

**State of Connecticut  
Department of Mental Retardation**

**CASE MANAGEMENT – DEFINITIONS**

**Broker**

Refer to Support Broker definition

**Case Manager**

The individual who serves as the primary contact between persons with mental retardation who are eligible for DMR supports and services and the department. Case managers assist the individual and family or guardian to identify their needs through the planning process, to gain access to supports and services to meet those needs, and to monitor progress and evaluate the quality of supports and services. Case managers have the responsibility to collect, document, and disseminate data as needed, and undertake those tasks necessary to maximize federal reimbursement for department supports and services. This person may also function as a support broker (see Support Broker definition).

**Case Management**

The process of assisting individuals who have mental retardation to identify and secure services, which meet their individualized needs, and to ensure that their rights are protected.

**Case Management Assessment/Profile**

Previously called the Social Services summary, this document shall include the presenting issue as well as issue(s) that led the individual and his or her family to seek services from the department, a brief history including the individual's and his or her family's history in regards to support services, the present composition of the individual's family or circle of support, an overview of the individual's health, abilities in activities of daily living, and social/emotional abilities, relevant financial information and benefits information, and the individual's guardianship/competency status.

**Case Transfer Request Form**

The DMR form used to advise a region that someone eligible to receive DMR services has been identified to move to their region and requires services and supports from that region.

**Circle of Support**

A group of individuals freely chosen by the person receiving supports to assist them in all aspects of directing and managing their supports. This group usually consists of family members, friends, or staff who know the person best and who are available and willing to assist the person in planning, securing and managing the needed and desired supports.

**Connecticut Resident**

A person who has established residency in accordance with the factors set forth in A.G. Op. No. 88-35.

**DMR Supports and Services**

Any support or service that is provided, funded, or licensed by the Department of Mental Retardation for individuals who are eligible for department services.

**Eligibility**

The process by which the department examines data and information relative to an applicant for DMR services to determine if the applicant meets statutory criteria to be accepted as a client.

**Fiscal Intermediary (FI)**

An organization or agency under contract with the Department of Mental Retardation (DMR) whose role is to support all aspects of the fiscal administration of the Individual Support Agreement (ISA). The individual and/or family has a formal agreement with the fiscal intermediary to serve as the conduit of DMR funding authorized by the ISA.

**Follow-Along Plan(FAP)**

A written plan developed by a case manager for individuals who live with their families or independently and who need only occasional or limited support.

**Incarceration**

Involuntary placement in a facility operated by the Department of Corrections.

**Individual**

The person who has applied for and been determined eligible for the programs and services of the department, or who has been determined eligible by operation of law, and who is maintained as such in the department's individual data base.

**Individual Budget**

The person's itemized, comprehensive budget detailing all expected funds and resources for needed supports based on the Individual Support Plan. The individual budget includes all income sources and expenditures.

**Individual Plan**

An individual plan represents a broad planning process based on the department's mission. An individual plan is intended to address all aspects of a person's life such as home, work, school, health/safety, spirituality, family, finances, guardianship status and relationships. The process results in the development of a comprehensive plan of support that documents specific strategies to address specific needs and desired outcomes for the person.

**Individual Record**

The official record maintained by the DMR region responsible for providing supports and services to each individual found eligible to receive DMR services.

**Individual Supports**

Individually tailored supports that assist people to live in their own home, family home, or other home in the community. Individual Supports include self-directed supports (self determination) or enhanced family supports such as personal assistance, self advocacy, skill development, social and leisure services, support planning and coordination, adaptive equipment and supplies, and other individually-determined supports based on an individual support plan and individual budget. Funds are flexible, portable, and the person, usually with the assistance of their family, decides how those funds will be spent.

**Individual Support Agreement (ISA)**

The legal document between the person or their family and the department detailing what individual supports will be funded by the department, at what cost and by what method. The document authorizes the FI to make payments on the person's behalf according to the support plan and budget.

**Interdisciplinary Team(IDT)**

A group of persons, which includes the individual being served, his or her family, guardian and/or advocate, those persons who work most directly with the individual in each of the professions, disciplines, or service areas that provide service to the individual, including direct care staff and any other persons whose participation is relevant to identifying the needs of the individual, devising ways to meet them, writing an Overall Plan of Service (OPS) and reviewing its effectiveness.

**Mental Health Facility**

Any residence whose function is the diagnosis and treatment of psychiatric disorders.

**Overall Plan of Services (OPS)**

An individual plan applicable to individuals who live in community living arrangements (CLAs), community training homes (CTHs), or DMR campus settings. The Overall Plan of Service specifies strategies to guide the delivery of services to an individual.

**Person-Centered Planning**

A variety of processes used to capture people's dreams and desires and translate them into a plan of action. Planning is ongoing and dynamic, focusing on the person's preferences and talents rather than their deficiencies or limitations. Person-centered planning organizes and uses both formal and informal supports. DMR recognizes a variety of person-centered planning methods that includes, but are not limited to: Personal Futures Planning (PFP), Essential Lifestyles Planning (ELP), PATH and MAPS.

**Planning and Support Team**

A group of persons that includes the individual being served, his or her family/guardian/advocate, as applicable, friends, people who support the individual in each of the service areas and any other person whose participation is relevant. The planning and support team will assist the person to develop, implement, and evaluate his or her individual plan and will assist the person to obtain, manage, evaluate and adjust supports as needed.

**Portable Funds**

Dollars available to support an individual served under a contract between the department and a private provider. These funds are available for the individual to purchase the services they desire and need and from the provider of their choosing.

**Programmatic Administrative Review (PAR)**

An informal process available for individuals to seek administrative review of programmatic decisions within the department.

**Provider(s)**

Private organizations, agencies, or individuals from whom individuals or their families purchase or receive supports.

**Residential School**

A facility licensed to provide both residential and educational services to individuals ages 21 and under.

**Respite**

Temporary care of a family member with mental retardation to provide a rest or period of relief for the primary caregiver. Respite may be provided through subsidies to families who make their own arrangements to purchase respite at DMR respite centers or through contracts with respite providers or agencies.

**Self Advocacy**

The process of supporting people with disabilities to speak for themselves, exercise their rights, and become involved in decision making that affects their lives, the lives of others and the overall service delivery system.

**Self Determination**

Self determination is an approach to service delivery in which people with disabilities determine their future, design their own support plans, choose the assistance they need to live full lives, and may control a personal budget for their supports. It is also known as Individual Supports, self-directed supports, or consumer-directed supports. Self-directed supports are designed to meet the needs of the individual and enhance consumer empowerment, personal development, and choice and control over life decisions. Self-directed supports are provided in the person's own home, family home, or other home in the community.

**Support Broker**

An individual, usually a DMR case manager, who helps the person design, manage and direct their own supports. This person may be referred to as a broker. The broker assists with circle development, person-centered planning, individual budget development, helping find or develop needed supports and services, hiring and monitoring of support providers, and with the assistance of the Fiscal Intermediary, budget management and payment of support providers. Other DMR staff or circle members may serve as support brokers or work in consultation with support brokers.