



Intensive Case Management...Improved Care and Resource Investment

“Mike” (fictional) desperately needed help. He was a frequent user of residential detoxification services throughout the central part of the state. After each discharge from detox care, he was unable to follow up with aftercare treatment. Identified as a high service user during his fourth detox admission in six months, he was introduced to a Recovery Manager and the Intensive Case Management program. The Recovery Manager became his support and critical link between treatment episodes. With his Recovery Manager’s assistance, “Mike” was finally able to connect with appropriate follow-up treatment, secure safe housing, obtain the appropriate medical entitlements and eventually return to work. Intensive Case Management services assist individuals such as Mike to overcome obstacles in accessing and completing treatment as well as connecting with less acute - yet longer term - levels of rehabilitative care following an episode of inpatient or residential detoxification services.

The **DMHAS Intensive Case Management Programs** are service options for persons eligible for State Administered General Assistance (SAGA). They have helped over 1,650 individuals (FY’03) to access treatment, stabilize their lives, and eventually take steps to move off welfare and return to work. DMHAS funds such efforts by supporting Advanced Behavioral Health Inc.’s General Assistance Intensive Case Management (GAICM) and a comparable program of the Eastern Region Service System. Each provides a full range of outreach-based services.

Intensive Case Management Services help individuals obtain necessary supports to improve their likelihood of successful long-term recovery. Goals are to:

- Identify and track persons with high frequency service patterns throughout their various care episodes
- Decrease their repetitive use & need for costly acute services, thus freeing up capacity for new clients
- Improve their “connect to care” linkage from detox to successful admission to another level of care
- Ensure better outcomes for these individuals by promoting longer overall stays in treatment
- Link the individuals to other entitlements for services that will enhance their recovery
- Assist individuals with returning to gainful employment.

The cost-and-benefit of the DMHAS Intensive Case Management (ICM) Programs for people receiving SAGA behavioral health services cannot be over emphasized. Through their Outreach and Engagement services, these programs successfully engage individuals and ensure that those hard-to-reach people in the community are provided with the most appropriate level of treatment in a timely manner. Additionally, the ICM Programs successfully assist the most vulnerable and disabled individuals on SAGA to move on to more appropriate federal and state entitlement programs that will **enhance** their recovery and quality of life. The effectiveness of the ICM Programs has been evident through a steady **decrease** in re-admission rates into inpatient and residential acute care services and an **increase** in the connections to lower levels of care, as depicted in the graph at right.

**Connect to Care and Readmission Rates
GAICM Target Population**

