



## Targeted Case Management

Adult mental health targeted case management services at Vail Place work with a person-centered focus, meeting individuals regularly in their homes and communities where it is most comfortable and convenient. Case managers help individuals set and achieve goals, make referrals to needed resources and coordinate care with other providers. Case managers provide assistance with many things such as: finding a doctor or therapist, getting out of homelessness, finding affordable housing, acquiring in-home supports, employment, applying for benefits, going back to school, volunteering, stabilizing symptoms to stay out of the hospital and developing a support system. Case managers often work with people during a crisis, during and after hospitalizations, and helping navigate and follow treatment recommendations to stay well in the community.

### HIGHLIGHTS:

- Vail Place case management served 854 individuals in 2019, a 20% increase from 2018.
- 74% of individuals achieved at least one of their goals in 2019.
- Vail Place works to provide culturally inclusive services providing bilingual case management services in Somali, Spanish, Amharic, Oromo and Hmong.
- In 2019 case managers completed 5,925 face-to-face meetings and 9,536 hours of service to individuals in their homes and communities.
- Vail Place staff have significant knowledge of the mental health system to provide high quality care and information on resources for individuals, with 30% of staff having a tenure of 3+ years and 50% with advanced education with a master's degree.

**854**  
total served

“Everybody that I’ve worked with has just been great! I’ve worked with agencies that were frustrating in the past and it’s nice to have someone take the baton and run with it and I didn’t have to worry about a thing! I refer people to your services all the time!”

“I really don’t know where I would be at without the help of Vail Place. I’m moving out of transitional housing and have been so supported every step of the way.”

“My case manager is super great and has really helped me – especially with the insurance stuff! I’m so glad I’ve had her.”

