

FAQs – Case Management Services

Q1. What is case management?

A: When you receive case management services, a case manager works with you to figure out what you need and connects you with the right services. Case management services may help support you in your job , find housing, take care of medical or legal issues, help with finances, or obtain interpreter services.

Like a captain on a ship, you make the choice that is the best for you. And like a navigator, our Case Managers support you by giving you information, different options, different ways to go, and suggest a direction that has worked for others in the past. Case Managers do not tell you what to do, but they can share with you what they know about how to navigate different situations, benefits, programs, and strategies for you to accomplish the goals that you have for yourself and your family.

Q2. What does a case manager do?

A: A case manager is your agency representative. They understand your needs, create a support plan, and coordinate your services (services like healthcare or housing) to make sure you have the tools you need. They work with you throughout the support period.

Q3. What does a client advocate do?

Client Advocates listen to you, teach people about your rights, and work with you to get help. A client advocate may go with you to a medical appointment, or to your job. Client Advocates listen to you, teach people about your rights, and work with you to get help.

Q4. Do case management cost anything?

A: No, case management services are free.

Q5. How does someone start getting case management services?

Please contact us at odhh.cms@dshs.wa.gov to learn more about our services.

You can also VP at 509-794-2188 or voice call/text at 360-584-5205 (V/Text).

Q6. If I currently receive case management services, who do I contact at ODHH to continue getting case management services?

Please contact your local Regional Service Center or you can reach us at odhh.cms@dshs.wa.gov.