

## **Common Definitions of Case Management:**

- " activities aimed at linking the service system with a consumer, and coordinating the various system components to achieve a successful outcome."
- " a problem-solving function designed to ensure continuity of services and to overcome systems rigidity, fragmented services, misutilization of certain facilities, and inaccessibility."
- "At the systems level, case management may be defined as a strategy for coordinating the provision of services to clients within that system."
- "At the client level, case-management may be defined as a client-centered, goal-oriented process for assessing the need of an individual for particular services and obtaining those services."
- **Case management seeks to make service delivery...**
  - ...Integrated
  - ...Coordinated
  - ...Accountable
  - ...Sequenced
  - ...Sustained
  - ...Client-Centered
  - ...Goal Oriented
  - ...Flexible
  - ...Cost-Effective
  - ...Comprehensive