

BETTER CARE = BETTER VALUE

There is an “80% rule” that often is applied to the public mental health and substance use systems of care which is 20% of the people in the system use 80% of its resources. While those numbers may not be entirely accurate, the notion is generally true that just a few people, whose mental health or substance use problems are very serious and poorly managed, cycle frequently in and out of costly detoxification and other acute services. Besides using a disproportionate share of limited public resources, recovery is inhibited for people caught in this cycle because their treatment needs are not being sufficiently met.

DMHAS has initiated the innovative **General Assistance Intensive Case Management Program (GAICM)** to bring improved care to individuals with frequent admissions to acute care by applying managed care technology that helps to better connect people with the care they need. GAICM is currently available only to people who are receiving or are eligible for General Assistance. Its success suggests that all individuals who meet the profile would benefit from this intensive case management service.



How does it work?

- ✘ People who have 4 admissions to detox or other acute services within a six-month period are identified through centralized “utilization management.”
- ✘ A recovery specialist is assigned and meets with the person while they are still in the detox or hospital setting.
- ✘ The recovery specialist and regional staff work with the person to help them access treatment, stabilize their lives, return to work, and eventually take steps to move off public assistance.
- ✘ The combination of regional outreach teams with centralized, statewide data and care management helps to ensure that no one “falls through the cracks.”

THE BENEFITS OF THE GAICM PROGRAM ARE EVIDENT!

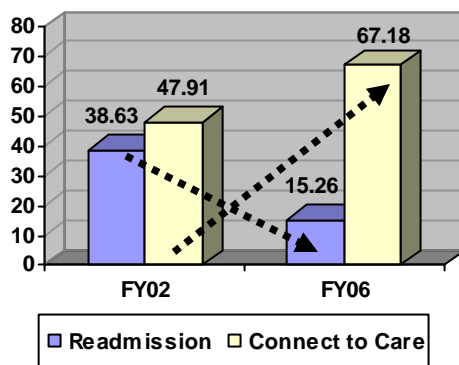
- More individuals in need of case management services identified and assigned.
- Fewer individuals have multiple readmissions into acute or crisis levels of care.
- Increased numbers of individuals are connecting to lower levels of care.

There has been a **55% decrease in the number of individuals with multiple (4+) acute care admissions** since the beginning of the program—an indicator of its success. **80+% of these individuals receive interventions**, compared to 50% at the beginning of the program.

GAICM recently began an intervention with individuals who are being released from jails and prisons. **Support services will help impact recidivism rates**

1,000+ individuals received over 62 thousand support sessions totaling over 30 thousand hours in FY06

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



50% fewer “non-compliant” discharges from treatment (against medical advice, absent without leave, refused care, etc.)

89% either maintained or improved their level of functioning while in services.