In 2025, you will get a new special case manager outside of your agency. Before you get upset! Know that you can still see your service coordinator. As long as they work at your agency, you can still talk to them.

Your new special case manager will check in with you to see how things are going with your services. Their job is to ask you what you like and do not like about your services. The state wants to make sure:

- you have choices
- you are in charge of your life

Your new case manager will help you invite anyone you want to make your ISA.

The state is setting up 1 or 2 new companies to hire case managers. For this to work well, tell the state what you need.

Tell the state what is important to you. Describe your perfect case manager. How should they treat you? What do you want them to do for you?

The following ideas were shared during a self-advocacy meeting on Zoom on 8.28.2023. There were 19 people from 9 counties who receive services from 12 providers

- What are the differences between a new case manager and a service coordinator at our agency?
- Listen to me. Understand my dreams and goals.
- Help me with a situation with family members, there can be a lot of stress with that. Help me to deal with it.
- I want them to know about my medical needs. My needs have changed. Help finding doctors, fighting insurance companies, and finding new medical devices.
- With my anxiety and depression, knowing how to talk to me helps me calm down and be present in the moment. Help me understand my disability and what I am going through each day.
- Tell us about our funding. How much is in my budget for services?
- I would like to meet every month. I need time to get to know the person. And they need to let me know that I can speak up for myself.
- Give us information to choose where we want to get services. A conflict-free case manager would not be speaking about all the details of my life. They only speak about where I can get the best services. I don’t want them to intermingle with the agencies. If I am not getting support staff, my case manager will say you can get services elsewhere.
- Sometimes when people work with me it is hard to know if they are coming back. **Helping me deal with the frustration of not knowing when I will have new staff.**
- I want them to understand my needs. **Check-in with me to see how things are going.** Do not talk to other people about my personal information.
- A case manager does **quality checking.** They wear the “quality control hat”. They need to be a great team builder who brings people together.
- Great skills at talking and writing in plain language. An amazing communicator and able to **clearly explain state regulations.** Very organized so they can help people make good choices. **Someone who is neutral.** Know how to provide information without telling people what they think should happen. They keep their opinions to themselves. They should know a lot about local resources and different options.
- **Somebody to listen to me and support you.** Check up with me and help me with things I need like when I had a problem at the bank. Make phone calls. Finding transportation if I have an appointment.
- **Conflicts.** If I have a new idea and other people have different ideas, what will happen? How will we decide?
- I would like the case manager and service coordinator to work as a team. They need to **collaborate to make sure my ISA goals are accomplished.** The case manager checks in with me once a month to see how things are going. I want them to **work on finding housing options** and not just say no because of my behavior. I have been pulled so many times from housing. The agency has a set idea of what housing options should be for you. I need help getting my whole team on the same page.
- I want them to **not use jargon, use plain language.**
- I want them to **know things about me that I tell them.** Not just what others say and think they know about me. To have respect for people with disabilities.
- Know what it is like for people with disabilities. **Have experience working with people with developmental disabilities.** Get to know what it is like living with a disability.
- Make sure my agency lets me know who will be picking me up.
- I want a **choice of who will be my case manager.**
- More than 3,330 people with developmental disabilities get Home and Community-Based Services. How do you do that with just 1 or 2 companies? **We need the state to contract with more than 2 case management providers.** Since we are one of the last states to address conflict-free case management we need to research what is working on other states. For example, in other rural states:
  - South Dakota has 4 case management providers
  - Wyoming has at least 70 case management providers
  - And Maine has more than 100 case management providers
Listen
Have experience with people with disabilities
**Know what our abilities are**
Give my current goals to my workers, not my old goals
Watch me at work. **Help me get more job support if I need it.**
Come in person. And give me other options of how to meet
“I just want them to let us be. Be happy with us the way we are.”
Good communicator
**Observe me when I am with my DSP** Work with me on my schedule. Get me the schedule I want.
**Right now, my agency has my money. I heard that will change. We need help getting our money when we need it.**
The new case manager companies need to know our state. My case manager **needs to know what is going on in my town.**
What will happen if people have different ideas on my team?
The service coordinator I have now only has 10 other people to help. My new case manager cannot have too many people to help. **The state must set limits on how many people a case manager can work with.** I want an in-person visit every month.