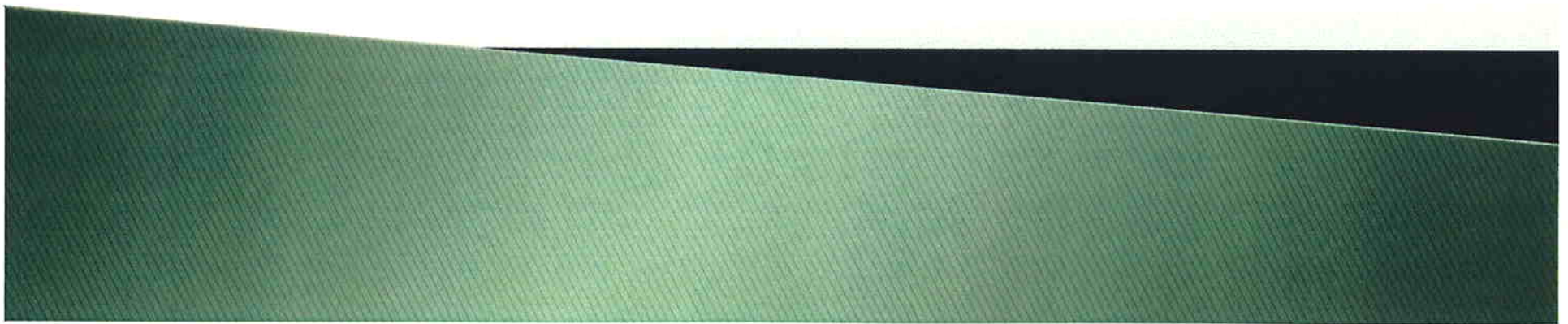


Intensive Case Management Services

Governor's Mental Health Study Commission

June 24, 2008



Case Management in Georgia

- ▶ Georgia needs effective case management services to coordinate services within the mental health system and across agencies
- ▶ Two levels of case management services are needed:
 - Level 1: Serves people living with the most severe mental illnesses and who need help accessing and maintaining linkage with services in the community
 - Level 2: Serves persons with a mental illness who need coordination services but basic needs are met and an effective support system is in place



Current Case Management - CSI

- ▶ Currently, CSI is the source of case management services for most individuals in our service system
- ▶ Caseloads are 35-50 individuals
- ▶ Provides home visits, telephone contacts, coordination with other agencies
- ▶ Provides skills training
- ▶ CSI was developed as a Medicaid billable service. This leads to some activities being excluded; i.e., transport to services and community activities, sitting with consumers in waiting rooms, accompanying the consumer to an AA or NA meeting



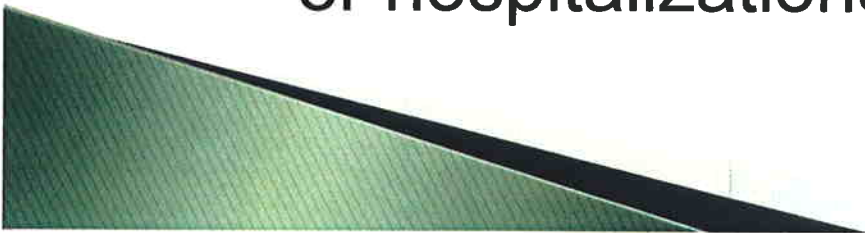
Shortcomings of CSI

- ▶ CSI can be used to meet many needs of consumers needing Level 2 case management services; however, we need to build a funding mechanism for activities that Medicaid will not reimburse so that consumers needs will determine what case management services a provider delivers, not “Will Medicaid pay for it?”



Level Two Case Management

- Appropriate for consumers whose basic needs are met but need additional support in order to advance their recovery goals
- Services that the consumer wants and needs are available and/or in place but require coordination
- Services that the consumer wants and needs are effective in helping him or her live in the community without repeated incarcerations or hospitalizations



What is Level 1 Case Management and who does it serve?

- ▶ Provides “whatever it takes” to coordinate mental health, physical health and social services
- ▶ Works in conjunction with state hospitals, GDC and local jails to identify persons most in need of services
- ▶ Level 1 case managers maintain small caseloads (10-13 clients) with clinical supervision (maximum 10 case managers to 1 clinical supervisor)
- ▶ Are able to access flexible funding to provide for immediate needs (medications, emergency housing, etc.)



Activities frequently required of Level 1 Case Management

- ▶ Access benefits
- ▶ Locate and access affordable housing
- ▶ Access needed medical services
- ▶ Locate and enroll in supported employment programs
- ▶ Maintain sobriety
- ▶ Access transportation and provide if necessary
- ▶ Access mental health and substance abuse treatment programs and support groups
- ▶ Obtain medications
- ▶ Advocate for services and resources
- ▶ Provide in home and community supports, including accompanying consumer to services
- ▶ Provide crisis prevention and intervention



Target Population: Level 1 Case Management

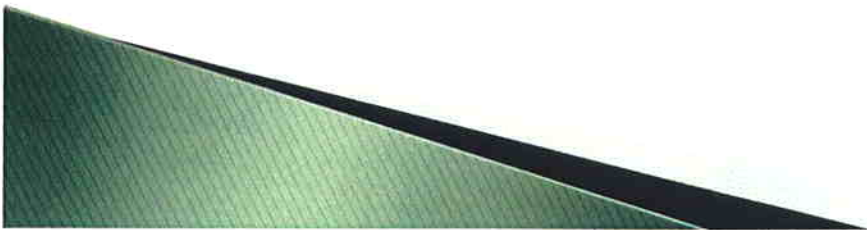
- ▶ Level 1 is needed to serve individuals living with serious and persistent mental illness who:
 - Are returning to the community from jail or prison (MH and GDC to determine criteria for TAPP vs. ICM); OR
 - Have been hospitalized at least twice in six months and other services have been unable to provide adequate linkages or supports; AND
 - Ability to live in the community requires support services that are not available under “medical necessity” criteria.



Identifying Level 1 Case Management Population in Georgia

▶ Begin with:

- Highest number of state hospital 30 and 180 day readmissions
- Highest number of DOC Level III+ (inpatient psychiatric care) releases
- The top ten counties account for 46% of consumers who in these categories.



County	State Hospital Discharges (15 months)	30 Day Readmissions	180 Day Readmissions	DOC Level III+ Releases (15 months)	Target Population (15 months)	Projected Caseload
Fulton	715	78	174	106	280	112
Chatham	727	97	218	46	264	106
Richmond	533	93	210	41	251	100
Bibb	463	98	220	26	246	98
DeKalb	490	73	164	42	206	82
Muscogee	506	78	175	21	196	78
Cobb	435	52	118	34	152	61
Floyd	164	38	85	18	103	41
Gwinnett	361	38	85	15	100	40
Clayton	242	23	52	13	65	26
TOTAL	4,636	668	1,501	362	1,863	744

