



REDUCING STRESS IN THE CLIENT/CASEWORKER RELATIONSHIP (Orientation, orientation, orientation!)

- 1. Give to the client a written description of the role of the case manager in the client's language.**
- 2. Talk to the client about the role of the case manager, pointing out the professional and cultural issues.**
- 3. Include discussion of the role of the case manager in individual and group orientation sessions.**
- 4. Have clear agency guidelines for appointments, for after-hours contacts, and for emergency contacts.**
- 5. Follow professional and paraprofessional guidelines for interpersonal interactions.**
- 6. Have "team" meetings to discuss caseload, time issues, challenges, and problems.**
- 7. Provide ongoing staff development and training for "front line" staff.**
- 8. Monitor staff morale.**