

Case Management Rights and Responsibilities

Client Rights

I have the right to...

be heard and listened to

be safe and respected

come up with my own goals

stop case management at any time

have someone with me at case management meetings for support

receive documents in a format I can understand

Client Responsibilities

I have a responsibility to...

meet with my case manager to come up with a plan for my needs and goals

identify the steps I need to take to meet my needs and reach my goals

work on my case plan

ask for help when I need it

let my worker know if I need documents in an alternate format

talk with my worker at least once a month for a check in

let my worker know if I no longer want case management

