Area Agency on Aging of Dane County

Client-Centered Case Management Policy & Procedures

Approved by AAA Board: 6/1/05
Revised and approved by AAA Board: 11/12/13, ~~&~~ 7/10/17 & ???

Purpose: To comply with the Area Agency on Aging of Dane County contract to provide professional and confidential client-centered case management services that are culturally and linguistically appropriate ~~client-centered case management services~~ to financially eligible older adults age 60 and over living in Dane County. (Financial eligibility is defined in yearly contracts.)

Program Goal: The goal of the client-centered case management program is to provide financially eligible older adults in Dane County the support they need to achieve and maintain optimum independence in their community through the assessment of need and the coordination and monitoring of community-based services.

Definitions

Client-Centered Case Management: Client-centered case management is based on the recognition that a trusting and empowering direct relationship between the case manager and client is essential to facilitate a client's use of services along a continuum of care and to restore or maintain independent functioning to the fullest extent possible. It requires the case manager to develop and maintain a professional relationship with the client, which may include linking the client with systems that provide needed advocacy, services, resources, and opportunities.

Case Manager: A case manager assesses the needs of the client and the client's family, when appropriate, and arranges, coordinates, monitors, evaluates, and advocates for multiple services to meet specific complex needs and preferences.

Client: In general, the client-centered case management client is the recipient of on-going case management services. Clients of the client-centered case management program include individuals age 60 years and over residing in Dane County and are generally defined by their need for on-going assessment and coordination of services over a period of time.

Information & Assistance (I & A): This program provides information to the general public about services, resources, and programs in areas such as: disability and long-term care-related services and living arrangements, health, adult protective services, employment and training for people with disabilities, transportation, home maintenance, and nutrition. While the County prefers to refer consumers seeking I&A to the Aging and Disability Resource Center (ADRC) of Dane County, it is aware consumers may access this type of assistance through case managers. This activity outside of on-going client-centered case management is not funded by the County. ADRC I&A activities are not to exceed a period of 90 days and are thus not considered on-going case management.

Policy

The Area Agency on Aging is committed to providing a professional and confidential atmosphere offering culturally and linguistically appropriate client-centered case management to financially eligible adults age 60 and over in Dane County. The Area Agency on Aging policy is:

1. Client-centered case management functions include issue identification, information giving and consultation, referral giving, follow-up, and assistance and advocacy and intervention.

2. Case managers will treat all clients with dignity and respect, exercising professional judgment and ethics while maintaining confidentiality.
3. All clients will be offered the opportunity to receive an injury prevention/home safety check and assistance to eliminate home safety dangers.
4. All clients will be provided ~~with~~ a ~~directory~~ Case Management Bookmark that includes telephone numbers for the Aging and Disability Resource Center, Dane County Emergency Management's Disaster Preparedness Registry, Domestic Abuse Crisis Line, Elder Abuse Helpline, Home Safety Assessments, Mental Health 24-hour Crisis Line, and Senior Focal Points.

Procedure

Referrals: Referrals to the client-centered case management program come from individual older adults or their families, neighbors or friends, social service agencies (to include ~~the~~ ADRC & APS), medical clinics, clergy, hospitals, first responders, skilled nursing facilities, or other professionals. During the referral process, the case manager attempts to gather initial information from the potential client in order to determine what assistance is needed. and verifies the client resides within the case manager's defined service area, is not currently case managed under another program, and does not reside in an assisted-living facility, nursing home, or CBRF.

Assessment: Assessment is conducted during an initial telephone call and/or face-to-face meetings, and information is gathered to determine whether the person needs on-going case management services. When appropriate, Client Intake and Functional Assessment forms are initiated. Requests for services are followed-up in a timely manner to determine eligibility for client-centered case management services.

Open Case: A~~n~~ case is opened when the following steps have been taken:

1. The case manager had a face-to-face meeting with the client, in the client's home*;
2. The case manager determined on-going case management was required;

~~2.~~3. Client is financially eligible to receive case management services;
~~3.~~4. Client Intake and Functional Assessment Forms were completed;
~~4.~~5. A Case Management Service Plan was developed; and
~~5.~~6. A course of action for service was initiated.

*A case can be initially opened without a home-visit, but must be completed within three months of providing case management services. Exceptions to this must be approved by the case manager's Focal Point Director or designee.

Case notes are documented proof the client received services from the case manager. Case notes should also reflect the service plan developed with the client. A case remains open as long as the client's needs are being met with the service plan. An open case involves continued contact with the case manager and annual reassessments.

Reportable Hours: Case managers are required to report specific, identifiable services for each client on the Dane County Monthly Client Service Report (610 Form). All reportable activities shall also be documented in case notes and shall include the amount of time spent on the activity to the nearest quarter of an hour. (The client doing something for himself/herself is not reportable client-centered case management time.) Examples of case manager reportable services include time spent:

- Traveling to and from a client's home

- Arranging for medical services
- Arranging for and conducting home-delivered meal assessments and reassessments
- Assisting in the completion of forms of some type
- Arranging for client transportation
- Arranging for home chore service
- Providing specific information
- Acting as an advocate on behalf of the client
- Contacting family members and/or professionals to gather information
- ~~Assessing and enrolling clients for benefits~~
- Providing information on public benefit program eligibility and assisting clients with applications and enrollment (e.g. Social Security, Medicare, Medicaid, FoodShare, and others)
- Coordinating housing for clients
- Engaging in activities directly related to meeting the goals of the client's service plan
- Providing Medicare Part D enrollment assistance/Plan Finder Reviews
- ~~Conducting home-delivered meal assessments and reassessments~~
- Completing case notes
- Documentation and record keeping management

Examples of services Case Managers cannot do:

- Comparison of Medicare supplement plans (refer to Medigap Helpline)
- Health Insurance Marketplace plan enrollment (refer to Navigator or healthcare.gov)
- Medicaid and Estate Planning (refer to private attorneys)
- Living Will/Trust/POA Finance (refer to private attorneys)
- Witness Signatures for Power of Attorney for Health Care documents for those that are not a client

Reporting: The Dane County Monthly Client Service Report (610 Form) shall be completed and emailed to Dane County Human Services as specified in the program's contract. Electronic documents sent by email must include the standard confidentiality statement. Case managers are expected to securely maintain appropriate and up-to-date documentation in support of the monthly reports requested by the County. The hours reported on the monthly 610 form for each client shall match/equal the hours of service documented in case notes.

<u>Closed Case</u>: The client-centered case management program has no time limit for a person to receive services. However, cases shall be closed when any of the following events occurs:

1. There is no activity on a client file for a period of one year;
2. The client withdraws from the program or no longer needs client-centered case management services;
3. The client enrolls in a ~~Medicaid Waiver Long-Term Care Program (e.g., COP, CIP, Partnership) or~~ Family Care model (e.g., Family Care, Partnership, or IRIS);
4. The client enters an assisted-living facility, nursing home, or CBRF;
5. The client moves to a residence outside of Dane County; or
6. The client dies.

In each case, the file shall be closed and be removed from the open case history count until reopened, or shall be archived for a period no less than seven (7) years.

Note: A case manager making a yearly phone call to a client to see how he/she is doing ~~may not be used to keep the~~is not considered a reportable service for maintaining an open case management file~~ open~~. The case manager will close the file when the client withdraws from the program and/or the client's needs have been met.

Capacity/Waiting List: The client-centered case management program shall give priority to senior adults most at risk; this includes victims of elder abuse and neglect, older adults experiencing imminent homelessness, and persons with dementia. A waiting list will occur when a case manager is unable to contact a client within 10 business days of the initial referral to schedule a face-to-face meeting~~n initial visit with a case manager cannot be completed within ten (10) business days following the referral~~. Case managers shall maintain a waiting list, including a description of the client's current situation, notify AAA when a waiting list occurs, and provide AAA with monthly updates with the number of seniors on the list and the length of time before case management services will commence.