

CASE MANAGEMENT GUIDE TO SERVICES

*Enhancing Lives.
Encouraging Dreams.*



The Charles Lea Center

The Role of Your Case Manager:



Your Case Manager will work with you and your support team to develop a personalized care plan that identifies your wants, needs and personal goals.



Your Case Manager will help you find resources and services to ensure that you are safe, healthy and happy.



Your Case Manager will talk or meet with you regularly to monitor your health and other needs identified on your care plan.



Your Case Manager will advocate for you to ensure that your rights are protected, your needs are met and your goals are being heard.

What to Expect From **Your Case Manager:**

Creation of personalized care plans



Referral to needed resources or services



Monitoring of all services



What to Expect From **Your Case Manager:**



Timely response to all needs



Respect



Quality Service

Your Rights:



You have the right to know who your Case Manager is.



You have the right to know how to contact your Case Manager.



You have the right to change Case Managers if you are not satisfied.



You have the right to participate in the development of your care plan.

Your Rights:



**EVERYONE
MATTERS**

You have the right to be treated with dignity and respect.



You have the right to choose which services and supports you receive.



You have the right to confidentiality and for an explanation of all forms that you are asked to sign.

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OUR MISSION

The mission of **The Charles Lea Center** is to be the organization committed to supporting individuals with disabilities so that they may be a part of the communities where they live, work and play.



The Charles Lea Center

www.charleslea.org

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