional commitment and productivity from many people. We recognize the significant contributions of the following people:

We appreciate the courage of Chris, Tony, Helen, Kathleen, James, Frances, Jim, Sam, Anne, Tom, Susan, and Margaret who appeared in the videotaped demonstrations.

We appreciate the patience of the case managers at Herbert Lipton Mental Health Center, St. Francis House, the Metro North and the North Central Area Offices of the Massachusetts Department of Mental Health, and the staff at the Center for Psychiatric Rehabilitation who participated in the many pilot training sessions.

We appreciate the commitment of Barry Cohen, Dean Mynks, and Bill Kennard, who reviewed earlier versions of the training materials and suggested revisions.

We appreciate the discipline of Jennifer Tratnyek and Kristin Robison who typed and retyped the manuscripts more times than anyone would believe possible.

We appreciate the creativity of Linda Getgen, who directed the production of the printed materials.

We appreciate the genius of Robert Carkhuff, Bernard Berenson, and Richard Pierce, who developed the human technology that inspired this work.

We appreciate the leadership of Bill Anthony, who stimulated, challenged, and supported us during the development of this technology.

M.C.

P.N.

M.A.F.

R.F.

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# Introduction

Teaching time: 3 hours

**Tell:** Before getting started, I will orient you to the materials that will be used during the lesson.

**Ask:** Look at the Table of Contents for the reference handbook.

**Tell:** • Some REFERENCES are summaries of important lecture points or examples to be read during the lesson and then kept for future reference.

• Other REFERENCES are written practice exercises and checklists to be completed during the lesson.

• PowerPoint SLIDES will be shown on the overhead screen.

• PowerPoint SLIDES are visual presentations of lecture points and illustrations to be viewed during the lesson.

• You will find it helpful, at suggested times, to copy information from the PowerPoint SLIDES.

**Make the Point:** Case Management, as taught here, can be distinguished from some of the other services that are used by people with psychiatric disabilities.

**Show:** SLIDE 1 — Alternative Services. *Read aloud* the list of services.

The slide is titled 'Alternative Services' and lists the following services:

- Basic Support
- Case Management
- Crisis Intervention
- Enrichment
- Psychiatric Rehabilitation
- Rights Protection
- Self-help
- Treatment
- Wellness/Prevention

At the bottom of the slide, there is a copyright notice: © 1988, 2010 Center for Psychiatric Rehabilitation, Trustees of Boston University.

**Make the Point:** Case Management is one of the alternative services.

**Tell:** • The goal of this lesson is to form a clear image of the approach to case management that is taught in this training program.


- You will learn an approach to case management that can be used in a variety of case management program models.

**Make the Point:** Some case managers provide other services in addition to case management services; for example, they provide psychiatric rehabilitation and crisis intervention services.

**Tell:** You must participate in other training programs in order to learn the skills of Rehabilitation, Crisis Intervention, and Treatment.

**Make the Point:** Alternative services can be distinguished from one another by their mission, focus, activities, and timelines.

**Ask:** Look at REFERENCE 1—Comparison of Alternative Services.

  
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Service:	Case Management	Psychiatric Rehabilitation	Crisis Intervention	Treatment
<b>Mission:</b>	Case Management ensures that assistance is provided to overcome problems and achieve goals.	Psychiatric Rehabilitation increases success and satisfaction in environments of choice with the least amount of professional help.	Crisis Intervention resolves and stabilizes emergency situations.	Treatment decreases emotional distress and symptoms of illness.
<b>Focus:</b>	Obtaining assistance	Developing skills and supports	Handling critical or dangerous problems	Reducing symptoms
<b>Activities:</b>	<ul style="list-style-type: none"> <li>• Connecting</li> <li>• Planning for Services</li> <li>• Linking to Services</li> <li>• Advocating for Service Improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Setting an Overall Rehabilitation Goal</li> <li>• Functional Assessment</li> <li>• Resource Assessment</li> <li>• Rehabilitation Planning</li> <li>• Direct Skills Teaching</li> <li>• Skills Programming</li> <li>• Resource Coordination</li> <li>• Resource Modification</li> </ul>	<ul style="list-style-type: none"> <li>• Controlling Situations</li> <li>• Making Decisions</li> <li>• Referring</li> <li>• Supporting Consumers</li> <li>• Skills Programming</li> </ul>	<ul style="list-style-type: none"> <li>• Psychiatric Diagnosis</li> <li>• Prescribing Treatment</li> <li>• Psychotherapy</li> <li>• Chemotherapy</li> </ul>
<b>Timeline:</b>	As long as wanted and needed	12–60 months	Hours to weeks	Weeks to life-long

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**Tell:** This is a simplified explanation of some of the alternative services that case managers may provide.

**Discuss:** The differences between the alternative services.

**■■■■ Make the Point:** • Case Management is an “environmentally free” service that provides the ongoing coordination of other service providers. Psychiatric rehabilitation is an “environmentally specific” service that focuses on developing the skills and supports needed for success and satisfaction in a chosen environment. Crisis Intervention is an “environmentally free” service that handles an emergency and is completed when the emergency is over. Treatment is an “environmentally free” service that provides interventions to reduce the symptoms of psychological problems or disorders.

• Psychiatric Rehabilitation is directed toward consumer growth. Case Management, Crisis Intervention, and Treatment usually are directed toward maintenance.

• Some case management programs provide more than case management services. For example, many case management programs provide crisis intervention services as well as case management services.

**Discuss:** • The services provided by the case management programs in which the participants work.

• The implications of providing more than one type of service (e.g., requires smaller caseloads and more skilled case managers).

**Ask:** • Complete REFERENCE 2—Pre-training Assessment Form.

• Put your name on the form.

• Answer the questions as best you can.

**Collect:** Completed REFERENCE 2.


**■■■■ Make the Point:** The goal of Case Management is to assist individuals and families in getting services that they both want and need.

**Show:** SLIDE 2—Definition of Case Management. *Read aloud* the definition.

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### Definition of Case Management

Case Management is assisting individuals and families in negotiating for services that they both want and need.



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- Tell:**
- The term *Case Management* was chosen as the name for this training program because it is a term familiar to mental health practitioners and consumers.
  - Because the name Case Management can be misleading, the values underlying this person-oriented approach to Case Management will be explained to distinguish it from other approaches.