

TIPS FOR SELECTING YOUR CASE MANAGEMENT AGENCY

Making choices. Becoming empowered.

Ask how long they have been supporting people with disabilities under the waiver and compare your information

A strong value-based delivery of service and well established knowledge of waiver services is important. Having a team of supports means you have access to supports at all times.

How do they keep up with the latest changes in the waiver implementation?

Support coordination agencies need to keep aware of when legislation is looking at the changes and how that will impact you. This will help keep you better informed.

What are the resources and supports available to Community Support Coordinators/Case Managers to help you achieve your goals?

It is important to be able to have someone who can access and know your community. You will need someone who can partner with you, other providers and has access to resources in your community. Someone who can help you connect to other programs, people with similar interests that will help build relationships and assist you in achieving your life goals.

What are the backup systems and supports?

How is the agency supporting you when you need someone in the times that are most important to you? How often will they meet and how can they be contact in an emergency.

What are the relationships with providers?

We all need a circle of supports to help us achieve what we want in life and improve our quality of life. Relationships in the community and with providers are important to help be better connected.

Ask what they feel is their most important role

Your feelings and level of comfort is important. Can they connect with you and listen to what is most important to you.

Ask how they will ensure the implementation of your Person Centered Plan

It is important to have someone who can assist you in determining what supports are effective in helping you achieve your goals and changes to your life. Help to evaluate when changes are needed.



