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 …Client-Centered

  …Coordinated …Goal Oriented

  …Accountable …Flexible

  …Sequenced …Cost-Effective

  …Sustained …Comprehensive