

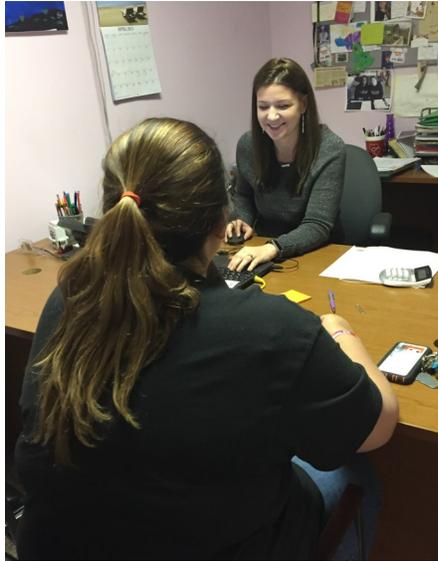
CASE MANAGEMENT

a helping hand in times of need.

Friend, Inc. is where your neighbors can turn when life's circumstances create financial distress.

Friend, Inc. offers Case Management services to all clients. Our staff works with all available government and local service agencies to find the right help for the situation.

Case management is a key method of service delivery within the agency. The case management services provided through Friend Inc. complies with professional practice standards. The NASW Standards for Social Work Case Management is used as a template, providing guidelines for case management best practices. Friend, Inc. Community Services continually assesses the human services needs of residents in Northeastern Berks County. We tailor our services to address those needs efficiently and effectively. The client's ability to become self-sufficient is our ultimate goal.



To accomplish this goal, each client meets with a case manager who will work with the client to get the appropriate assistance. When a client contacts the case manager, they can usually expect the following procedure to occur:

- Individuals contact our agency and a process of gathering information begins. A pre-screening takes place to ensure the individual or family is in our service area and to determine household size.
- Our case managers meet individually with clients to evaluate the obstacles facing them and to work diligently to find the resources necessary to help them overcome, anticipate and rebuild their lives.
- Clients meet with a case manager to determine the specific service plan required for each individual and/or family. The case manager determines what the main issue is and provides assistance and guides the individual and/or family in that direction.
- Information and referrals are provided to appropriate human service agencies in order to meet client needs.
- Respecting the dignity of each client, we listen, develop goals, and plans that will increase the potential for achieving self-sufficiency and provide follow-up and ongoing encouragement.



**Community
Services**

"Lending a Helping Hand"

What can I do to Help?

Contribute:

Financial support is always needed.

Collect:

New or gently used winter coats, school supplies, and Holiday gifts for children are distributed to clients. (Please contact us for current needs).

Volunteer:

Volunteer to mentor an individual or family in developing a budget and share information and encouragement in financial matters.

Volunteer your vehicle and time to drive a client to Friend, Inc. for counseling or classes.

Services at Friend, Inc.:

Emergency Financial Assistance
Counseling—Family Guidance
Life Coaching
Money Management Classes
Job Search Services
Resume Building
Access to Computers
Medicare Counseling
Tax Preparation Services—Berks Encore
Winter Coat Drive (donated coats are cleaned by Kelchner's)
Holiday Cheer (gifts for children age 15 and under)
Backpacks and School Supplies
Thanksgiving and Christmas (Turkey dinner boxes)

Friend, Inc. recognizes that our case management services alone cannot address the fundamental causes of poverty, hunger, and homelessness, Case Management Services often serves as a portal to other agency services and governmental programs that can aid in increasing the clients self-sufficiency potential. Clients receive help in applying for health and human services benefits and referrals to other helping agencies.

Megan has a part-time retail job. She as maintained a good work record as a dependable employee. Recently a leg injury made it difficult to stand during her shift. She was convinced she would have to quit her job and didn't know where to turn. With encouragement and advice from her case manager, Megan found the courage to advocate for herself and was able to negotiate new responsibilities that allow her to perform her duties while seated much of the time.

Megan is thriving in her new position. She enjoys her work and hopes to be able to increase her work hours. She has learned in Money Management Classes that full-time employment is a major key to self-sufficiency and the fulfilment of future ambitions. "My life can be less stressful, she says, and things can start to look up for me and my family."

Ken and Marge were considering a purchase and move to a used trailer because the one floor plan would be beneficial for Ken's mobility issues. However a poor credit rating kept them from getting the loan they needed so they turned to Friend, Inc. Their case manager helped them understand some of the hidden costs of that option and helped them find a first floor apartment that met their needs and provided them with \$300 in monthly savings. "Friend, Inc. has helped us immensely with pantry services and finding a new home," says Marge.

Ken and Marge chose to enroll in Money Management classes at Friend, Inc. "They attend every class!", says their case manager.



Sometimes all it takes is your helping hand.

Friend, Inc. connects clients to community resources and services:

Food Stamp Benefits (SNAP) are available to those who have sufficient income to meet most of their basic living costs but need help to supplement their food expenses.

Low-Income Home Energy Assistance Program (LIHEAP) Qualifying households may receive cash benefits to assist with heating bills, crisis benefits to resolve heating emergencies, and weatherization/ energy conservation assistance to provide long range solutions to the heating problems of low-income households.

Cash Assistance is available to low income people/families based on rules and standards established by the state Department of Public Welfare.

Medical Assistance (including Medical Assistance to Workers with Disabilities and the Medical Savings Program for Payment of Medicare premium) identifies eligible individuals/families and helps them overcome the barriers to getting enrolled in free, comprehensive health care coverage.

Children's Health Insurance Program (CHIP) is Pennsylvania's program to provide quality health insurance for children of working families who otherwise could not afford it. All children are eligible. Cost is income dependent.

Child Care Works Program helps eligible families of low-income pay their childcare fees

Legal Assistance
Recovery Groups
Counseling