

Program Notes:

The National Association of Social Works has compiled the following list of standards to identify the nature of social work case management, and the responsibilities of social work case managers. These standards are intended to apply to all service providers in the specific role of "case manager," as well as to all members of case management teams.

NASW Standards for Social Work Case Management

- **Standard 1.** The social work case manager shall have a baccalaureate or graduate degree from a social work program accredited by the Council on Social Work Education and shall possess the knowledge, skills, and experience necessary to competently perform case management activities.
- **Standard 2.** The social work case manager shall use his or her professional skills and competence to serve the client whose interests are of primary concern.
- **Standard 3.** The social work case manager shall ensure that clients are involved in all phases of case management practice to the greatest extent possible.
- **Standard 4.** The social work case manager shall ensure the client's right to privacy and ensure appropriate confidentiality when information about the client is released to others.
- **Standard 5.** The social work case manager shall intervene at the client level to provide and/or coordinate the delivery of direct services to clients and their families.
- **Standard 6.** The social work case manager shall intervene at the service systems level to support existing case management services and to expand the supply of and improve access to needed services.
- **Standard 7.** The social work case manager shall be knowledgeable about resource availability, service costs, and budgetary parameters and be fiscally responsible in carrying out all case management functions and activities.
- **Standard 8.** The social work case manager shall participate in evaluative and quality assurance activities designed to monitor the appropriateness and effectiveness of both the service delivery system in which case management operates as well as the case manager's own case management services, and to otherwise ensure full professional accountability.
- **Standard 9.** The social work case manager shall carry a reasonable caseload that allows the case manager to effectively plan, provide, and evaluate case management tasks related to client and system interventions.
- **Standard 10.** The social work case manager shall treat colleagues with courtesy and respect and strive to enhance interprofessional, intraprofessional, and interagency cooperation on behalf of the client.