Case Management Flow Chart

Case Management Brief Intake/ Assessment

Comprehensive Case Management Needs? —No→ Supportive Case Management Needs? —No→ Advise Client to Return If Needs Arise

Comprehensive Case Management Needs? — Yes

Supportive Case Management Needs? — Yes

Client Ready for Comprehensive CM Services? —No→ Client Ready for Supportive CM Services? —No→ Options:
- Referral
- Continued attempts to engage
- No Action

Client Ready for Comprehensive CM Services? — Yes

Client Ready for Supportive CM Services? — Yes

Does Agency have resources to provide services? —No→ Referral and Follow-up of Referral

Does Agency have resources to provide services? (left) —No→ Referral and Follow-up of Referral

Does Agency have resources to provide services? (left) — Yes

Does Agency have resources to provide services? (right) — Yes

Brief Service Plan

Brief Service Plan & Meet Immed. Needs

Services and Follow-up Provided

Comprehensive Assessment

Brief Reassessment

Comp. Service Plan

Services Still Needed? —No→ Inactivate or Close Case

Services Provided

Services Still Needed? — Yes

Comprehensive Reassessment

Ready for Comprehensive CM Services? —No→ (back to Brief Service Plan)

Ready for Comprehensive CM Services? — Yes

Services Still needed? —No→ Inactivate or Close Case

Services Still needed? — Yes

Need Comprehensive CM Services? —No→ Need Supportive CM Services?

Need Comprehensive CM Services? — Yes

Need Supportive CM Services? —Yes→ (to Brief Service Plan)

Need Supportive CM Services? —No→ Inactivate or Close Case