



Case Management

Waiver Case Management

Reach's case managers are the bridge that connects you to the services needed to live a full life. They are dedicated to creating a Community Services Support Plan that is the best reflection of the goals you would like to accomplish. Our case managers will work with individuals, their families and current providers to create a person-centered service plan based on an individual's needs and preferences within the guidelines of their waiver. In addition, case managers complete will assessments, inform the treatment team of service options, identify service providers, while evaluating and monitoring services. Case managers will also advocate on behalf of the individual, and assist with researching and accessing additional resources. Learn more: reachforresources.org/CaseManagement



When a case is transferred to Reach

Once a case is transferred to Reach from Hennepin County, the following Monday, a case manager will contact you to set up an initial meeting. This initial meeting must take place within 10 days of the case being transferred, to ensure the services being provided are meeting your needs. During the initial meeting the case manager will introduce themselves, get to know the person receiving services and their care takers. Next, the case manager will go over the current support plan and service providers. If your needs are not being met by any of the providers, please let your case manager know.

Appointments & communication

Annual and quarterly meetings are dependent upon each person's waiver and allocation for the service. Appointments usually range from one to two hours depending on the goals, person and service providers. Your case manager will be available by phone and email during regular business hours, 9:00 a.m. - 5:00 p.m. Case managers will return your call or email within two business day.



Who is Reach for Resources?

Reach for Resources is a nonprofit that empowers people of all-abilities to reach their full potential. This is done by providing individualized services that maximize independence, boosts community engagement and improves physical and emotional well-being. Reach supports individuals throughout the Twin Cities and surrounding suburbs and offers four different service areas: Adaptive Recreation & Inclusion, Community Living Services, Case Management and Mental Health Services. To learn more, visit: reachforresources.org.

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