



## Children's Case Management Services

Raising children can be hard, and sometimes we need extra help to support our kids. Our Children's Case Management program works with parents to meet treatment goals. Children's Case Management happens at home or in the community, not in The Right Door offices.

Your Case Manager will find out what you need and help you plan goals. Your case manager will connect you with community resources and check on your progress. Case managers also help care givers and parents advocate for and find resources to meet the needs of their child(ren).

A Case Manager is not a therapist, but they can help children and their families learn skills like coping skills, social skills, and self-advocacy.

We know life can get busy and schedules can change. If you need to cancel an appointment with your Case Manager, call the office at 616-527-1790. If your child or someone else in your home is sick, please contact your Case Manager to make new plans. You can use telehealth services if someone is sick, or reschedule the appointment when everyone is well.

If you miss an appointment, your Case Manager will call you. They will try to reach you at least 2 times by phone before sending a letter. If you do not respond to the calls or the letter, your child's case will be reviewed for closure.

I have had the above reviewed with me and I understand. I got complete and unbiased information on services and supports available through The Right Door, community resources if I need them, and options for providers at The Right Door. I understand that if I want to change providers or see a listing of providers, I can request a copy or log onto the website at [www.rightdoor.org](http://www.rightdoor.org) and view the provider listing. Please contact customer service at any time if you have concerns about the services and supports, community resources, or provider options at 616-527-1790.

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Signature of Person-Served/Parent/Guardian

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Date

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Printed Name signer

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Signature of Provider that reviewed