

CASE MANAGEMENT SERVICES

A step-by-step guide to the OCRCC Case Management process for survivors of sexual violence and their loved ones.

1 If you are interested in case management and/or advocacy services, you can reach out to the OCRCC helplines.

2 The person answering the helpline will collect your name and contact information, and an OCRCC staff member will follow up within 2-3 business days to schedule a first meeting: an intake.

3 At the intake, the OCRCC staff member will discuss with you: your situation, your rights as a client of OCRCC, and what we at OCRCC might be able to do to help you achieve your goals. You and the staff member will go over the following forms: OCRCC's Confidentiality and Notice of Rights, a needs assessment, a Legal Services Release form (if you are interested in advocacy with a legal process), and a Case Management Client Rights and Responsibilities form.

4 The OCRCC staff member will assign a case manager to work with you, and this case manager will reach out to you within 2-3 days to schedule a first case management meeting.

5 At your first case management meeting, you and your case manager will work together to identify the goals that you would like to have the case manager to support you with, using a form called the Self-Sufficiency Matrix. You and the case manager will then discuss what you each will do next towards helping you to reach your goals.

6 You and the case manager will both work on the steps you have discussed. This may include going with you to meetings you may be nervous about, helping you to apply for financial assistance programs, sending you information and helping you connect with other organizations that may also be able to help you reach your goals, as well as other steps you and your case manager may come up with.

7 After some time (about 2-4 months), your case manager will meet with you to check in about the progress you have made towards reaching your goals, by completing another Self-Sufficiency Matrix, and you will both make a plan for what else you will do to help you achieve your goals and finish the case management process.

8 You and the case manager will both work on the steps you have discussed.

9 After you and your case manager have done everything you can to reach your goals, you will meet one last time to reflect on the progress you have made, with one last Self-Sufficiency Form.

10 Your case management process at OCRCC will be over, and you will be given a case management satisfaction survey for your feedback on the process.

24-HOUR HELPLINES

Phone: (919) 967-7273

Text: (919) 504-5211

Online: www.ocrcc.org



Orange County
Rape Crisis Center
Support. Education. Advocacy.