

Word Key:

Conflict-Free Case Management (CFCM)

Conflict-Free Case Manager (CM)

Independent Facilitator (IF)

What Happens When You Start CFCM

1

Your CM/IF will contact you to introduce themselves and together you will plan for a time to meet. Be sure to add your CM/IF to your contact list. They will be your main contact for questions or concerns.

2

Get ready to meet with your CM/IF. Make a list of what you want to talk about, your goals, and things you want to try. Invite other people to join. Your CM/IF will get ready to meet with you, too. Your past Division Caseworker will help by giving your CM/IF information about you.

3

Be curious about what you want to do and try. Tell your CM/IF about yourself. Share your strengths and likes. Talk about your goals and challenges. Share what is important to you and what is important for you.

4

Explore your life and community with the support of your CM/IF. Include how you spend your time now, and new things you want to start doing. Work with your CM/IF to write your Person-Centered Plan (PCP) and develop your Individual Budget.

5

Think about who you would like to help you work towards your goals. Your CM/IF can help get you started by connecting you with services and supports. Start getting the help to choose the services and supports you want.

6

Check-in with your CM/IF often. Report any problems you are having. If you have problems with your CM/IF, ask for a Division supervisor at 401-462-3421.

