

# What is CARE MANAGEMENT?

Your Villa Care Manager will work closely with you to build a team of supports around your child and family; to ensure you get connected to needed supports and resources.



Care Management is a family-driven process, where we work toward the goals YOU want! Our priority is that youth and families acquire new skills, and feel empowered and hopeful for the future.

**All at no cost to families!**  
**Free for families with children enrolled in Medicaid.**

## Call us today!

To speak with Villa of Hope's Children's Care Management Intake team, call 328-0740 x 549



**VILLA of HOPE**  
rebuild. recover. renew.

CHILDREN'S CARE MANAGEMENT  
**Empowering and inspiring youth and families**

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# CHILDREN'S CARE MANAGEMENT

A part of the Children's Health Homes Network, serving **Monroe, Wayne, Ontario, Orleans, Genesee, and Livingston Counties**



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# What can Care Management at VILLA of HOPE do for me/my child?

At Villa of Hope, you are #1 with us; we care about your journey.

We are set apart from other children's care management choices because **we are specialists in working with youth and families, with an expertise in mental health services.** Your culture and values will be respected, and your child will have a voice in the care management process. The Villa has over 75 years of success in helping youth and families.



## Your Care Manager can:

- Coordinate all of your child's care and services.
- Help your child or family set goals and achieve them; in any area of life!
  - Link to resources and community supports to meet your child's identified needs.
  - Learn more about meaningful activities to improve family health.
- Navigate the complex healthcare and mental health system



“ The program helped Kiel and his family develop individualized safety plans so that each family member would know how to appropriately handle an escalating situation.

*Kiel was a previous recipient of Case Management services from Villa of Hope. Our Children's Care Management staff worked with Kiel, his family, his school, and doctors and therapists to help him succeed.*



## Do we qualify for Children's Care Management?

Villa of Hope serves families that have children up to age 21 that are enrolled in Medicaid and have one or more of the following:

- A mental health diagnosis
- A physical health condition
- A history of trauma

**Contact us and we can help you determine if your family is eligible.**

[CaseManagement@villaofhope.org](mailto:CaseManagement@villaofhope.org)

At the Villa, we'll get to know your child and family, we ensure we individualize services and do what it takes to provide the support YOU need.

Contact us, and we will help enroll your child in Care Management Services!

**Call our Intake Coordinator:**

**328-0740 x 549**

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