

Models of Case Management

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Introduction:

The collaborative process that helps individuals and clients to improve their quality of life by using resources is called case management. The primary aim is to meet the needs of respective personnel in a very effective manner by utilizing all the available resources. In addition, it empowers the individuals to achieve desired goals, manage and access the possible resources, effective decision-making, execute the plan of action, and finally make them updated. Meanwhile, the utilization and applicability of case management are rendered in multiple fields of societal welfare and betterment including social work, healthcare services, education, housing, and the justice system of the country, especially the criminal justice system. A solid case management approach can be established to comprehensively address the issues of particular strata of customers, populace, and assets by adopting a centralized policy (Murer & Brick, 1997). In this context, many experts have developed plenty of case management models. The most common models of case management are the brokerage model and the networking-based model. Having similarities between these two models, they may differ based on theoretical perspectives and principle ideologies that provide the foundation of their developments. With all these said about case management, it is essential for the readers to know about the brokerage model and the networking-based model in the context of their comparison of similarities and differences, analysis of various ideologies, and theoretical viewpoints associated with them. Both of these models have massive applicability concerning eliminating and minimizing various social issues and solving civic problems. In this perspective, this paper will explore primary comparison of these two models for better applications and appropriateness. In addition, the present study has the core purpose of examining their suitability in serving humanity, especially in the child protection framework.

Two Common Models:

The two most common models are illustrated as:

The Brokerage Case Management Model

The model presents a comprehensive approach that emphasizes the facilitator or broker role to the service providers. The managers work in collaboration with the clients to access the resources according to the needs and goals of the clients. However, the resources may be of multiple dimensions like financial resources, medical care, social service, legal assistance, etc. In the dynamic business world, a broker plays an essential role as an intermediary with various crucial roles and

responsibilities to enable corporations or businesses to function efficiently. On one hand, brokers represent service providers to managers in order to help them gain exposure to expand their businesses by reaching potential clients. On the other hand, brokers act as mediators or a channel between managers and their clients to provide them access to a broad range of services that are provided by various service providers. In addition, brokers serve as advocates for their clients such as managers of corporations to ensure that contractual terms between service providers and brokers' clients are favorable to each party. Moreover, they also serve as advocating agents between the two parties when dealing with service providers by negotiating prices. This model revolves around the motives and notions of empowerment, self-determination, and dignity for the autonomy of the concerned clients (Doran et al., 2021). Building on this notion, it can be inferred that the broker offers a crucial role in supporting clients to achieve self-determination, empowerment, and dignity. They are professionals who act as intermediaries between service providers and clients because they possess a range of attributes that enable them to facilitate their clients in various settings including finance, healthcare, or the education sector.

A few key attributes the brokers possess to perform their roles effectively and efficiently include empathy, active listening skills, understanding, critical thinking, and cultural competence so that they can work with their clients collaboratively. This happens when the brokers actively involve clients in setting goals, making critical decisions, and identifying the services that align with their requirements and preferences. Moreover, brokers prioritize clients' autonomy and assist in developing clients' knowledge and skills while providing relevant information about the potential outcomes of the client's every need. Resultantly, clients are empowered because of this client-centered approach that ensures that clients are at the forefront of decision-making processes to help them make informed choices based on their needs and preferences which enhances their self-determination. Furthermore, this empowerment also provides coordinated service delivery and ensures the assistance at right time by helping the clients navigate complex systems and access services that are typically hard to reach.

Networking-Based Case Management Model:

This model highlights the approach of network building and collaboration among service providers across the board. After the identification of the client's needs, the case managers contact and coordinate with all available service providers for provisions of services. It is especially helpful in services involving a massive populace like social workers, community organizations, healthcare organizations, etc. (Tahan, 2020). However, this model is beneficial to ensure service delivery in a comprehensive and effective method where a huge chunk of the population is there to meet their needs. In this way, the service delivery can be executed in a timely manner even if a few providers are not prepared enough to assist the client. In addition, this model specially develops and promotes partnerships among clients and providers and overall improves the service provisions.

Comparison and Contrast of the Two Models:

Both models have some similarities as well as quoted differences which make these models merely similar and antagonistic to each other. For example, both have similarities to improve the quality of clients by using all the available resources. In other words, they are centered on the clients concerning their goals and needs. Both have the spirit of collaboration and cooperation. Both models advocate the connection of clients to respective providers with the help of case managers. Both models aim to ensure and provide timely and effective services in the appropriate way.

Contrary to these similarities, these models have various differences. For example, the brokerage model focuses on the provider as the broker's role while the networking-based model believes in the coordination of service from multiple providers. Similarly, the brokerage model revolves around the autonomy and self-determination of the client. While the networking-based model emphasizes teamwork. Another difference between these models relates to the involvement of the case manager. In the brokerage model, the case manager plays a passive role while concerning the networking-based model, the case manager plays an active role in the provision of service to the client.

Analysis of Ideologies and Theoretical Perspectives:

Theoretical Perspectives of the Brokerage Case Management Model:

Concerning the brokerage case management model, the primary philosophy revolves around a client-centered care approach. It portrays and depicts the overall significance of adopting the specific service in connection with the particular need of the client (Coady & Lehmann, 2016). However, the theoretical perspective of the brokerage model establishes a strengths perspective. It believes that every individual is adorned with a specific set of strengths that actively help to achieve the desired goals. In addition, this model has a foundation regarding empowerment theory. In the context of the brokerage model, the empowerment theory states that an individual has central control over his or her life and can cherish complete freedom of making decisions (Bolton, et al., 2021). In other words, the client takes full charge of life and respective decisions with the adequate facility of the case manager.

Theoretical Perspectives of Networking-Based Case Management Model:

The ground-rooted philosophy of this model revolves around inter-professional coordination and collaboration. Teamwork ideology is the main focus in alliance with the sharing of decision-making with the concerned quarters. However, this model is based on system theory which highlights the

interconnection of individuals under the influence of their respective environments. In addition, the socio-ecological phase is the primary perspective of this model. This perspective elaborates on the larger context of the client's life which encompasses the cultural, social, and economic situations of the client (Coady & Lehmann, 2016). The needs of the respective clients meet a solid solution by bringing the stakeholders together in the form of a network where the case manager acts as a connector to execute the overall planning.

Exhaustive Examination Demonstrating the Suitability of Two Models for Human Services Contexts:

In the context of human services, case management models are essential to provide solid support to acquire mandatory access to welfare (Woodside & McClam, 2016). Individuals may gain benefits in the context of human services manifold due to the applicability of the models under discussion. The two models i.e. the brokerage model and the networking-based model have earned popularity regarding effective human service delivery in modern times. Their applicability in terms of child protection is marvelous (Cao et al. 2023).

Child Protection Context:

The child protection dimension from the group of human service involves protecting the minor populace from multiple evils of society like exploitation, abuse, and neglect. This protection system is very complex and effective service delivery is an approach of massive coordination. The concerned families and the children cherish a protection zone through cooperation with multiple sectors of society. In this context, the case management system plays a pivotal role in protecting the huge children population from abuse. Children may get the necessary care and attention to beware and remain secure from any harm (O'Gorman, 2013). The case managers involved in the child protection system have peculiar roles to assess the needs of children, development of caring plans, and coordinate respective services to ensure the well-being and security of the children.

Applicability of the Models:

While elaborating on the applicability of models in the context of child protection, it is pertinent to elaborate that both the brokerage and the networking-based models are suitable. However, the parameters of suitability depend upon available resources and the needs of individuals. For example, if the child requires various services from different providers, the networking-based model is very appropriate. This model provides the addresses and basic information of children needing assistance in a comprehensive manner. In addition, this model binds all such children and respective providers in a collaborative way to timely assist and inform the respective quarters (Young et al., 2014). It also provokes a step-by-step assistance procedure initiated by the identification of resources, enlisting of needs, coordination of services, and finally monitoring and evaluation of provided services on a

regular basis.

On the other hand, the brokerage model of case management is very appealing to those children who demand only a single service provider to address their needs. This model provides services specifically aligned with their needs. In this process, the service provider act as the broker to coordinate services according to the needs of the behalf of respective family and the children (O'Neal et al. 2022). This model initiates the process by assessment of needs, pointing out the respective services, referral of a person to providers, and finally taking follow-up to ensure the meeting of needs.

Conclusion:

From the above discussion, it can be concluded that case managements are of massive significance which is the collective effort by using the required resources to meet the needs of clients. Two main common models may enlist as the brokerage and the networking models of case management have both similarities and differences. However, from a theoretical perspective, the brokerage model has a foundation in strengths theory while the networking-based model gets its lifeline from system theory. As far as the suitability of these models is concerned, both are applicable to the human service context, especially the child protection service by providing a comprehensive system.

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