

Case Management - SAMSO Transitional Housing Programs

Systematic, outcome focused needs-based activity that assists Covered Individuals by *locating, linking, coordinating, and facilitating access to needed services*. The primary focus of Case Management is on linkage and coordination of community supports and resources and not on the direct delivery of those supports and resources by the Case Manager. Service is delegated by Community Court Staff to the Transitional Housing provider based upon the individual's service plan.

Case Management Services are categorized based on level of need:

- Intensive Case Management (level 3) – Three or more units of structured case management service per week
- Supportive Case Management (level 2) – Two units of structured case management service per week
- General Case Management – (level 1) – One unit of structured case management service per week

Case Management:

- Must be provided face-to-face with the Covered Individual
- Can be provided in the Covered Individual home, community or institutional/ office setting
- Addresses identified needs of the Individual as determined by Community Court and assist the individual in gaining access to a community resource that may address the need
- Activities must directly benefit the Covered Individual
- Does not include the travel time of the Service Provider to and from the location of service, unless the Covered Individual is present in the Provider's vehicle
- Provides crisis management and coordination of services in response to emergencies
- Documents the identified needs and the assistance given

The following activities are not Case Management Services and will not be reimbursed:

- Treatment or therapy
- Legal advocacy
- Performing a diagnostic assessment
- Administration, management, or monitoring medication

Unit of Service: Daily

Authorization Limits: Three units weekly

Credentialing Requirement: Minimum of a High School Diploma or GED with at least one year experience with the target population or Bachelors Degree in a Human Service field.