

# **Caring for the Whole Person: A Case Management Approach**

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# Introduction:

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- Holistic Case Management
- Tools
- Implementation
- Benefits



# Case Management: Caring for the Whole Person



# Relationships:

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- Driven By the Senior
- Trust



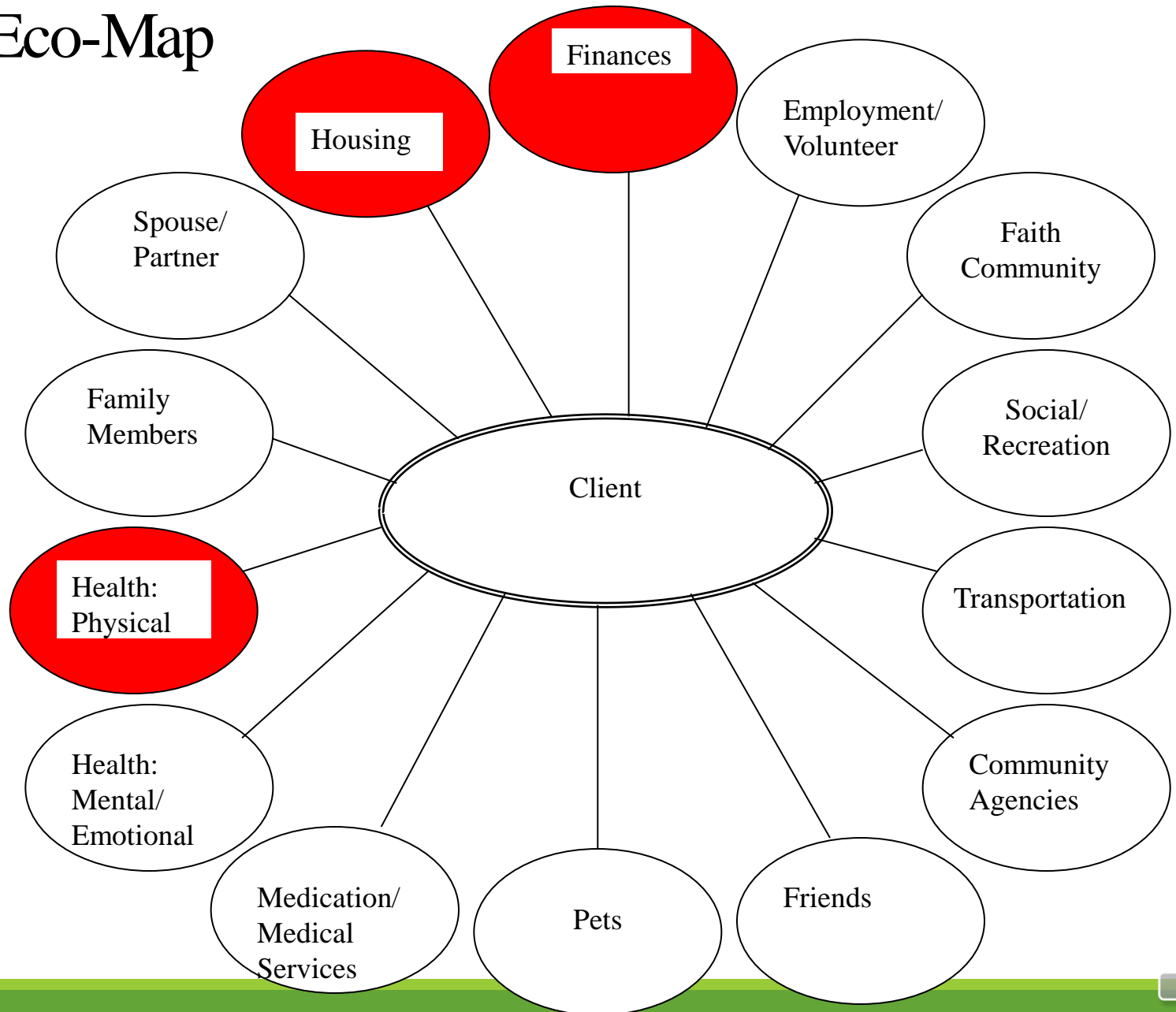
# IDENTIFY:

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- Strengths
- Supports
- Needs



# Eco-Map



# Assessment Tools:

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- Needs Assessment
- Risk Assessment
- Hoarding Assessment



# Case Example

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# Finances:

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- Current resources
- Access to their funds
- Expenses



# Housing:

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- Where
- Safety
- Affordability
- Meeting needs



# Health:

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- Physical
- Mental
- Mobility Issues
- Medication



# Independence:

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- Access to required resources
- Transportation
- Home Maintenance



# Supports:

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- Spouse
- Family
- Friends
- Faith Community
- Neighbors
- Other agencies
- Pets



# Social:

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- Connections
- Volunteerism
- Community Centre



# So Now Where to?

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- Internal Resourcing
- Developing Community Collaborations



# Internal Resourcing:

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- Philosophical Belief of Agency
- Must be used Consistently
- Relationship of Trust
- Challenging Each Other
- Case Conferencing
- Holding Staff Accountable
- Anti Oppressive Practice





# Collaboration Values:

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- Be up front as to why you need them
- Develop a Trust relationship
- Value each others work
- Understand the Interdependence



# Establishing a Collaboration:

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- Develop Common Philosophy
- Discuss Differences, Barriers
- Plan solutions
- Learn together
- Have written agreements



# Collaborations

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- Hard Work
- Take Time
- So Worth the Effort



# Benefits:

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- Less frustration
- Individual's whole experience
- Build on existing services
- Whole Community Expertise
- Identify gaps within community
- Root causes identified and dealt with
- Systems Change

