

Common Challenges

Common challenges include:

- Managing chronic health conditions
- Managing medications
- Maintaining personal hygiene
- Shopping
- Getting in and out of bed
- Getting in and out of a wheelchair
- Transportation
- Decision-making

Eligibility



ADS Case Management clients are age 18 and older. Clients must be low-income and authorized to receive services. Screening and referral

for case management services are provided through the Information & Assistance programs, and the State DSHS Home and Community Services.

Accessing Services

For screening for and referral to case management services, call Senior Information & Assistance at 206-448-3110



(toll-free 1-888-435-3377) or send e-mail to info@seniorservices.org.

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Senior Information & Assistance

Tel. 206-448-3110

Toll-free 1-888-435-3377

info@seniorservices.org



South King County Case Management Program



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Case management services help people remain living in their own homes.

The Aging and Disability Services (ADS) Case Management Program provides in-depth assistance to South King County residents who have significant health and social needs.

Case managers conduct in-home assessments and consultations, and develop and implement service plans that address clients' needs, helping to improve their quality of life and avoid institutionalization and homelessness.



Case managers provide clients with a broad range of support and access to community resources that enable them to live more self-sufficiently. They locate resources, and can assist clients in locating, hiring, monitoring, and terminating social service providers.

Case managers schedule regular follow-up with clients and monitor that client services have been provided.

Depending on their needs, eligible clients may receive:



- **Home-based Services:** ADS supports individuals who are unable to independently perform several activities of daily living. Authorized by an ADS case manager, services may include assistance with dressing, bathing, eating, toileting, and transferring. Assistance locating affordable housing, home-delivered meals, and medical equipment is also available, as well as limited household services that maintain individuals in a safe and healthy environment.

- **Discharge Planning:** Case managers coordinate discharge planning with family, hospitals, rehabilitation facilities, and home health care professionals.



- **Mental Health Services:** Psychiatric consultation support is available to case managers working with clients who may be reluctant to receive formal mental health services and for clients with substance abuse issues. If requested, a home assessment may be conducted by the psychiatrist.

- **Nurse Consultation:** ADS RNs focus on high-risk clients who have medically-complex and unstable health conditions. Nurses refer clients to appropriate services and coordinate with health care professionals. The frequency and amount of service is based on individual need that is defined by eligibility and client assessment.



- **PEARLS:** With client approval, case managers refer clients with depression for PEARLS counseling. PEARLS helps older adults engage in problem-solving techniques to manage depression and live active, more rewarding lives.



Behavioral and emotional conditions that threaten a person's ability to remain independent and the availability of a support system (family, friends, or neighbors) are considered when developing a care plan.

In addition, if home is no longer an option, case managers provide information about alternatives.