

CASE MANAGEMENT SERVICES

1. Choose at least one of the following:

- Mental Health Case Management services: Individuals receiving services must have a psychiatric, or co-occurring psychiatric and substance use disorder.
- Substance Abuse Case Management services: Individuals receiving services must have a substance use, or co-occurring substance use and psychiatric disorder.
- Forensic Case Management services: Individuals receiving services must be referred from the judicial or correction/penal system; such individuals may have a psychiatric, substance use, or co-occurring psychiatric and substance use disorder.

2. Choose an identified population, i.e., gender/cultural/racial population, for whom services will be developed/provided.

- Case Management services provided to Pregnant and Parenting Women only (must also choose Addiction OP).
- Case Management services provided to _____ (designate gender/cultural/racial population). Services will utilize protocols that are culturally specific to the population identified below.
 - African American
 - Latino _____ (specify ethnic group)
 - Other

CASE MANAGEMENT

a. The Contractor shall provide case management services to individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or co-occurring psychiatric and substance use disorders who are medically indigent. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the contractor and no access to, or eligibility for, such coverage.

Case management services are a set of services provided to individuals with routine or intermittent low-intensity support needs, including health issues, for the purpose of assisting individuals to access and use community resources and supports. Such services shall assist the individual to achieve an optimal quality of life and live successfully in the community. Case management services shall be recovery oriented.

b. Specifically, the Contractor shall:

1. Provide case managers to collaborate with individuals to identify service and support needs;
2. Cultivate respectful, professional alliances, and establish and maintain positive and productive, collaborative relationships with each individual;
3. Conduct assessments to help individuals identify and explore personal strengths, and community and recovery resources and supports to enable the individuals to be contributing members of their community;
4. Develop, with each individual, a recovery plan that addresses identified needs in areas such as employment, education, self management skills, relapse prevention, and social skills training. Such plans shall contain goals identified by the individual and shall provide detailed information on goals, objectives, tasks, and interventions, and shall identify the individual responsible and time frames for accomplishment;
5. Monitor the individual's recovery plan on an on-going basis;
6. Complete a review of the recovery plan and determine the appropriateness of the placement every ninety (90) days;
7. Advocate on behalf of individuals as needed;
8. Through coaching and encouragement, assist individuals to:
 - a. Access and use services and supports that enhance independent participation in social, interpersonal, family, and community activities,
 - b. Increase self-management skills, coping strategies, and relaxation skills,
 - c. Develop self-advocacy skills for the purpose of accessing natural supports, self-help, and other advocacy resources, and
 - d. Access health and wellness education;
9. Involve family members, significant others, and advocates authorized by the individual receiving services in the development of the recovery plan and the delivery of services, as desired by the individual and appropriate.
10. Provide education, support and consultation to family members of individuals enrolled;
11. Provide housing resource coordination as needed to aid clients in finding, obtaining and keeping safe, affordable housing;
12. Assist individuals to maintain and improve their lives, and develop productive relationships that result in community connections in these domains:
 - a. Living,
 - b. Working,
 - c. Learning,
 - d. Social/Familial,
 - e. Cultural,
 - f. Spiritual, and

g. Leisure.

c. The Contractor shall provide Case Management services to the following population groups:
(FILL IN FROM DIRECTIONS PAGE)

Cultural/Ethnic Specific Language (added if target population is identified)

Specifically, the Contractor shall:

1. Develop and provide culturally and linguistically competent treatment services, interventions and recovery supports designed to meet the unique needs of the ___(specific race, ethnicity, culture, etc.)___target population. In addition, individuals served must also meet these parameters:
2. Develop culturally and linguistically specific approaches and outreach efforts that will result in greater access to services for the target population identified;
3. Implement training, supervision and practices necessary to provide culturally and linguistically competent services identified;
4. Utilize a tracking procedure to follow up on clients referred to other levels of care, and who leave treatment for non-compliance or against medical advice;
5. Establish linkages with organizations that provide other supportive and medical services to the target population in order to facilitate referral to such services and support ongoing recovery;
6. Collaborate with other service providers relevant to the target population.

d. The services shall be provided at the following location, with the capacities and hours of operation described below:

Location	Capacity	Unduplicated individuals served	Hours of Operation

e. The Contractor shall implement the services described herein to result in the following outcomes. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the department through data reported by the contractor to the department’s information systems, in observations through site visits and/or in any other required reports. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

CASE MANAGEMENT SERVICES

OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Department’s data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care.	A utilization rate of at least 90% will be achieved.
3. Contractor will meet the expected services or contacts volume for this level of care.	At least 90% of projected services or contacts will be achieved.

OUTCOMES	MEASURES
4. Individuals will report satisfaction with their services.	At least 80% of respondents to the Department's consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services.
6. Individuals will improve or maintain their living situation.	At least 80% of individuals served annually will improve or maintain their living situation.
7. Individuals will improve or maintain their social supports.	At least 60% of individuals served annually will have increased or maintained the number of social supports.
8. Individuals will maintain or improve their employment status.	At least 20% of individuals served annually will maintain or increase their amount of competitive employment.