

DDD-PI-014

TO: Developmental Disabilities Service Providers

FROM: R. Pittsley, Administrator
Community Services
Developmental Disabilities Division

DATE: May 1, 1986

SUBJECT: Internal Case Management

-Background-

ARC of North Dakota versus Allen I. Olson (Civil #A1-80-141)
Court order filed April 7, 1986. Amendment to September 19, 1985
Order.

Paragraph 12 and 13:

- 12) Every private provider shall, no later than November 1, 1985, maintain an internal case management function with the equivalent case manager to client ratio of 1:24, provided, however, that if a client is participating only in daytime program services, the equivalent shall be 1:30. Defendants shall inform providers of this requirement, secure provider certification of compliance with this requirement, enforce the requirement, and to the extent that funding is not already made available for this function, provide the necessary resources to fund this requirement.
- 13) For clients in residential programs, internal case management shall be provided by the residential providers. No later than May 1, 1985, the parties shall mutually agree upon a job description and minimum competencies for the internal case management position.

For additional background information, see General Information Memo DDD-GI-037.

Implementation

The Developmental Disabilities Division will fund the following Internal Case Management functions at a 1:24 staff to client ratio provided, however, that if a client is participating only in daytime program services, the staff to client ratio shall be 1:30.

The provider assures that the following functions are provided for each client, with the exception of clients enrolled in Supported Living Arrangements or Adult Foster Care, by personnel meeting the minimum qualifications and possessing the necessary skills, knowledge, and abilities.

INTERNAL CASE MANAGER

Function:

1. Serve as a member of the interdisciplinary team.
 - A. Identify social needs of each client (social assessment).
 - B. Assist team with the development of objectives to meet identified social needs.
2. Attend pre-admission and admission committee meetings.
 - A. Assure that all pre-admission materials are available for review by admissions committee.
 - B. Communicate admissions committee decisions to referring agency.
3. Serve as internal advocate.
 - A. Assure that the human and civil rights of developmentally disabled persons are not violated.
 - B. Conduct internal investigations of abuse/neglect complaints as requested by the Executive Director.
4. Initiate and maintain on-going communication with the parents/guardians of clients.
 - A. Provide written reports of progress or problems
 - B. Serve as contact person for family/guardian
 - C. Arrange vacations and visits within established guidelines.
 - D. Assist families with understanding of objectives, philosophies, requirements, plans, etc.

- E. Assist the family in the development of positive, meaningful ways to support the client.
- 5. Compile and maintain a current social history on each client and prepare discharge summaries when clients leave services.
- 6. Facilitate community Integration efforts
 - A. Assist with the development of individual community contacts (volunteers, friends, etc.).
 - B. Arrange for religious services.
 - C. Arrange individualized, integrated community recreational opportunities for clients.
- 7. Establish trust relationship with each client and encourage each client to express concerns, needs, wants, likes, dislikes, etc.
 - A. Communicate client emotional status to appropriate staff along with suggestions on possible modifications that would benefit the client.
 - B. Provide counseling for client when appropriate.
 - C. Arrange for referral of client to more formal counseling or therapy when necessary.
- 8. Assist each client with efforts to obtain the benefits of federal, state, and private support programs (example - SSI, food stamps, railroad benefits).
- 9. Monitor client progress toward objectives as listed on the Individualized Program Plan.
 - A. Review progress notes from day and residential services.
 - B. Note corrective actions if necessary and consult with appropriate staff about client needs or the necessity to reconvene IPP Team if appropriate.

Minimum Qualifications

- 1. Licensed social worker * or
- 2. Q.M.R.P. qualified

Skills, Knowledge, and Abilities Required

- 1. Knowledge of both state and federal ICF/MR regulations
- 2. Working knowledge of facility policy and procedure manual.

3. Basic knowledge of individual human rights including a sturdy understanding of what constitutes a violation of rights.
4. Knowledge of the dynamics of family and human interaction.
5. Ability to communicate with client, staff, and families (both written and oral).
6. Ability to plan and organize.
7. Ability and training to write an accurate social history.
8. Knowledge of handicapping conditions and the social needs of handicapped persons.
9. Skills in the area of recruiting and arranging community resources.
10. Knowledge of benefit programs for handicapped persons.
11. Fundamental counseling skills.

* One licensed social worker recognized by 42 CFR 442.460 must be employed if Title XIX certified residential services are offered by the provider.

RP: kb
c: D.D. Coordinators
Rob Graham