

# Questions to ask Targeted Case Management Providers

## TCM Responsibilities:

- ▶ How responsive are your TCMs? If I call and leave a message how soon could I expect a return call?
- ▶ How familiar are your TCMs with IDEA, the IEP process, and the local school system?
- ▶ Can the TCM help with Social Security benefit issues, Medicare/Medicaid issues, and guardianship issues?
- ▶ What is the TCMs experience with accessing different types of funding and community resources?
- ▶ How does the Person-Centered-Plan Process work? Is the TCM open to other methods?
- ▶ How flexible is the TCM in supporting families who want to be very active in the lives of their son or daughter? Or for those who want less involvement?
- ▶ What specific types of training does the TCM receive?
- ▶ How does the TCM stay informed of all the options available in the community? And how do they keep up with changes in the "System" / "Funding" situation?
- ▶ What on-going communication can I expect?
- ▶ What are my options for contacting the TCM after office hours?

## Agency Related Questions:

- ▶ What is the average number of people on a TCM caseload? What is the staff turnover rate?
- ▶ What individuals do you primarily serve? (kids, adults, elderly, specific disabilities)
- ▶ Do I get to choose the TCM or does the agency assign someone? Can I meet with the TCMs before making a choice?
- ▶ How is this service paid for?
- ▶ Is there a waiting list for TCM services?
- ▶ Do you have any references, either families, other non-profit agencies, or community resources that I could talk to about the quality of the agency?
- ▶ What sort of things is a TCM prohibited from doing?

## Special Circumstances:

- ▶ If the Case Manager I choose is unavailable for an extended period of time will someone else cover for them?
- ▶ What happens if the Case Manager leaves the agency?