

Charleston/Dorchester Community Mental Health Center


CASE MANAGEMENT/SERVICE COORDINATION POLICY

Policy:

It is the policy of the Center to provide goal-oriented and individualized supports focusing on improved self-sufficiency for the consumers served through our case management service programs.

Procedures:

1. Case management services are provided in partnership and collaboration with the consumer.
2. Mental health assessments are performed as necessary to measure consumer's progress towards his/her individual goals of recovery, and determine whether services being provided are still meeting client's needs.
3. Case management services are usually provided by treatment teams that consist of a team leader (supervisor), psychiatrist, psychiatric nurses, mental health professionals (master level clinicians) and clinical counselors, therapeutic or case management assistants (bachelors level assistants). The treatment teams meet on a formalized basis as necessary to monitor and carry out the services being provided to consumers, including: evaluating effectiveness of services, determining or modifying individual treatment plans of consumers, securing case consultation, etc. The team meetings are documented in the medical records.
4. Case Managers have a working knowledge of services and support systems appropriate for the needs of their clients. Major types of services provided include:
 - Outreach to encourage and maintain participation in treatment program
 - Assisting with and coordinating crisis intervention and stabilization services, as needed
 - Assisting clients' knowledge and utilization of community resources and social support networks, e.g. housing, transportation, employment, primary health care, etc.
 - Provide and/or coordinate the provision of skill development services to enable consumers to perform daily living skills, e.g. budgeting, hygiene, housekeeping, etc.
5. Case management services are provided in the client's natural environment or other locations most accessible to the consumer, wherever possible.
6. The Center's case management teams will vary in the intensity and frequency of treatment services provided, per consumers' needs.


Thomas G. Hiers, Ph.D.
Executive Director

9/22/03
Date


Susan T. Monogan
Quality Improvement Director

9/23/03
Date