



## Welcome to Case Management Services

We know that life can be tough, and sometimes we need extra help to get back on track. By receiving Case Management Services at The Right Door, we want to help you reach your goals and full potential. Here's what you can expect from this service.

After you meet with an Access clinician for your initial assessment, you will be assigned a Case Manager. You and your Case Manager will talk about your goals and how we can help you achieve them. This is called the **Person-Centered Planning (PCP)** process, and it's all about you. You can invite anyone you want to this planning meeting, choose where it will be held, and decide who will lead this meeting.

Based on this PCP, you will get services that are medically necessary to help you reach your goals. These services might include medication support, peer support, employment help, and group therapy. *The Right Door offers several groups, and we encourage you find one that fits your treatment goals.* Your case manager will give you a list of these groups. You and your Case Manager might meet weekly, every two weeks, or monthly, depending on what you need. You can meet at your home, in the community, or sometimes at the office.

We want you to succeed, and each Case Manager will help you become your own change agent. We hope that through Case Management services, you will become successful in your community and achieve the stability that you want!

**Rescheduling:** We understand that sometimes appointments might conflict with other events. Both your time and the Case Manager's time are valuable. If you need to cancel an appointment, please notify your Case Manager or The Right Door front desk within 24 hours (616-527-1790). You will also get your Case Manager's cell number.

**No Shows:** If you miss two appointments in a row or your Case Manager can't reach you for scheduled appointments, they will send you a letter to see if you still want services. They will also try to visit you at home 1-2 times to make sure you are safe. If there are still problems meeting, your Case Manager will start the process to close your case, which includes a letter and your chance to appeal the closure of your services.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name signer

\_\_\_\_\_  
Signature of Provider that reviewed