

# Case Management Englisch



## Case Management

The Case Managers (CM) advise, support and accompany people with an immigration back-ground, regardless of their age and residence status. The CMs support you if you are facing many challenges at the same time, and different areas of life are involved – such as school, immigration offices, language course providers, the jobcenter or the youth welfare office.

They will also develop ideas and solutions for further action together with you.

### Topics you will find in counselling include, for example...

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- Language
- School/Study
- Vocational training/profession
- Work/unemployment
- Finance
- Living
- Visits to the authorities
- Family
- Health
- Social participation
- Leisure
- Stay

Depending on the specific needs, the CMs highlight existing counselling services in their neighbourhood and work together with all social institutions

### The offer is..

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#### ... voluntary

Your participation is not compulsory.

#### ... individual

The Case Management process is based on your personal life situation.

#### ... diverse

The counselling process combines offers and services from different contact points.

#### ... longer-term

The CMs can accompany you for a flexible period of time.

#### ... confidential

The CMs are bound by professional secrecy.

#### ... free-of-charge

There are no costs for you.