

Common Definitions of Case Management

1. NASW Standards: assess needs, arrange, coordinate, monitor, evaluate, and advocate for multiple services to meet needs.
2. Case Management Society of America: assess, plan, implement, coordinate, monitor and evaluate options and services to meet individuals health needs through communication and available recourses to promote quality cost-effective outcomes.

ACTION WORDS to Case Management

advocating	consulting	evaluation	linking
accessing	contributing	explaining	modifying
allocating	coordinating	facilitated	monitoring
analyzing	counseling	formulating	negotiating
appraising	creating	gate keeping	selecting
arranging	delineating	identifying	planning
assessing	diagnosing	implementing	promoting
brokering	documenting	improving	reformulating
collaborating	educating	information	reporting
collecting	enhancing	initiating	screening

More information on social work case management can be found at http://www.naswdc.org/practice/standards/sw_case_mgmt.asp.