

### TCM TIP SHEET 3

*Targeted Case Management is a Medicaid covered service that assists TCM eligible individuals in obtaining services and supports that are individualized and goal oriented. Services are a continuum of activities, with or on behalf of the individual. Those activities are comprised of **Coordinating, Linking, Assessing Accessing, Advocating, Monitoring and Planning**. The goal of the activities is to gain access to needed health, financial, housing, employment, education, social and other services developed through the person-centered Recovery Planning process to help keep eligible individuals out of the hospital and enhance quality of life.*

**Assessment:** determines the need for any medical, educational or social services

**Recovery plan:** Is developed from the assessment and substantiates the ongoing necessity for services that are the focus of your work with the individual. The recovery plan specifies the goals and actions to address the identified needs and desires of the individual.

**Goals:** long term, recovery focused on the individual's hopes, dreams and aspirations

**Objectives:** Are the **WHAT**-What is the next step towards completing the goal? Smaller, more manageable short-term measures that need to be taken towards achieving the big goal. Objectives should be consistent with meeting the needs and problems identified in the assessment. Each objective should be:

**S**imple and straightforward, written in simple language that is easy to understand.

**M**easurable change that is easily observed

**A**ttainable based on the strengths and resources of the individual

**R**elevant and meaningful to the individual and targets ways to achieve a goal

**T**ime framed- achievable in a finite period of time (e.g., 45 days, etc.).

**Interventions:** Are the **HOW**- How are we going to do it? The actions taken to achieve the objective, e.g., services and supports provided by the case manager or other natural supports.

**Encounter notes:** tells a story of your work with an individual and progress made toward larger goal. Each note narrative must include:

**Goal-** Tie the story back to a goal in the Recovery Plan.

**Intervention-** the specific actions you took/provided and why.

**Response-** the individual's level of participation and response to the intervention as well as the impact on progress towards achieving the objective.

**Plan-** specifies the next steps or focus of the next scheduled meeting, including the date.

Sign with credentials, date, time, and duration.

**ENCOUNTER NOTE HELPFUL TIP:** Use language in the first sentence of your intervention that signals the type of intervention you provided. For TCM interventions use: **Coordinated** with outside resources, **linked** a client to needed service, **accessed** needed resources, **assessed** for additional services, **advocated** on behalf of a client, **monitored** for negative side effects, **planned** needed activities