

# Care/Case Management Model Cover Sheet

Program Name: Targeted Case Management for Adults with SDMI

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**Population Focus:** Adults who meet medical necessity criteria for Severe Disabling Mental Illness (SDMI) which includes a range of medium and severe mental health diagnosis and functional impairment criteria. Services are available statewide.

**Program Objectives:** Assisting adults with SDMI in gaining access to needed medical, social, educational, and other services to adults and families to mitigate and improve mental health symptoms of the adult.

**Program Description:** Case management services include assessment, determination of need, development and periodic revision of a specific care plan, referral and related activities, and monitoring and follow-up activities.

**Required Care/Case Management Staff:** Services are provided by a licensed mental health center with a license endorsement permitting the mental health center to provide case management services. Minimum qualifications for a case manager are a bachelor's degree in a human services field with at least one year of full-time experience serving people with mental illnesses. Individuals with other educational backgrounds who, as providers, consumers, or advocates of mental health services have developed the necessary skills, may also be employed as intensive case managers.

TCM providers also must employ a program supervisor, experienced in providing services to individuals with a mental illness. The program supervisor shall meet with each intensive case manager, either individually or in a group meeting, at least every 30 days. Individual supervision of case managers must be offered by the mental health center as needed and may be initiated by either the case manager or the supervisor.

## Program Measurements

SDMI TCM is a Mental Health Center (MHC) service. MHC's per ARM 37.106.1919 are required to implement and maintain an active quality assessment program using information collected to make improvements in the mental health center's policies, procedures and services.

MHC's must conduct client satisfaction surveys, at least annually, for all mental health center programs and include: whether the client, parent or guardian is adequately involved in the development and review of the client's treatment plan; Whether the client, parent or guardian was informed of client rights and the mental health center's grievance procedure; The client's, parent's or guardian's satisfaction with all mental health center programs in which the client participated; and the client's, parent's, or guardian's recommendations for improving mental health center's services.

Each mental health center shall prepare and maintain on file an annual report of findings annually.

### ARM and CMS CFR References

Title 37, chapter 86, subchapter 33; and

Title 37, chapter 88, rule 101.

Title 37, chapter 106, subchapter 19.

CFR 440.169, CFR 42.441.18

Section 1903(c) of the Act (Code of Federal Regulations (CFR 42.441.18(c) and 42.441.17(4)).