







Delivery of Person Centered Case Management by Connections Case Management, LLC:

How Connections supports CMs to improve service delivery for individuals and families

LIFE DOMAIN	DESCRIPTION	Consider the individual, the family and community
	Daily Life & Employment: What do I think I will do or want to do during the day in my adult life? What kind of job or career would I like?	<ul style="list-style-type: none"> -CMs daily activities can often feel data driven, Connections uses a company newsletter, company trainings, work-days, and monthly team meetings to celebrate successes of our individuals and/or our CMs and keep the purpose of our "job" in the limelight -CMs support individuals and families to think "outside of the box" to problem solve or strategize a solution for potential employment, volunteering, meaningful daily activities, etc. -CMs structure their days and weeks to ensure person to person contact with individuals, teams, and colleagues
	Community Living: Where would I like to live in my adult life? Will I live alone or with someone else?	<ul style="list-style-type: none"> -CMs are trained in community resource research, access and acquisition. -Internal system houses comprehensive index to community resources and organizations. -CMs live, work, volunteer and socialize in their service areas. Caseloads are balanced with geography as a determining factor. -Community resources and opportunities are discussed bi-monthly at CM 1:1 supervision conversation and monthly internal team meeting.
	Social & Spirituality: How will I connect with spiritual and leisure activities, and have friendships and relationships in my adult life?	<ul style="list-style-type: none"> -CMs are supported to maintain a healthy work life balance for their mental health. Currently, Connections has a company-wide step challenge competition to encourage stress relief. -CMs are provided 3 floating holidays to celebrate cultures and traditions that are pivotal in their family lives -CMs participate in leisure activities with clients or are spectators: attending Special Olympics, Recreational therapy groups, school events, birthday celebrations, etc.
	Healthy Living: How will I live a healthy lifestyle and manage health care supports in my adult life?	<ul style="list-style-type: none"> -CMs are trained in CPR, basic life support, Specialized medical equipment, Medicaid PA as well as opportunity to further knowledge through approved CEUs related to health and/or medical -Connections maintains a work/life balance culture and atmosphere -Contracted RN that is accessible for CMs and individualized support teams
	Safety & Security: How will I stay safe from financial, emotional, physical or sexual harm in my adult life?	<ul style="list-style-type: none"> -CMs are supported from day 1 orientation to mitigate unsafe situations: remove yourself, redirect, have another colleague with you, safety training -CMs are secure in their employment, knowing that their compensation is never negatively impacted from an individual's right to choose providers and services -As CMs grow professionally in the field, they are supported to share their strengths and assets in their teams, with the entire company, and mentoring new hires
	Advocacy & Engagement: What kind of valued roles and responsibilities do I or will I have, and how can I have control of how my own life is lived?	<ul style="list-style-type: none"> -CMs start as active listeners in small groups and develop skills to coach and mentor others -Opportunities for leading monthly trainings, development of subject matter experts and team leaders, consistent open opportunities for input and feedback on company policies, structure, and procedures -Connections fosters and practices the opportunities to try AND fail/make mistakes, encouraging and assessing the learning opportunity
	Supports for Family: How do I want my family to still be involved and engaged in my adult life?	<ul style="list-style-type: none"> -Much like supporting the family, supports the individual, Connections surrounds CMs with a multi-level support system adaptable to all learning styles -Connections encourages families to provide suggestions, feedback, criticism, and recommendations to improve service delivery and meet their needs -Parent education and encouragement to become comfortable with defining choice and dignified risk for their loved one
	Supports & Services: What support will I need to live as independently as possible in my adult life, and where will my supports come from?	<ul style="list-style-type: none"> -CMs are empowered to be self-starters with access to a plethora of resources, references, checklists, "cheat sheets", guidelines, recorded trainings -CMs have open access to management team support to meet all needs for the individuals served on their caseload -CMs are required to maintain professional boundaries and healthy work life balance to reduce stress and turnover rate