



## **Opportunity Enterprises Inc.**

### **FAQ's about Case Management**

**1. How many adult case managers do you have in your agency (male & female)?**

7 Females and 2 Males currently

**2. How many people do case managers have on their caseloads?**

Caseload maximum by Consent Decree is 35, but at OEI keeps the maximum at 20 in order to keep our work quality high and ensure that each participant is able to build a relationship with their case manager as well as feel comfortable with voicing needs or concerns.

**3. What is your work schedule (days work and hours work)?**

Case Managers are generally available Monday-Friday 8am-4pm with some flexibility for early or late meetings.

**4. What is your emergency (after office hours) protocol?**

DS Crisis Services take calls for urgent needs after hours. Contact DS Crisis Services at 1-888-568-1112 and ask to speak to a DS worker. The operator will take your name and phone number. A crisis worker will return your call within 15 minutes.

**5. How responsive are you with returning phone calls?**

Case Managers return calls within the same business day and strive to have calls returned within 4 hours. Case Managers also have texting and email options on their phones if this is your preferred method for contact.

**6. How many people do you serve in my community?**

Case Managers work in communities across the state from Auburn, Augusta, Farmington, Norway, Skowhegan, Waterville, Unity, Bangor, Brunswick, Portland, Biddeford, and all areas in between.

**7. How many people on your caseload attend the Community Support program I attend?**

Case Managers work with many community support programs across the state. Some programs that Case Managers work closely with include Families Matter, ESM, Work Opportunities Unlimited, Goodwill, Work First, Gallant Therapy Services, Spin Off Studios, Pathways, Momentum, Maine Growth Opportunities, and many others.

**8. What is the frequency each month that you meet with folks on your caseload?**

The frequency and type of contact is all within your control and/or comfort. If you feel as though you want to meet with me on a weekly basis; then case managers will meet weekly until you request another schedule.

**9. What would you do if I am dissatisfied with your services?**

You have many options should you become dissatisfied with CCM services.

1. First, please speak with your case manager or their supervisor about your concerns to find a resolution.
2. You have the right to contact the OEI Quality Assurance Officer at 376-4911 to support with finding a resolution.
3. You have the right to contact DHHS Licensing or Disability Rights Center.
4. You have the right to file a grievance about your case management or any other services.

**10. What would you do if I am dissatisfied with my case manager?**

Case Managers first would listen to you express your dissatisfaction and work with you to problem solve the situation until you are happy with the result. Case Managers can also support with filing a formal grievance. Case Managers will support with the transition if a new case management agency is requested.

**11. What would you do if I decided I didn't want case management any longer?**

Case Managers would review with you the benefits and consequences of that decision and then respect any decision that you make. They would also support you with a transition out of services, if you wish.

**12. What types of things do you assist people with?**

Case Managers will personalize how they support you depending on your needs. Case Managers have supported people with accessing resources, goal development, assessing needs, or evaluating satisfaction with services.

**13. How familiar are you with resources in the community I live?**

Case Managers are in constant search for new resources in the communities that they serve.

**14. What experience do you have working in conjunction with MH services?**

Case Managers are trained in accessing many different kinds of services including Mental Health, physical disabilities, and elder services.

**15. How do you assist me with developing future goals?**

Case Managers work hard to build a professional relationship with you in order to find out what your interests are in the future and if there is anything that you would like to pursue in the future. Case Managers will meet with you on a regular basis that you are comfortable with to monitor progress on your goals and make changes as needed to adjust your goals.

**16. Do you write Person Centered Plans (PCP) plans?**

Case Managers coordinate and write all person-centered plans.

**17. Are your PCP plans comprehensive and how frequently do you recommend we have them?**

You have your team meet as often as you feel as though it is necessary with a minimum of annual meetings. The team can meet annually or quarterly; the schedule is based on the team and the needs of the participant. Our plans are very comprehensive with all support needs and all desires identified in the plan.

**18. How do you help monitor my PCP plan?**

Case Managers have regular contact with you and your team members to check on your goals and progress as well as to assess for any new needs.

**19. Do you do rep payeeship and how long does it take to change payees?**

Opportunity Enterprises has a rep payee program at no cost to you. The change may take up to 3 months for Social Security Administration to process the change.

**20. What are your practices regarding requests from payee accounts?**

All requests are sent to the payee department in order to get the check sent in the mail as soon as possible.

**21. How do I make a referral for Case Management at Opportunity Enterprises Inc.?**

You may contact Opportunity Enterprises directly by phone at 376-4911 or submit an electronic referral form at their website: [www.opportunityenterprises.org](http://www.opportunityenterprises.org)