

## Case Management Redesign: Stakeholder Vision

### Family and Children’s Center

Family & Children’s Center (FCC) is a private, not-for-profit human services organization that serves children, families and individuals with a continuum of services designed to strengthen families and promote individual well-being. With roots dating back to 1889 in the region, the agency has a well-established record of creating programs to meet identified community needs. In Winona, our continuum of care offers youth services including: children’s advocacy services, day treatment, outpatient counseling, treatment foster care, youth assessments and evaluations, and youth night campus. FCC is committed to enhancing the Winona community by providing intensive, best-practice programs to support youth in need.

Many of the positions at the Family and Children’s Center provide case management in one capacity or another. This includes case management for our clients in Day treatment, case management in Youth Act, and case management in our Adult residential setting.

The legislature identified eight goals that the Case Management Redesign Project should address. Please discuss or rank these goals as to their importance to your organization.

1	Increase opportunities for choice of case management service provider
2	Establish rates for the service of case management that are transparent and consistent for all medical assistance-paid case management
3	Develop a statewide system to standardize case management provider standards, which may include establishing a licensure or certification process
4	Develop reporting measures to determine outcomes for case management services to increase continuous quality improvement
5	Develop information for case management recipients to make an informed choice of case management service provider
6	Provide waiver case management recipients with an itemized list of case management services provided on a monthly basis
7	Define the service of case management to include the identification of roles and activities of a case manager to avoid duplication of services
8	Provide guidance on caseload size to reduce variation across the state

### Principles or values that should drive the case management redesign planning process

The principle value that should drive these decisions is that we need to give our consumers choice as for as case management is concerned. It is important to use a person centered strategy when a person is choosing a case management provider. It is also important for both the client and the agency to understand what the role of the case manager is and it is consistent for everyone. Establishing a fair rate is also central for overhauling the system.

## Changes that your members want to see in case management

We want to provide the individual with the opportunity to choose the case management most appropriate to them. We know the importance of establishing rapport with the clients and allowing them the choice of who they would want to work with. In our community case management is currently contracted with a singular agency not allowing the client any choice in the matter of case management.

## Main messages that your group wants to communicate to everyone involved in case management planning

Clients deserve the right to choose and be informed about that decision.

The structure of case management needs to become a client-centered program that fulfills the unique needs of the individual.