

Handy Tips

- Use this module as a reference for information about mental health diagnoses and terms. It also provides helpful hints for working with people who receive these diagnoses.
- Collaborate with someone who has clinical expertise and experience to understand and assess individuals, their illnesses, and the impact of illness on ability to work SGA.
- Maintain ongoing communication with the applicant's treatment team, including clinical consultants and supervisors.
- Focus on developing listening and observational skills. Be sure to understand a person's story from his or her perspective. If the story is not complete, it is essential to learn more.
- It is important to assess a person's ability to work and to ensure the accuracy of his or her diagnoses. Work collaboratively with treatment providers to take a "fresh look" at diagnoses and to ensure that service planning meets the person's needs.

Example: People diagnosed with antisocial personality disorder often act impulsively, without regard to others. People with brain damage may also act impulsively and have difficulty assessing or limiting the consequences of their actions. Appropriate treatment depends upon accurate diagnosis.

- Case managers need a forum to address the difficulties and frustrations of this work, as well as the successes and rewards. Professional development should be encouraged and fostered through supervision and access to clinical expertise.