

**A comparison of
Traditional Mental Health Services and Case Management
to
Crisis Counseling Services and Resources**

Traditional Mental Health	Crisis Counseling
Is office based.	Is home and community based.
Diagnoses and treats mental illnesses.	Assesses strengths and coping skills.
Focuses on personality and functioning.	Seeks to restore or improve functioning.
Examines content.	Accepts content at face value.
Explores past experiences and their influence on current problems.	Validates common reactions and experiences.
Has psychotherapeutic focus.	Has psycho-educational focus.
Keeps records, charts, case files, etc.	Does not collect any identifying information.

Traditional Case Management	CCP Resource Linkage
Provides services to individuals who may have a serious and persistent mental illness or other disability of indefinite duration.	Provides services to disaster survivors, regardless of level of functioning.
Advocates for and influences the provision of services for clients.	Empowers disaster survivors to advocate for their own services and resources.
Includes filling out forms and arranging appointments for clients.	Assists disaster survivors in accessing services by guiding them through typical application and referral processes.
Assumes responsibility for ensuring clients access needed services, and may follow up with local mental health agencies to ensure compliance with appointments.	Assists disaster survivors in identifying services, and may follow up with survivors, while empowering them to be responsible for accessing their own services.
Has a responsibility to ensure continuity of care for clients.	Assists disaster survivors in accessing disaster-related services, as prioritized by survivors.
Involves long-term relationships with clients.	Involves short-term relationships with disaster survivors.