

AAPS POLICY PERSON CENTERED CASE MANAGEMENT

Policy: Effective July 1, 2005 Person Centered Case Management (PCCM) will be a billable treatment modality for alcohol and other drug treatment programs receiving funding through the SAPT Federal Block Grant.

Purpose: To insure that individuals identified in the target populations are offered PCCM services necessary to successfully manage their alcohol and other drug addictions, support their recovery process, and live meaningful lives in their community.

Targeted Population:

- A. PCCM services will be reimbursed when provided to the following clients:
 - 1. Individuals who have had a minimum of three treatment admissions into intermediate or social detox in the past three years;
 - 2. Pregnant women;
 - 3. Women with dependent children;
 - 4. Individuals who are homeless;
 - 5. Individuals with co-occurring disorders;
 - 6. Individuals who are intravenous drug users (IVDU);
 - 7. Adolescents ages 12-18.

- B. Priority for PCCM services within the target population will be defined as follows (in the given order):
 - 1. Pregnant women;
 - 2. Women with dependent children;
 - 3. Individuals who are intravenous drug users (IVDU);
 - 4. Individuals who are homeless;
 - 5. Individuals with co-occurring disorders;
 - 6. Individuals who have had a minimum of three treatment admissions into intermediate or social detox in the past three years; and
 - 7. Adolescents age 12-18.

Services and Deliverables:

- A. A licensee who offers PCCM services shall develop, implement, and comply with policies and procedures to ensure:
 - 1. Identified services for a client are completed prior to a planned discharge;

2. PCCM services are available at all levels of care;
3. Case loads are restricted in size based upon the:
 - a. Acuity of the population served, and
 - b. Goals identified in clients= personal wellness/recovery plan.

B. Each case manager shall:

1. Engage the client in a purposeful, supportive, and helping relationship;
2. Coordinate individualized treatment services and support systems including providers, family members, and peers;
3. Provide client advocacy to achieve the client=s personal wellness/recovery plan goals and objectives;
4. Identify client risk factors such as suicide and violence;
5. Conduct a person centered needs assessment, with client participation;
6. Assess the client=s history and cultural factors affecting satisfaction or dissatisfaction with previous services and treatment;
7. Provide education on substance use, mental illness, and prevention to the client, the client=s family members and peers, and other significant individuals involved with the client=s treatment;
8. Identify and assist the client in accessing recovery resources and services, including the following:
 - a. Housing;
 - b. Education;
 - c. Job training;
 - d. Employment;
 - e. Self-help groups; and
 - f. Transportation.

C. A licensee shall ensure that a progress note is documented in chronological order and includes the following information if applicable:

1. A description of each service provided to include:
 - a. Missed appointments;
 - b. The amount of time spent providing each service; and
 - c. Service delivery outcome;
2. Progress made toward the personal wellness/recovery plan;
3. The client=s response to treatment;
4. Discharge planning; and
5. Progress note is dated and signed by the individual making the entry.

D. A licensee shall ensure a personal wellness/recovery plan is completed for

clients receiving PCCM services, no later than 7 days after the request for PCCM services is made by an individual or agency.

- E. A licensee shall ensure a written personal wellness/recovery plan is developed with the client=s input to include the:
 - 1. Presenting issues or diagnostic impression based on the assessment;
 - 2. Strengths and capabilities the client possesses;
 - 3. Long term goals;
 - 4. Short term goals;
 - 5. Tasks identified to achieve short term goals;
 - 6. Type and frequency of treatment services to be provided;
 - 7. Names of the primary clinician and/or case manager;
 - 8. Date the personal wellness/recovery plan will be reviewed or updated;
and
 - 9. Dated signature, professional credential or job title of the:
 - a. Staff member developing the personal wellness/recovery plan; and
 - b. AAPS counselor assistant, or the AAPS credentialed counselor who reviews and approves the personal wellness/recovery plan.

- F. A licensee shall ensure the personal wellness/recovery plan update is completed for clients receiving case management services, no later than 60 days from the date of the initial personal wellness/recovery plan.

- G. A licensee shall ensure personal wellness/recovery plan updates document changes in the client=s:
 - 1. Treatment goals and tasks based upon:
 - a. Documented progress or lack of progress, or
 - b. Identification of any new issue;
 - 2. Assigned primary clinician and/or case manager; and
 - 3. Treatment services to include:
 - a. Frequency, and
 - b. Type.

- H. A licensee shall ensure that the information necessary to complete the discharge plan:
 - 1. Begins at admission;
 - 2. Includes recommendations and referrals that are developed with the participation of the client;
 - 3. Evaluates client treatment progress; and
 - 4. Is entered in the client record within 30 days of completion of the

treatment program.

- I. A licensee shall ensure that the discharge plan is copied and provided to each client prior to discharge.

Qualification and Training Requirements:

- A. Each person providing PCCM services shall, at a minimum:
 1. Have at least a BA or BS degree from an accredited college or university in social work, counseling, psychology or closely related field; or equivalently qualified by work experience or a combination of work experience in the human services field and education, with one year of experience substituting for one year of education;
 2. Posses demonstrated interpersonal skills, ability to work with persons with alcohol and other drug disturbances, and the ability to react effectively in a wide variety of human service situations;
 3. Meet the specification of having completed the required Addiction and Prevention Services training curriculum for PCCM by an AAPS approved trainer.
 4. Individuals completing the training curriculum for PCCM may be required to attend additional training by AAPS on an annual basis.

- B. PCCM services shall be provided either by a single individual acting as the case manager or by a team of individuals jointly acting as the case manager. If a team is jointly acting as the case manager, an individual from that team shall be assigned the responsibility for overseeing the provision of PCCM services to each client.

Personal Safety:

- A. A licensee who offers PCCM services shall develop a comprehensive policy and safety plan for individuals providing PCCM services with procedures to address prevention, intervention, and aftermath strategies.

Definitions:

- A. In general, the term Ahomeless@ means an individual who does not have a permanent residence to which they can return whenever they so choose:

- (1) An individual who lacks a fixed, regular, and adequate nighttime residence.
 - (2) An individual who has a primary nighttime residence that is:
 - (a) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including emergency shelters and transitional housing);
 - (b) an institution that provides a temporary residence for individuals intended to be institutionalized; or
 - (c) a public or private place not designed for or ordinarily used as, a regular sleeping accommodation for human beings.
- B. Co-occurring means substance use (abuse or dependence) and mental disorders. Clients that have **co-occurring disorders** have one or more mental disorders as well as one or more disorders relating to the use of alcohol and/or other drugs. Some literature refers to co-occurring disorders as dually disordered.
- C. Intravenous drug user (IVDU) means an individual who uses, or over-uses, any drug that is injected into a vein in a manner that deviates from the drug=s intended use.

Related Policies:

1. The emphasis on diagnostic categories is for the purpose of determining eligibility for PCCM for clients who have co-occurring disorders is not in any way a recommendation to rely on a person=s diagnosis to determine specific treatment approaches or treatment modalities. It remains a policy of SRS/AAPS to reinforce a practice approach that is based on each individual=s unique strengths, characteristics, life situation, desires, and resources.
2. The State of Kansas defines in the Federal Block Grant IVDU=s priority for treatment services as follows; Any person who has ever used drugs intravenously@.
3. Individuals receiving PCCM will not be able to bill for support services.
4. Once an individual is determined to meet the target populations and is receiving PCCM services, periodic review of the intensity and frequency of the service being provided will be done with the consumer by the provider of services at least every twelve (12) months, and may be done more frequently as determined by AAPS, the provider, or at the clients request.

5. The policy for support services in the Policy and Procedures Manual for State-Funded Treatment System, *January 2000*, SRS/SATR/HCP is rescinded.
6. Support services shall be utilized for transporting clients to appointments if there are no other means of transportation available.
7. Standards for Licensure/Certification of Alcohol and/or Other Drug Abuse Treatment Programs, Adopted by The Kansas Department of Social and Rehabilitation Services *August 1993*.

Chapter 3, 8 Personnel Practices shall be reviewed and scored for staff providing PCCM when licensing site visits are conducted.

Chapter 13,1 Staff Requirements shall be reviewed and scored for staff providing PCCM when licensing site visits are conducted.

8. Licensing/certification of treatment providers for PCCM will be fully implemented when the New Standards are finalized.

AAPS staff will make available a tool for providers to use in making a determination regarding co-occurring disorders.