

Case Manager Responsibilities

Core Services

In accordance with Arrive's government contract, case managers are required to assist refugee clients with a number of core services within the 90-day case period. There are various additional services that case managers may be able to assist clients with but are ultimately not responsible for.

Case Managers are required to:

- Find housing + basic furnishings
- Connect clients to a job counselor
- Register children for school and adults for ESL
- Apply for Social Security
- Apply for food, cash and health benefits
- Ensure clients can ride the bus
- Refer clients for health screenings

Case Managers are not required to:

- Find housing after the initial residence
- Find jobs for clients
- Register clients for college
- Apply for energy assistance
- Apply for driver's permits, licenses, or state I.D.s
- Apply for govt. childcare assistance
- Drive clients to work, the store, etc.
- Get internet for the client's home

Concerns

If you have any concerns about a service that your refugee friends are receiving or not receiving from Arrive Ministries, please contact your volunteer coordinator and encourage your friend to contact their case manager. Please do not call the case manager for your friend. If a case manager is unable to meet a non-required need for a client, it is likely because they are busy addressing the primary needs of other refugees.

