

# Case Management Services

## Supporting You to Reach Your Goals



### What is Case Management?

Case Management supports you if you are living with a serious and persistent mental illness to help you achieve and maintain a quality of life based on your goals. The program assists you to develop the skills and supports necessary to be independent to live and thrive in the community. This is accomplished through a client-centred, strengths-based, and recovery-focussed approach. Support is provided in a community setting.

Your participation may include doing “personal projects” in between meetings with your worker. Case Managers work with you to meet your identified needs. The goal is to work towards no longer requiring our services.

### Case Manager supports might include:

- Assessment and goal planning
- Assisting you with practical and psychological needs
- Advocating on your behalf about needs such as housing, income support, trustee services, and medical care
- Supporting you to complete personal projects between meetings with your worker
- Helping you connect with other people with similar situations (peers), or to take part in appropriate groups
- Helping you transition away from case management when you are ready

The Case Management Program is an interdisciplinary team of Case Managers, Community Support Workers, and Intake Workers.

## Community Support

A Community Support Worker (C.S.W.) can help you with getting to appointments, completing paperwork (like applications), activities of daily living (A.D.L.s), and connecting with other community resources. If you are a C.M.H.A. H.K.P.R. tenant, C.S.W.s can also help you within your home to assist you to maintain that home, and to minimize the risk of homelessness. C.S.W.s works as part of a team with other workers to help support you.

## Eligibility

These services are available to adults 16 years of age and older, who are residents of Peterborough and Kawartha Lakes, and who are struggling with mental health concerns.

## How to Apply

Call or visit one of the C.M.H.A. H.K.P.R. offices to make an appointment with an Intake Worker. An assessment process will follow, which will determine the supports and programs best suited to meet your needs.

## Intake & Brief Services

Intake is the first point of contact if you are seeking mental health support. This support is generally available for 1-3 months, and during that time you can work on brief goals, including referrals to other agencies, basic coping skills, and symptom management.

If you request Case Management services, the Intake Worker will complete an Ontario Common Assessment of Need (O.C.A.N.) to determine eligibility and identify your goals.

## Young People

In Ontario, mental health services for young people and for adults are quite different, and it can be a challenge to move from one to the other.

If you are a young person who may need adult mental health support, you may be referred to intake. Intake staff will go over your needs, and recommend specific supports and services as you prepare to transition to adult mental health services.

We make sure that youth and adult mental health workers work together as a team so the transition is smooth and meets your needs. You are eligible for transition support if you are receiving youth mental health services, and are aged 16-24.

## Groups

Groups can help you develop a better understanding of how to manage symptoms and build coping skills. Either you or your worker can suggest exploring whether a group would work for you.

Groups may vary by location.

Please talk to your worker about what groups might be most helpful for you, what you can expect in groups, and their availability. Taking part in groups doesn't prevent you from taking part in other C.M.H.A. H.K.P.R. services.