

Community Support Services

ICM

Intensive Case Management

Have you been

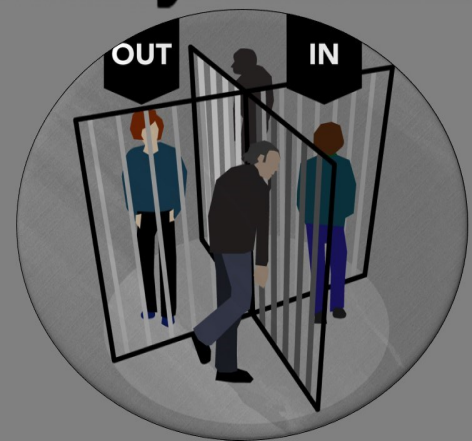
Intensive Case Management consists of providing environmental supports and care coordination considered essential to assist a person with improving his/her functioning, gaining access to necessary services, and creating an environment that promotes recovery as identified in his/her Individual Recovery Plan (IRP). The focus of the interventions includes assisting the individual with:

- 1) developing natural supports to promote community integration;
- 2) identifying service needs;
- 3) referring and linking to services and resources identified through the service planning process;
- 4) coordinating services identified on the IRP to maximize service integration and minimize service gaps; and
- 5) ensuring continued adequacy of the IRP to meet his/her ongoing and changing needs.

The performance outcome expectations for individuals receiving this service include decreased hospitalizations, decreased incarcerations, decreased episodes of homelessness, increased housing stability, increased participation in employment activities, and increased community engagement.

Intensive Case Management shall consist of four (4) major components and cover multiple domains that impact one's overall wellness including medical, behavioral, wellness, social, educational, vocational, co-occurring, housing, financial, and other service needs of the individual:

- Engagement & Needs Identification
- Care Coordination
- Referral & Linkage



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