

Case Management

Information about KIM Case Management

1. Case management is a procedure that accompanies and supports you in a difficult life situation. The location of the consultation can be arranged individually.
2. The case managers advise and inform you about services and benefits as well as their funding. We put you in touch with potential service providers and other support services and coordinate all the help you need.
3. This support is free of charge for you. Participation in the case management program is voluntary.
4. The case managers work with you to identify your strengths and resources and work with you to determine your individual support needs. We work with you to determine what steps need to be taken to improve your life situation.
5. A personal development plan helps to initiate, manage and adapt support as required. You decide for yourself which services you would like to make use of. The case management personnel are the point of contact for you, and everyone involved in your support process.
6. All data collected is protected. The case managers are bound by a duty of confidentiality. Information will only be passed on if you have given your permission to the case managers or others involved in your care by releasing them from their duty of confidentiality.