

**A Preliminary Arrangement
of Case Management Practice Tiers**

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Tier	Indicators
I Case Support	<ul style="list-style-type: none"> *Episodic activity *Referral or transaction by person other than high relationship provider may include crisis, screening, referral, etc *Referral for benefits application without direct follow up, includes calendar-driven benefit update
II Case Management	<ul style="list-style-type: none"> *Case management <i>program</i> includes planning, assessment and evaluation (ref 'circle' diagram) *Case Mgt model or approach is evidence-based *Informal fidelity review; Data are collected, reported *Client benefits enrolled/appealed; active tracking *Youth have active transition plan; goal review; specific measures etc.
III Multidisciplinary Coordinated Care	<p>Meets criteria for Case Mgt, Plus must have:</p> <ul style="list-style-type: none"> *Documentation that model or approach is EBP; formal fidelity review *Participant has SMI and/or complex co-morbidities, unstable *Data collected and <i>utilized</i> to adjust programs/techniques *Engagement protocol at levels of policy and practice *Consistent participant-provider relationship. Low turnover for case management positions (turnover formula)
	<p>Plus At least 3 of the following:</p> <ul style="list-style-type: none"> *Measures and program adjustments address the espoused outcome(s) *Provider works with 2+ other disciplines *Provider has top credential *Provider meets bilingual certification *Consistent relationship: stable staff (define by annual percentage for these positions) *Agency tracks engagement (counts one and done); analysis and utilization of tracking data