Choosing a Targeted Case Manager (TCM)

Interviewing prospective case management providers:

Here are some guidelines to consider

scan for TCM options

Schedule an appointment

- Prepare questions before you go
- Take notes to refer back to and compare between providers
- Take a trusted friend or family member with you

- How does the TCM stay informed of all the options available in the community? And how do they keep up with changes in IDD Waiver Services?
- Do you have any references, either families, other non-profit agencies, or community resources that I could talk to about the quality of the agency?
- What are my options for contacting the TCM after office hours?
- What happens if the case manager leaves the agency?
- What individuals do you primarily serve? (kids, adults, elderly, specific disabilities)
- Do I get to choose the TCM or does the agency assign someone? Can I meet with the TCMs before making a choice?
- What specific types of training does the TCM receive?
- Do you have a meeting space, or can you meet me at home?

- How responsive are your TCMs? If I call and leave a message how soon could I expect a return call?
- How familiar are your TCMs with IDEA, the IEP process, and the local school system?
- How familiar are your TCMs with the transitional services into adulthood available in the community?
- Can the TCM help with Social Security benefit issues, Medicare/Medicaid issues, and guardianship issues?
- What experience do your TCMs have with accessing different types of funding and community resources?
- How does the Person-Centered-Plan Process work? Is the TCM open to other methods?
- How flexible is the TCM in supporting families who want to be very active in the lives of their son or daughter? Or for those who want less involvement?

- What on-going communication can I expect?
- If the case manager is unavailable for an extended period of time, will someone else cover for them?
- What is the average number of people on a TCM caseload? What is the staff turnover rate?
- What sort of things is a TCM prohibited from doing?

Contact the CDDO

for making a case management choice

(785) 840-1632

www.cwcddo.org