



COUNTY OF SAN BERNARDINO  
STANDARD PRACTICE

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BY Marsha Workman

PAGE 1 OF 3

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DEPARTMENT

BEHAVIORAL HEALTH

SUBJECT

CASE MANAGEMENT SERVICES

  
Rudy Lopez, Director

**I. PURPOSE**

To define the criteria for case management services (CM) offered to adult clients of the Department of Behavioral Health (DBH).

**II. POLICY**

Case management is an essential service that insures appropriate service delivery and helps adult clients and families of DBH to achieve maximum functioning in the community in the least restrictive environment. Case management services are placement, linkage, consultation, advocacy, and monitoring of service delivery. These activities are to facilitate access to medical, educational, social, prevocational, vocational, rehabilitative, and other needed services for DBH clients.

- A. All DBH clinics and contract agencies are to provide case management services to their adult clients.
- B. Case management services for adults can be divided into three types
  - 1. Case Management to be provided by DBH Outpatient Clinics and contract agencies;
  - 2. Intensive Case Management (ICM) to be provided by the Adult Community Services Program (ACSP);
  - 3. Aggressive Case Management (ACM) to be provided by the Adult Community Services Program.

**III. PROCEDURE**

- A. ACSP will provide ICM and ACM to the following clients:
  - 1. State Hospital clients. Those clients discharged from the State Hospital under direction of the ACSP Program will be provided intensive case management in the community until they have achieved suitable stability to be assumed by a DBH regional clinic.
  - 2. Institute for mental disease (IMD) clients. As with State Hospitals, intensive case management will be provided by ACSP until these individuals have achieved a measure of stability in the community.

3. Residents of Augmented Board and Care Programs. Intensive case management is provided by ACSP for those clients who are residing and participating in an augmented board and care program.
  4. Interim Assistance. Those clients who are receiving interim assistance from the ACSP program are provided intensive case management. In cases where ACSP has initiated an SSI/SSA application, ACSP will remain involved with the care until a final determination has been made on the application.
  5. High service users. ACSP will provide intensive case management and aggressive case management to high service users. Individuals who have been seen and released at Psychiatric triage and/or Inpatient three times within 180 days will be provided aggressive case management services to assist them in utilizing DBH services more appropriately. Individuals who have been on the Inpatient Unit and failed to follow up on a referral and are subsequently readmitted to the Unit within three months, will be provided aggressive case management services.
  6. SB 485. These are Court referred clients who will be provided intensive case management until the Court releases them.
  7. Homeless Program. ACSP will provide case management services to clients enrolled in the Homeless Program.
  8. ACSP is to provide case management services to residents of the Cedar House Dual Diagnosis Program for those clients who are admitted through the ACSP gatekeeper.
  9. Clients residing at Redlands Project (DBH sponsored Independent Housing).
- B. Placement Services. ACSP is responsible for providing placement services in the following situations:
1. The Referral and Placement Unit (R&P) is to place individuals from Inpatient Unit into licensed facilities in consultation with Psychiatric triage staff. For clients seen and released from Psychiatric triage, R&P will evaluate for placement.
  2. The IMD Clinic is responsible for coordinating the admission and discharge of individuals needing and IMD level of care and subsequent placement in a board and care.
  3. ACSP is responsible for the coordination and monitoring of placement activities within the fee for service hospitals.
  4. ACSP is responsible for the placement of LPS conservatees between licensed facilities and the provision of consultation to the San Bernardino County Public Guardian's Office on placement issues.

5. ACSP is to conduct Non-appearance and formal placement reviews for the court for clients who are in licensed facilities and on LPS Conservatorship.
  6. ACSP is to provide placement consultation for clients who are assessed to be incompetent to stand trial on a misdemeanor charge.
  7. ACSP is to provide pre-placement evaluations for the Augmented Board and Care system. Upon discharge, ACSP will facilitate placement in board and care facilities and to independent living, or to a higher level of care if indicated.
- C. All other Department of Behavioral Health Clinics and contract agencies shall provide case management services to their adult clients when in the course of their assessment, evaluation, and/or treatment, it becomes clear the client requires case management services:
1. To assess needed medical, dental, social, financial, residential, vocational, and psychiatric services and to monitor service delivery to ensure that clients continue to receive needed services and encourage maximum functioning in the community.
  2. When the client requires placement services in order to secure appropriate and safe living arrangements, including but not limited to referrals to the Homeless program, Independent Housing Program, and board and care homes in the community, excluding the placement responsibilities of ACSP as described in III. B.
  3. When clients require money management services in the form of budgeting and referral to financial resources, e.g., social security and community sub-payee programs (excluding DSS sub-payee, which ACSP retains responsibility).
  4. To identify and address the obstacles and barriers to regular participation in treatment for those clients who have a "no-show" pattern.
  5. Those clients who have been referred by the ACSP Program as no longer requiring ACSP ICM/ACM case management services but who continue to require case management services in order to maintain maximum functioning in the community.
  6. DBH sponsored Independent Housing (excluding the Redlands Project which ACSP retains responsibility).