

Care facilitation and skills training for adults

Care facilitators and skills trainers make up Oaklawn's adult case management (ACM) team. The team provides home-, office- and community-based services to adults in Elkhart and St. Joseph counties who have a serious and persistent mental illness. The team helps clients understand and manage their illness, function as independently as possible and meet their treatment goals.

Care facilitators

Care facilitators serve as advocates for clients, linking them to community services and helping them live independently. They help clients to get the resources they need, which may include Medicaid, Medicare, food stamps, Social Security benefits, public housing, Section 8 housing and workforce training.

They also help clients coordinate their psychiatric and medical care, and make sure providers are communicating with each other so everyone is on the same page. They do not provide clinical services, but help clients connect to skills trainers, therapists, psychiatrists, nurses and other healthcare providers.

Some ways care facilitators can help:

- Determine the need for services (medical, social, education, etc.) using the Adult Needs and Strengths Assessment (ANSA)
- Develop a plan of care that maps out what steps should be taken and what services should be received so the client can meet his/her goals
- Refer the client to programs and services that support his/her goals
- Follow up to make sure the client is receiving services and those services are helping
- Evaluate the client's progress toward achieving goals

Skills trainers

Skills trainers help clients develop and build the skills they need to meet their goals.

Skills trainers work with clients at home or community settings to:

- identify what skills are needed, based on the ANSA
- teach new skills
- help clients put their newly-learned skills into practice

Skills trainers meet with clients as needed, based on the level of need.

Some specific skills that trainers teach include:

- communication skills
- organizational skills
- budgeting
- health and household management
- problem-solving skills
- medication and symptom management
- coping strategies
- interpersonal relationship skills

Criteria for eligibility

To receive skills training or case management services, you must:

- be 18 years of age or older
- meet screening criteria that demonstrates a significant need for services
- be willing to participate in the program

Referrals

Call Oaklawn's Access Center and ask for an assessment for these services.

- Elkhart County: (574) 533-1234
- St. Joseph County: (574) 283-1234

oaklawn.org

