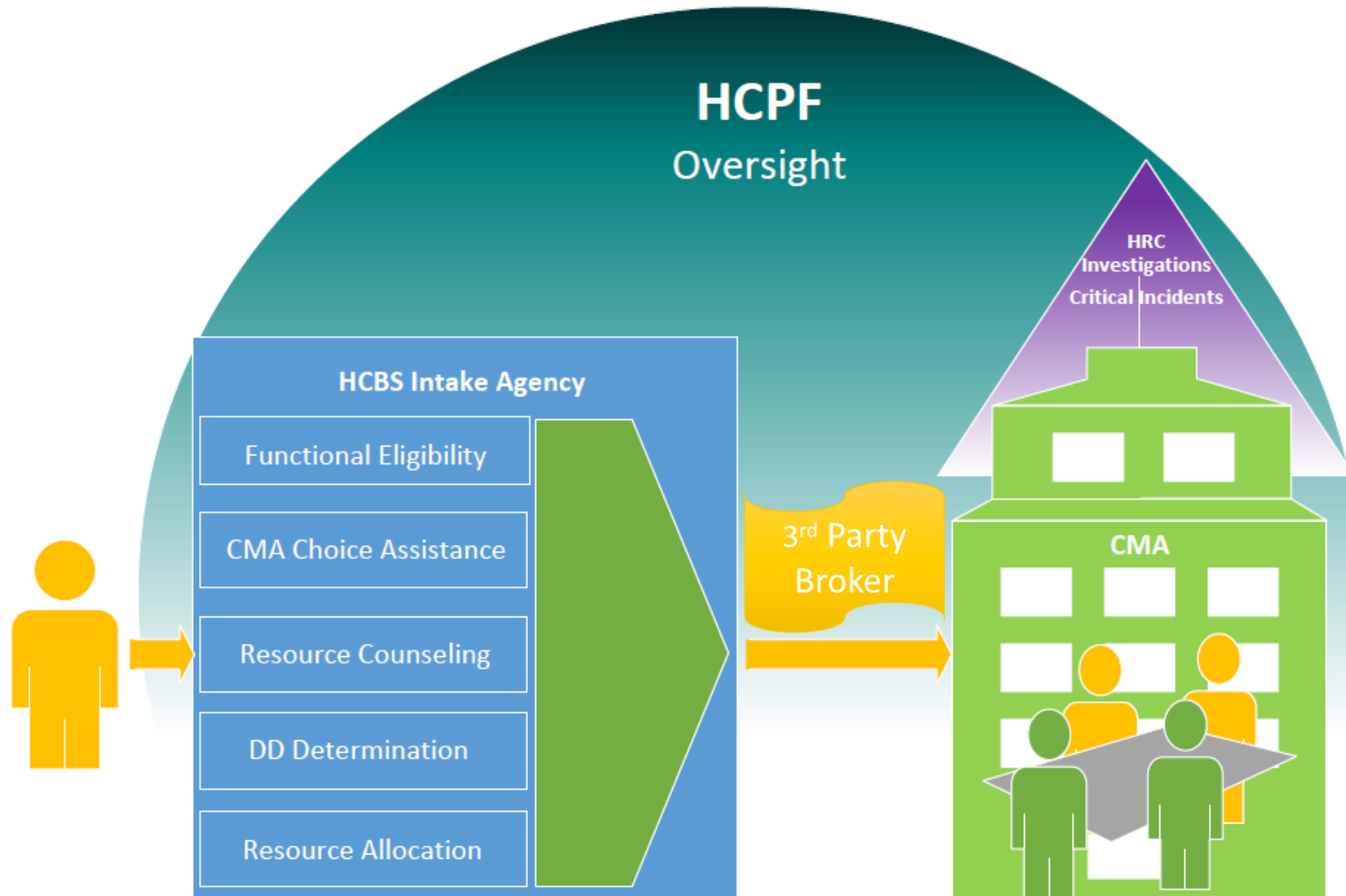


Case Management Redesign

Bonnie Silva - Office Director
Office of Community Living

Originally Proposed Future State



Outcomes of a High-performing Case Management System

Simplicity

Stability

Quality

Federal Compliance

Accountability

Case Management Redesign

Current System Features

- Not in compliance with Federal Rule
- Distinct case management delivery based on disability
- Fragmented training delivery
- Disjointed Case Management IT Platform
- Participants' supports driven by the waiver their CM supports



Retain Local/Regional expertise

Future System Features

- Federal Compliance
- Unified case management delivery regardless of disability (Simplicity)
- Consistent, high quality, standard training (Quality)
- Integrated Case Management IT Platform - Aerial (Simplicity)
- Participants' supports driven by goal, preferences and needs (Simplicity)

Intake, Eligibility, & Case Management Agency

PERSON CENTEREDNESS

Intake & Eligibility

- Initial & CSR Assessment
- Financial / Eligibility Assistance
- Determination = DD/Delay
- CES Application
- PASSR

Ongoing CM Functions

- Service Planning
- Monitoring
- Revisions

Admin Functions

- Waiting list Management
- Operational Guide
- HRC
- Complaint Trends
- Appeals
- OBRA
- CIR
- SIS

Outreach

- ADD From current contracts
- RAE Coordination & Engagement
- Community Advocates

Standardized Training

SSA
Determines
Disability

County
Determines
Financial
Eligibility

Individual
Selects
their
Service
Providers

