

Adult Case Management Services Program Description

Philosophy: The philosophy of Adult Case Management Services is to make a positive difference in the quality of lives for the people we support. Adult Case Management provides comprehensive mental health services to adults and their families impacted by Intellectual Disabilities and Mental illness by promoting empowerment and independence through advocacy, education and a comprehensive, supportive partnership involving clients, family and their community.

Adult Case Management services provided by Recovery Technology LLC are provided in strictest adherence to the clinical guidelines outlined in Chapter III of the Michigan Medicaid Service Agreement and all regulations governing rights and confidentiality of the persons served.

Target Population: Adult Case Management Services provides a variety of services to primarily Medicaid eligible or indigent mental health recipients who meet criteria for program admission such as a serious mental illness, Intellectual Disability or co-occurring substance abuse disorder as defined in DSM-V. Case Management is typically reserved for clients with multiple service needs who are not expected to benefit from traditional therapy services alone. These clients generally have moderate to severe problems at home, work, school and in the community that require more of an outreach approach.

Program Description: Case Management Services include an array of services and supports for adults who are impacted by Mental Illness, Intellectual Disabilities and co-occurring substance abuse disorders. Case Management services include assessment, linking, monitoring, coordinating, education and crisis intervention. Services are provided by a qualified mental health professionals with a minimum of a Bachelor's Degree in Social Work or related Human Service Degree. Some specialty populations may require a minimum Bachelor's Degree and a license in Social Work. Case Management Services are client and family driven, based on person centered planning philosophy and guidelines. Intensity and frequency of services are based on the client's changing strengths, needs, abilities, and preferences. Case Management Services can be delivered in the client's home, office or any reasonable community setting. Intensity is also based on authorization by LifeWays CMH or other payer sources. Hours are Monday through Friday 8:00 am to 5:00 pm, evenings and weekends by appointment. Crisis services are available 24 hours a day, 7 days a week. A fee determination is completed at intake, when changes in insurance occur and annually.

Linking and collaborating with psychiatrists, Primary Care physicians and other medical professionals, criminal justice system, probate court, Department of Human Services, Social Security Administration and other agencies relevant to the client's treatment is an integral component of comprehensive service delivery. Identified needs that cannot reasonably be met

internally, or can be met more appropriately outside the agency shall be referred, with client's consent, to appropriate agencies or organizations.

Admission Criteria:

- Are 18 years of age or older
- Have a DSM-V diagnosis of a Major Mental Illness, Intellectual Disability or co-occurring disorder
- Demonstrate difficulty in managing behavioral challenges and skills of daily living without outside support
- Express a willingness to be involved in Case Management services provided by Recovery Technology LLC

Goals and Objectives: The goals and objectives of Adult Case Management services are driven by individualized needs which are identified by the Bio-psychosocial Assessment and the Person Centered Planning process which identifies the client's strengths, needs, abilities and preferences, which are then developed into an Individualized Plan of Service. Generally, Case Management goals address stability within the family unit, reduction of symptoms, restoration or improvement in level of functioning and prevention of additional impairment. A crisis plan that is both proactive and reactive may also be developed if needed. Psychoeducation that educates the client and family is provided on an ongoing basis in a manner that is understandable and approachable.

Discharge Criteria: A client may be discharged from Case Management Services when they have completed the goals and objectives in the Individual Plan of Service, has moved out of the service area, voluntarily withdraws from treatment, jointly with the clinician determines that services are not beneficial or has exhausted authorization of services. A discharge/transition plan is completed when the client has completed services or will be transitioning to alternative services of a lesser or greater intensity.

Initial authorization of services is provided by the funding source at the time of referral. Staff shall advocate on behalf of the client for re-authorization when continuation of services is indicated, based on assessment and progress toward treatment plan goals.

Mechanisms for Measuring Outcomes: Outcomes for Adult Case Management program services will be defined in terms of efficiency, effectiveness and client satisfaction. Most clients are admitted to the program on a voluntary basis, with a small percentage court ordered to receive treatment. Clients are offered agency choices by the funding source prior to the selection of Recovery Technology LLC. Recovery Technology uses the Daily Living Activities

(DLA-20) to measure clinical outcomes. Recovery Technology also measures customer satisfaction using Customer surveys. Program efficiencies are monitored by Recovery Technology's Quality Improvement Team on a monthly basis.

Payor Source/Referrals: Adult Case Management services are paid for through LifeWays CMH and are a Medicaid Covered Service. Most third party insurers do not cover Adult Case Management services. Recovery Technology also accepts cash payments for all services. Referrals come through LifeWays Access Center or other LifeWays Network providers upon approval from LifeWays CMH.