



Case management at IOYS

1. What does that mean?

Young people enrolled at IOYS have access to case management services. Inside Out focuses on case management as a way to bring safety, security, and agency to our participants. This could be anything from support with making appointments, connecting to GED programs, navigating housing, applying for SNAP or Medicaid, or supporting participants that may need support to mental health resources.

2. How long can I receive case management?

We move at your speed and ability. Case management is based on the goals of young people. If you're not sure what your goal(s) are or could be, we will talk through options, and the participant gets to decide priorities of goals. Some participants only meet a handful of times, and others maintain weekly bi-weekly 1-1 meetings with Harper (case manager) for several months.

3. Is case management in-person only?

No! Participants can meet in-person or virtually; we can also meet at your nearest library to meet or potentially another public 3rd space. Also, our case manager communicates with young people via email, Google voice, and through our Discord!

4. What if my parent/guardian/care giver is struggling and needs case management?

This would be on a case-by-case basis. If a participant of IOYS' safety and security relies on a parent/guardian/care giver – for example housing. We also connect young people and their families to Prism, the adult LGBTQIA2S+ community center in Colorado Springs. Prism also provides resource navigation. Our case manager is happy to support setting up and being present at those first point of connection meetings.

5. Do I have to enroll at IOYS?

Yes! You do have to enroll. Enrollment can happen with our case manager who can then provide you with support after enrollment.

6. I'm 24 and I'll be turning 25 in a couple of months, is it helpful to still seek case management at IOYS?

Yes! It is true that we serve 13-24 years old and also life is unpredictable. Changes and disruptions can happen at any time. IOYS can connect with you and give you support while you're still 24. We can also connect you with Prism and transition your case management to them to prevent any gaps in your care.

7. What even happens during a meeting with the case manager?

Great question! First meeting, typically, is getting to know you and getting context on what's going on and what the barriers or potential barriers are that you are experiencing. Our case manager spends this time learning more about the urgency and scarcity level of your needs for care such as housing, food, transportation, medical and mental health.

We also begin to learn about your strengths and the way you see/measure success in your life. Every meeting afterwards will be completing tasks towards your goals, learning about resources, and/or working through strategies of care or safety.

8. Do I have to go to programs at the center?

No, but it is encouraged because our programs align greatly with many of the goals and support participants have in case management. We do **not** believe in gatekeeping services or creating an environment that adds additional pressures for you to take care of yourself.

9. What if I already have a case manager?

That's great! Our case manager believes in *it takes a village* mentality. If you have a case manager that helps you with housing but isn't able to support other areas such as navigating medical care as an LGBTQ+ individual, then our case manager can support you with that and you can continue getting care from your other case manager.

10. What is the cost, do I need health insurance?

It is a free service we provide, and you do not need medical insurance to access our case management services.

11. How successful has case management been at IOYS?

Many young people in case management have met their goals in securing stable housing, education, employment, as well as mental and physical health resources.

What makes this unique to other case management?

Inside Out Youth services values young people. We trust our young people to tell us what they need, and we help them navigate systems to support those needs. We believe the best experts in getting to know young people and their experiences are young people themselves.

Our case manager prioritizes that young people feel heard and seen. They embrace that feelings are valid, and they make special efforts to check in with young people outside of scheduled meetings. This is to let participants know there is a trusted adult there for them. Some of the biggest changes have come from the smallest yet consistent action of “how are you doing today?”, “how did the appointment go?”, or “I’m proud of you”.