

APPENDIX A: PRINCIPLES OF EFFECTIVE CASE MANAGEMENT

1. Case managers should deliver as much of the “help” or service as possible, rather than making referrals to multiple formal services.
2. Natural community resources are the primary partners (eg, landlords, employers, teachers, art clubs, etc).
3. Work is in the community.
4. Both individual and team case management works.
5. Case managers have primary responsibility for a person’s services.
6. Case managers can be para-professionals. Supervisors should be experienced and fully credentialed.
7. Caseload size should be small enough to allow for a relative high frequency of contact (no more than 20:1).
8. Case management service should be time-unlimited, if necessary.
9. People need access to familiar persons 24 hours a day, 7 days a week.
10. Case managers should foster choice.

Source: Rapp CA, Goscha RJ (2004) The principles of effective case management of mental health services. *Psychiatric Rehabilitation Journal*, 27(4), 319-333.