Care Management Process

1. Intake Needs – Initial Contact
   1. Online Form
   2. Flyers to Neighbors
   3. Other online communication
   4. Neighborhood forums / neighbor conversations
2. Triage
   1. In Person, via phone
   2. Can be done by care team or in neighboring conversations
   3. Ask basic questions about situation, gage if need further assistance. What is most pressing need, how are they doing, how can we pray, where are they staying now
3. Connect to Care Team
   1. If someone needs support, connect them to the care team for an Initial Assessment
   2. The point is to gather deeper information
      1. Find out short term and long term needs
      2. Get an idea of social / church connections
      3. Get an idea of financials assets available
      4. get updates on insurance, gov assistance
4. Take information to Decision Making team
   1. Present case information to team
   2. Decide if can assist and how
5. Follow Up with Family
   1. Get vendor information and documentation to make payments
   2. Communicate to family what you can help with and if you have any follow up questions
6. Provide payment information to accounting
   1. Provide documentation, amount needed, how you need it paid, to who, and by when

