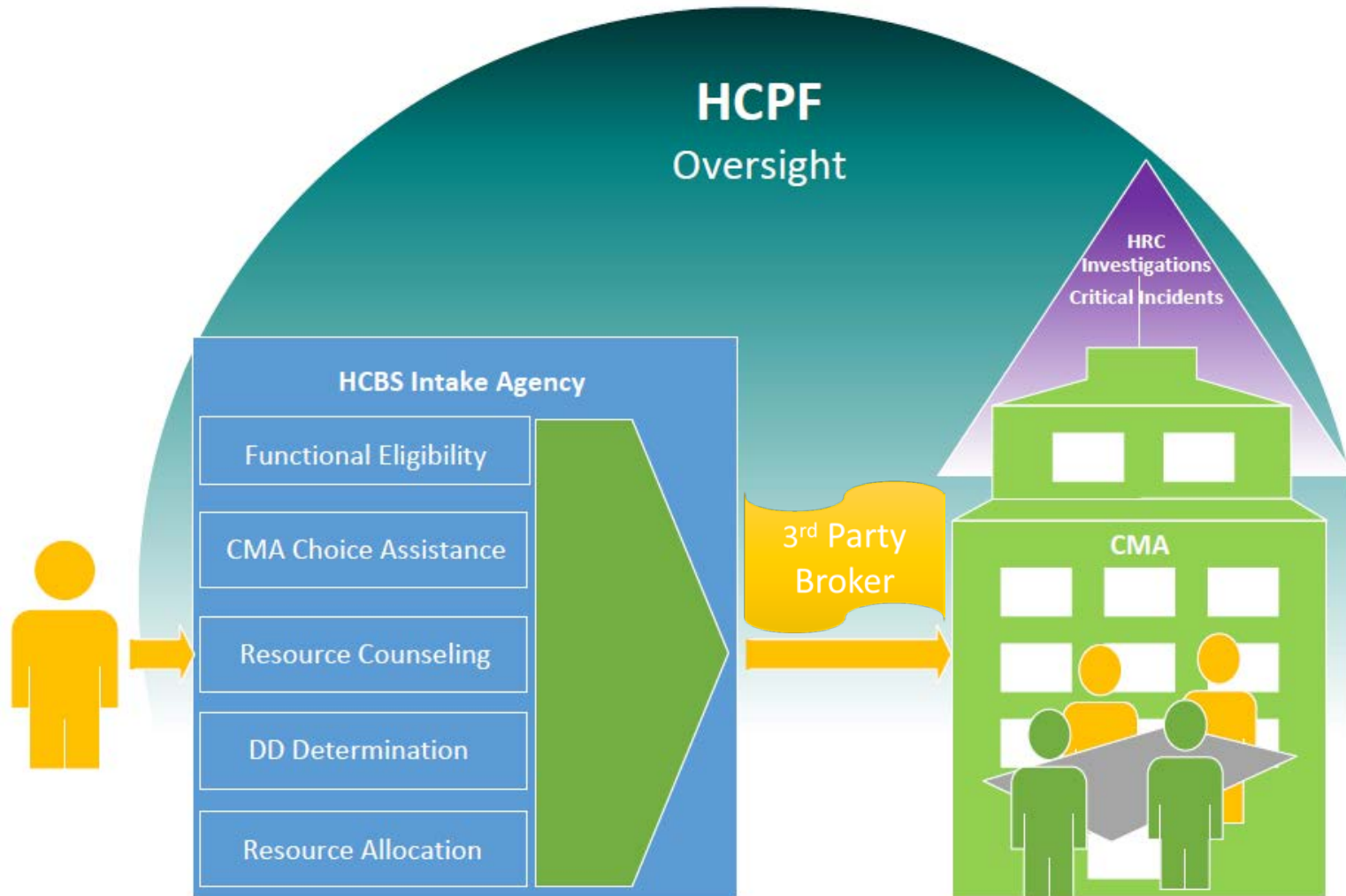


Case Management Redesign

Bonnie Silva - Office Director
Office of Community Living

Originally Proposed Future State



Outcomes of a High-performing Case Management System

Federal Compliance

Simplicity

Quality

Stability

Accountability

Case Management Redesign

Retain Local/Regional expertise



1

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

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)

2

Intake, Eligibility, & Case Management Agency

PERSON CENTEREDNESS

Intake & Eligibility

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

Ongoing CM Functions

- Service Planning
- Monitoring
- Revisions

Admin Functions

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

Outreach

- RAE Coordination & Engagement
- Community Advocates

Standardized Training

SSA
Determines
Disability

County
Determines
Financial
Eligibility

Individual
Selects
their
Service
Providers





Questions?

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