Outpatient Services

Service Name	INTENSIVE CASE MANAGEMENT
Funding Source	Behavioral Health Service
Setting	Service takes place in settings convenient to the consumer's needs and preferences.
Facility License	Not Facility-Based
Basic Definition	Intensive Case Management is designed to promote community stabilization for consumers who have a history of frequent psychiatric hospitalization through frequent case management activities responsive to the intensity of the consumer's needs. Intensive Case Management includes mobile case management addressing illness management, peer support, crisis prevention/intervention, and appropriate utilization of community-based resources and services. Intensive Case Management is provided in the community with most contacts typically occurring in the consumer's place of residence or other community locations consistent with consumer choice/need.
Service Expectations	• A biopsychosocial including a diagnosis completed within 12 months prior to the date of admission • Strength-based assessment within 30 days of program entry. • Initial Intensive Case Management Service Plan developed with consumer within 10 days of program entry. A fully-developed service plan must be completed after assessment, but no longer than 30 days following admission. The service plan shall be updated every 30 days. • Development of a crisis/relapse prevention plan • Quarterly treatment team meetings including but not limited to consumer, Intensive Case Manager, and supervisor. • Frequent face-to-face contact and coordination with consumer's behavioral health providers. • Assistance in the development and implementation of a crisis relapse prevention plan. • Provision of linkages, referrals, and coordination between services that support the achievement of individualized goals. • Provide assistance in structuring self-medication regime. • Assistance in obtaining necessities such as medical services, housing, social services, entitlements, advocacy, transportation. • Provision of supports in health-related needs, usage of medications, and symptom management. • Provide family/support system education and support. • Support and intervention in times of crisis. • Assistance in transitioning to lower level of care and increased community independence. • Provision of 4 to 7 contacts per week, (less than 4 per week for a maximum of one month is acceptable when transitioning to a lower level of care) with majority being face-to-face and in the consumer's residence or other community locations. • All services must be culturally sensitive.
Length of Services	Length of service is individualized and based on Admission Guidelines and continued treatment/recovery/rehabilitation as well as consumer's ability to make progress on individualized goals.
Staffing	• Program Director: Demonstrated experience, skills, and competencies in behavioral health management. . A master's degree

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	in a human service field preferred. • Direct Care Worker, holding a bachelor's degree or higher in psychology, sociology or a related human service field are preferred but two years of coursework in a human services field and/or two years experience/training or two years of lived recovery experience with demonstrated skills and competencies in treatment with individuals with a behavioral health diagnoses is acceptable. • Clinical consultation on each consumer's service plan must occur at least once a month. • Consultation by appropriately licensed professionals for general medical, psychopharmacology, and psychological issues, as well as overall program design must be available and used as necessary. • Personal recovery experience preferred for all positions.
Staffing Ratio	One full-time Intensive Case Manager to 10 consumers.
Hours of Operation	• Must provide means to access staff 24 hours per day/7 days per week.
Consumer Desired Outcome	• Consumer has made progress on his/her self-developed treatment/recovery/rehabilitation goals and objectives and completed a crisis relapse prevention plan. • Consumer is able to remain psychiatrically stable in a community setting of choice. • Consumer has a community-based support system in place.
Rate	Non Fee For Service