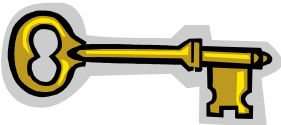


Core Values of the Case Management Program

- **Alleviate** suffering through practical, proactive support.
- **Honor** cultural differences.
- All people have **dignity and worth** and those who have survived the disaster are the most essential partners in this work.
- **Partnership** is essential.
- Good **stewardship** of gifts and resources.
- **Care** will be provided for all people, no matter their political or religious viewpoint.
- Volunteers must constantly be **learning** so that they can determine when they are truly benefiting the survivors.



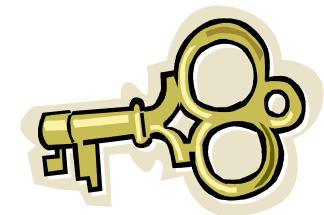
The **goal** of the case management program is most definitely not putting things back as they were. Life after a disaster is never as it once was. For a few it will be better. For others life is worse than before. For all who survived, life is always different. Everyone has to:

- Recognize the reality of what has happened
- Appropriately grieve their losses
- Adjust to their new reality
- Invest their mental, emotional and spiritual energy in their new reality

*The **heart** of our care-giving ministry is casework, with a focus on individual or family recovery. Our prime concern is to restore — or help preserve — the dignity of the survivors as they plan for recovery. The responsibility for decision making is in the survivors; hands, because that is the source of successful healing.*

What the Case Manager wants to do. . .

- Assist in developing your *Recovery Action Plan* — which is a comprehensive strategy to examine resources and address your needs.
- Advocate for you, provide necessary information, caution about pitfalls, build morale, and channel hope.
- The case manager will interview survivors, verify information, help individuals or families explore all available resources and options, link them to a wide range of agencies that may help, and follow up.



Case Managers In Lincoln

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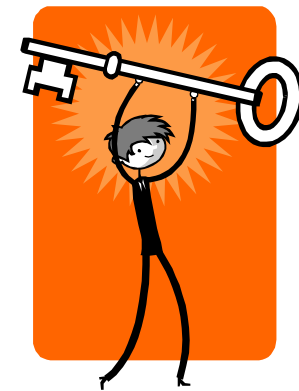
Case Managers and their teams are available to support and advocate on behalf of anyone who has been impacted by Hurricane Katrina or Rita.

The Case Management Program of Interchurch Ministries of Nebraska (IMN) is funded by a grant from the United Methodist Committee on Relief (UMCOR). For further information about either of these programs, please contact Harry or Caroline Walles at:

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Portions of this brochure are reprinted from an UMCOR manual, *Casework in Disaster Response and Recovery*, by permission of the General Board of Global Ministries, the United Methodist Church.

Case Management Program



“ . . . key to opening the door to recovery. . . ”

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