

## **CASE MANAGER (Public Health)**

**Distinguishing Features of the Class:** The Case Manager performs case management activities for children with special health care needs. The incumbent is directly supervised by the Physically Handicapped Children's Program Coordinator. Case management functions are determined by the child's family's circumstances and therefore, are determined specifically in each case and with the family's involvement.

### **Typical Work Activities:**

The Case Manager establishes a separate case record for each child receiving case management services and documents each case management function provided, including but not limited to:

- Intake and screening with the child and family; providing case management information; identifying potential payers for service;
- Assessment and reassessment to secure directly, or indirectly information from other agencies/individuals to identify child's service needs including health care, developmental, social, nutritional, emotional, vocational, educational, rehabilitative, financial, family strengths and environmental factors;
- Establish a comprehensive written case management plan to effect the coordination of service needs of the recipient;
- Implement case management plan; securing identified services for child/family with all providers of service;
- Crisis intervention for child's/family's emergency service needs;
- Monitoring the delivery of services for provider received by child/family; data collection and documentation of child's/family's progress; make alternative arrangements when services are denied or unavailable to recipient;
- Counsel child/family to other appropriate care when targeted services cease; assist child/family to admission to or discharge from facilities or other programs;
- Facilitates and participates in the development, monitoring and evaluation of the Individual Family Service Plan (IFSP);
- Coordinates the performance of evaluations and assessments for the child's specific health needs;
- Assists parents in gaining access to early intervention services and other services identified in the Individual Family Service Plan (IFSP);
- Assists parents in identifying available services, providers, and coordinates and monitors the delivery of early intervention services and other child or family services;
- Facilitates the development of a transition plan when the child is of preschool age and/or other services for the child and family;
- Assists the family when discharged from the early intervention services program due to out-of-county/state relocation, death of child, condition resolved, or participation discontinued upon request;
- Informs the family of advocacy services;
- Assists in resolving any disputes which may arise between the family and service providers as necessary and appropriate;
- Develops a written Individual Service Plan (ISP) describing the services, activities and supports, which constitutes the clients individualized chosen environment to reflect preferences, capabilities and capacities of the person;
- Provides assessment, service planning and coordination, linkage, and referral, follow-up and monitoring of the individuals environment.

## Case Manager (Public Health)

### **Full Performance Knowledge, Skills, Abilities and/or Personal Characteristics:**

- Thorough knowledge of medical/educational rehabilitation programs pertaining to handicapped children;
- Thorough knowledge of community facilities and outreach services;
- Thorough knowledge of pediatric development and of medical diagnostic evaluations as they relate to assessing the needs of handicapped children;
- Ability to recommend services commensurate with a child's development level;
- Ability to plan and coordinate services case for individuals and families;
- Ability to communicate effectively;
- Ability to establish and maintain cooperative working relationships;
- Ability to accept and utilize guidance;
- Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS: EITHER:**

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in human services, psychology, sociology, education, counseling or a closely related field; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree with 18 credit hours in psychology, sociology, education, counseling, or human services related courses and one (1) year equivalent paid or volunteer experience in a human service setting involving client contact; **OR**
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree in human services, psychology, sociology, education, counseling, or a closely related field, and two (2) years equivalent paid or volunteer experience in a human service setting involving client contact; **OR**
- (D) Graduation from a regionally accredited or New York State registered college or university with an associate degree with 18 credit hours in psychology, sociology, education, counseling, or human services related courses and three (3) years equivalent paid or volunteer experience in a human service setting involving client contact.

### **SPECIAL NOTE:**

The New York State Department of Mental Health requires a case manager for the Home and Community Based Waiver Services Program to have at least one (1) year experience with children having development disabilities.

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