

Institute for Disability Studies  
CM-Connect Notes  
March 14, 2007

**Welcome to the first issue of CM-Connect Notes. The response of those wishing to be part of this listserv has been very promising. Many of you noted topics of interest that you would like more information on and those requests will be completed as appropriate. In addition, it was often requested that the CM-Connect Notes be sent more frequently than on a quarterly basis. Therefore, the intent is to have monthly CM-Connect Notes and more often as needed for very pertinent information. Please remember that this is your chance to connect and learn from other case managers, paraprofessionals, and volunteers. If you have some information to share with others, please respond to this e-mail or by contacting Jerry R. Alliston at [jerry.alliston@usm.edu](mailto:jerry.alliston@usm.edu) or Vickie Murdy at [victoria.murdy@usm.edu](mailto:victoria.murdy@usm.edu).**

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#### 1. Reminder on Basic Functions of Case Management

For anyone serving in a case management role, please remember these five basic functions of case management from the **\_The Social Work Processes: Sixth Edition\_** (1998) by Compton and Galaway. The function include the following: 1) assessment - determining the needs or problems facing the family; 2) planning - the process of identifying goals and the objectives to achieve them; 3) linking - connecting the family to needed resources; 4) monitoring - assuring the services are delivered and evaluating progress; and 5) advocacy - intervening on behalf of the family to ensure that services are being delivered. When working with persons who have a disability, all of these functions remain important with advocacy being a possible key role for the case manager. Please note that the Comprehensive Disaster Case Management Training (CDCMT) project will be offering training in your area on working with persons with disabilities. For any questions or concerns, please call the CDCMT hot-line at 1.866.249.3848 or 1.888.671.0051 (TTY).

#### 2. Basic Tips on Interacting with a Person who has a Disability

The American Association of Retired Persons' Disability Initiative suggests the following basic tips when interacting with a person with a disability: 1) be yourself and relax; 2) do not patronize; 3) when greeting a client, shake whatever he/she offers, i.e. hand or prosthesis; 4) if the person is visually impaired, please identify yourself and use normal tone of voice when addressing him/her; 5) if the person has a hearing impairment, look directly at him/her when speaking and do not shout; and 6) remember that people with disabilities are people first. This information was taken from **\_Myths are the Greatest Barriers\_** by L. Burgess, in **Modern Maturity** Issue 37(1), 1994. **Modern Maturity** is the formal name of the **American Association of Retired Persons** magazine which is now titled **AARP The Magazine** and is located at <http://www.aarpmagazine.org/inprint.html>. To view this or any issue of **Modern Maturity**, please complete a request form at [http://www.aarpmagazine.org/modern\\_maturity.html](http://www.aarpmagazine.org/modern_maturity.html).

### 3. Consumer Fraud Tips

The Mississippi Office of the Attorney General Web site has a guideline titled Consumer Tips for Hurricane Katrina. This guideline provides a fact sheet on general guidance for home repairs; model contract process including a sample model contract; tips for avoiding home repair scams; landlord-tenant duties and responsibilities; and consumer tips for storm victims. For more information or to view this guideline, please visit <http://www.ago.state.ms.us/pressreleases/hurricanetips.pdf>.

### 4. Case Management for People with Mental Illness

A resource paper titled From Relief to Recovery: Peer Support by Consumers Relieves the Traumas of Disasters and Recovery from Mental Illness discusses how peer-based recovery approach to assisting persons with mental illness following a disaster is consistent with crisis counseling following disasters. Several programs are discussed that assisted after the September 11 terrorist attacks, the Oklahoma bombing, tornadoes, Hurricane Katrina and Hurricane Rita. The authors concluded that each state should develop disaster plans that include peer support services. This paper was presented at the After the Crisis: Healing from Trauma after Disasters Expert Panel Meeting in April 2006. For more information or to view this report, please visit [http://gainscenter.samhsa.gov/atc/text/papers/peer\\_support\\_paper.htm](http://gainscenter.samhsa.gov/atc/text/papers/peer_support_paper.htm).

### 5. Resource: National Spinal Cord Injury Association Resource Center

The National Spinal Cord Injury Association (NSCIA) was founded in 1948 and is the nation's oldest and largest civilian organization dedicated to improving the quality of life of individuals with spinal cord injuries and diseases. NSCIA offers a Resource Center consisting of an Internet-based alphabetical resource directory on various disability related resources. In addition, a toll free helpline is available by calling 1.800.962.9629. To access the Resource Center, please visit <http://www.spinalcord.org/resources>.

### 6. Training, Training, and More Training

Two Web sites offer pertinent training to the disaster recovery efforts and disability services. The Mississippi Coast Interfaith Disaster Task Force Web site presents Upcoming Events and Newsflashes on available disaster-focused training. To access these training opportunities, please visit <http://www.msidthf.org>. Also, the Institute for Disability Studies has an Events Calendar of various local, regional and national disability focused events/training. To access these training opportunities, please visit <http://www.usm.edu/ids/calevents/index.php>.

\*\*\*PLEASE NOTE: If you are unable to access any of the links in the Notes, please make sure the entire link is highlighted. If a link is not highlighted, please copy and paste the entire link into your Web browser.

Comprehensive Disaster Case Management Training is a project of the Institute for Disability Studies (IDS) at The University of Southern Mississippi, Mississippi's University Center for Excellence in Developmental Disabilities, funded by from the U.S. Department of Health and Human Services, Administration of Developmental Disabilities. CDCMT focuses on providing comprehensive case management training to case managers; paraprofessionals; and faith-based

and community volunteers working with individuals with disabilities in the disaster areas affected by Hurricane Katrina.

For more information, call 1.888.671.0051 or visit IDS on the Web at [www.usm.edu/ids](http://www.usm.edu/ids).

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Questions may be addressed to <mailto:mvictoria.murdy@usm.edu> OR <mailto:mjerry.alliston@usm.edu>