A. Policy Statement
   Each individual who is determined eligible for DMR services shall have a case manager or a service
   coordinator assigned, subject to available resources.

   Case management is a statewide process by which the department directs, coordinate, and monitors
   services provided to individuals with mental retardation from the time that the individual is made eligible
   to receive services to the time at which the individual is no longer eligible for services or DMR services
   are otherwise discontinued.

   Case management shall assist individuals who are eligible for services from the department to identify
   and secure services which meet their individual needs, and to ensure that their rights are protected. Case
   management responsibilities shall include assisting in planning, support, service coordination, revenue
   enhancement, regulatory compliance and documentation in relationship to supporting individuals with
   mental retardation and their families.

   Case management shall promote the Department’s mission and the principles of self determination,
   children’s services and family support within the service delivery system.

B. Applicability
   This policy shall apply to all individuals who are eligible for supports and services from the department.

   This policy shall apply to case managers, support brokers, service coordinators, program supervisors,
   case management supervisors and all other staff responsible for case management duties.

C. Definitions
   See Case Management Definitions at the beginning of this section.

D. References
   1. CGS 1-1g, “Definition of Mental Retardation”
   2. Eligibility Policy and Procedure
   3. Individual Planning Policy
   4. Components of an Individual Plan Procedure
   5. Planning and Support Team Procedure
   6. Discontinuance of Services Policy and Procedure
   7. Regional Responsibility for Services Policy and Procedure
   8. Individual Record Policy and Procedure
   9. Frequency of Contacts and Visits Procedure
   10. Automated Data System Maintenance Procedure
   11. Targeted Case Management Procedure
   12. CM and Related Policy and Procedure Reference Guide
   13. Service Coordination Procedure
   14. Intake and Initial Visit Procedure

E. Attachments
   None