

Child and Adolescent Case Management Services Program Description

Philosophy: The philosophy of Child and Adolescent Case Management Services is to make a positive difference in the quality of lives for the people we support. Child and Adolescent Case Management Services shall provide comprehensive mental health services to children and their families impacted by emotional impairment, Intellectual disability, Mental Illness or Co-occurring disorders by promoting empowerment and independence through advocacy, education and a comprehensive, supportive partnership involving clients, family and their community.

Child and Adolescent 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: Child and Adolescent Case Management Services provide a variety of services to primarily Medicaid eligible or indigent mental health recipients who meet criteria for program admission such as serious emotional disturbance, a mental illness, an intellectual disability or a person with co-occurring substance abuse disorder as defined in DSM-V. Case Management is typically reserved for clients and families with multiple service needs who are not expected to benefit from traditional therapy services alone. These clients/families generally have moderate to severe problems at home, 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 children who are impacted by emotional impairment, intellectual disabilities, Mental Illness or co-occurring disorders. Case Management Services include assessment, linking, monitoring, coordinating, education and crisis intervention. Services are provided by a qualified mental health professional with a minimum of a Bachelor's Degree in Social Work or other human service related field. 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 the 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, school, any reasonable community setting or the Recovery Technology office. 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, and by appointment for weekends and evenings. 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 schools, criminal justice system, probate court, Department of Human Services, Primary Care Physician and other health providers, psychiatrist 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 parent/guardian knowledge and consent, to appropriate agencies or organizations.

Admission Criteria:

- Seventeen years of age or younger (generally ages 4-17)
- Have a DSM-V diagnosis of emotional impairment, mental illness, intellectual disability or co-occurring disorders
- 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
- Parent/Guardian gives consent to services

Goals and Objectives: The goals and objectives of Child and Adolescent 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, abilities, needs 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 Child and Adolescent Case Management Program services will be defined in terms of efficiency, effectiveness and client satisfaction. All Child and Adolescent Services are voluntary and clients are offered service type and agency choices by the funding source prior to the selection of Recovery Technology LLC. Recovery Technology measures clinical outcomes by using the Daily Living Activities (DLA-20). 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: Child and Adolescent Case Management Services are paid for through LifeWays CMH and are a Medicaid covered service. Most third party insurers do not cover Child and Adolescent 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.