



What can you do?

Talk

Tell your case manager what you need; how, when, and where you need support

Participate

Provide the information we need to write your annual support plan

Update

Let your case manager know of changes in your life and how you are doing

Ask

Understand why we do what we do

Be Connected

Become informed about services and options in our area for you



DDR B Mission

The DDRB is a leader, ensuring that individuals with developmental disabilities living in St. Charles County have quality opportunities and choices to be fully included in society.

Visit our website

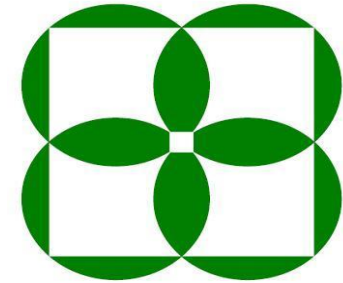
ddrb.org

Let us know if you are satisfied with the DDRB Case Management program!

**DEVELOPMENTAL DISABILITIES
RESOURCE BOARD
OF ST. CHARLES COUNTY**

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DDR B



**DEVELOPMENTAL
DISABILITIES
RESOURCE BOARD
OF ST. CHARLES
COUNTY**

Case Management

Serving St. Charles County
Since 2006

DDRB Case Managers...

- provide a 'single point of entry' and assist with processes and paperwork necessary to connect you to resources.
- help individuals and their families identify, plan, advocate and locate needed services and supports.
- monitor the quality, timeliness and effectiveness of services to ensure they are meeting your expectations
- maintain records in accordance with federal/state programs, policies and procedures.

How do I get a case manager?

First, you must be determined eligible for services by the Missouri Department of Mental Health (DMH) – Division of Developmental Disabilities.

Eligibility requirements are:

a mental and or physical disability that began before the age of 22 and is likely to continue indefinitely and results in limitations in two or more of the following areas of life:

- independent living or economic self-sufficiency
- receptive or expressive language
- self-direction
- learning
- mobility
- self-care

Contact the Tri-County Regional Office – Intake Department at 314-244-8800 for assistance with eligibility.



Case Management eligibility criteria:

Must be 16 years of age or above, living in St. Charles County with active Medicaid. In addition, those of transition age of 16 & 17, regardless of Medicaid status, will be served.

There are no wait lists for CM services: a case management staff will contact you within a week to complete an intake interview and assign a case manager. If a waitlist becomes necessary, individuals will be served according to date of intake.

Hours of Service:

Case Managers typically work 8 to 4:30, Monday through Friday however, they are flexible to accommodate your scheduling needs.

Meeting Location:

A case manager can come to your home or other location of your choice. The DDRB office is an accessible optional meeting location as well.

Case Management is a free service to you:

No fees are assessed, funding for service is through Medicaid or DDRB funding allocation.

Staying in touch with your Case Manager:

All case managers are available by office phone and cell phone. You determine, through the planning process, how often you would like to talk to or receive a visit from your case manager.

What to expect?

You will receive an introductory letter and information from your case manager. He or she will contact you to meet and discuss your support needs.

Your case manager will help write a support plan which is a document full of information about you and your needs to have quality choices and opportunities.



Our commitment to you:

- Advocacy with integrity and respect
- Development of a meaningful support plan reflecting your interests and needs
- Assistance with funding requests for services from DDRB and the Dept. of Mental Health when eligible (active Medicaid is required for any DMH funded services)
- Low caseloads to dedicate more time to you, provide you timely responses, give accurate information, and locate resources
- Monitoring services for quality, cost-effectiveness and reaching your goals
- Linking you to other entities such as Medicaid/Medicare/Social Security
- Exceeding standards, requirements and expectations of Missouri's Department of Mental Health
- DDRB will request feedback from you to help us improve our services
- Interpreter/sign language assistance is available upon request.

