

III.A. CASE MANAGEMENT

Case management is a client-centered service that links clients and other family members with health care, psychosocial and other services to insure timely, coordinated access to medically appropriate levels of health and support services and continuity of care. The key activities of case management include:

1. Initial and ongoing assessment of the client's and other family members' needs and personal support systems;
2. Development of a comprehensive, individualized service plan;
3. Coordination of services required to implement the plan and client monitoring to assess the efficacy of the plan; and
4. Periodic re-evaluation and adaptation of the plan as necessary over the life of the client. This may include client specific advocacy and/or review of the utilization of services.

COMPASS, INC.

7600 South Dixie Highway

West Palm Beach, FL 33405

Phone: (561) 533-9699

Fax: (561) 533-5131

E-mail: compass@compassglcc.com

Website: www.compassglcc.org

Hours: Monday - Thursday / 10 am - 9 pm / Friday / 10 am -

5 pm / Saturday / 4 pm - 8 pm

Languages: English/Spanish

SERVICES PROVIDED:

Links clients to appropriate providers of healthcare, psychosocial, and other services to provide support and continuity of care.

COMPREHENSIVE AIDS PROGRAM OF PALM BEACH COUNTY, INC. (CAP)

Glades Plaza

555 SR 715

Belle Glade, FL 33430

(561) 996-7059

Hours: Monday - Friday / 8 am - 4:30 pm

2222 West Atlantic Avenue

Delray Beach, FL 33445

(561) 274-6400

Hours: Monday - Friday / 8 am - 4:30 pm

2001 West Blue Heron Boulevard

Second Floor

Riviera Beach, FL 33404

(561) 844-1266

Hours: Monday - Friday / 8 am - 4:30 pm

2330 South Congress Avenue

Palm Springs, FL 33406

(561) 472-2466

Hours: Monday - Friday / 8 am - 5 pm

170 South Barfield Highway
Suite 106
Pahokee, FL 33476
(561) 924-2442
Hours: Monday - Friday / 8 am - 5 pm

Fees: Sliding scale for some services

Eligibility: Contact agency. HIV positive and Palm Beach County resident.

Intake Procedure: Contact agency

Languages: English/Spanish/Creole

SERVICES PROVIDED:

Assessment of need and eligibility, creation of an individual care plan, and referrals and follow-up to coordinate a comprehensive continuum of care.

FARMWORKER COORDINATING COUNCIL OF PALM BEACH COUNTY

1010 10th Avenue North, Suite 1
Lake Worth, FL 33460

Phone: (561) 533-7227

(800) 727-6224

Fax: (561) 533-6099

E-mail: farmworker@juno.com

Hours: Monday-Friday / 9 am - 5 pm

Eligibility: Based on need. Farmworkers receive priority.

Intake Procedure: Contact by phone

Languages: English/Spanish/Creole

SERVICES PROVIDED:

Case management for migrants and seasonal workers, Central American Refugees and other rural poor.

HIV/AIDS CASE MANAGEMENT (CONTINUED)

HAITIAN CENTER FOR FAMILY SERVICES, INC.

2715 North Australian Avenue
West Palm Beach, FL 33404

Phone: (561) 366-8003

Fax: (561) 366-8342

241 SE 2nd Street
Belle Glade, FL 33430
Phone: (561) 992-0503
Fax: (561) 992-0501

805 Park Avenue
Lake Park, FL 33403
Phone: (561) 840-8443
Fax: (561) 840-8054

Hours: Monday - Friday / 8:30 am - 5 pm
Fees: No fees charged
Eligibility: Low income families
Intake Procedure: Contact by phone or in person
Languages: English/Creole

SERVICES PROVIDED:

Case management; a wide variety of programs for Haitian immigrants including translation/interpretation; emergency assistance and counseling.