

Case Management Redesign



Access & Case Management Activities & Services

PERSON CENTEREDNESS

Intake & Eligibility

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

Outreach

- RAE Coordination & Engagement
- Community Advocates

Ongoing CM Functions

- Service Planning
- Monitoring
- Revisions

Admin Functions

- Waiting list Management
- Operational Guide
- HRC
- Complaint Trends
- Appeals
- State Funded Programs
- CIR
- SIS
- OHCDs

Standardized Training

SSA
Determines
Disability

County
Determines
Financial
Eligibility



Individual
Selects their
Service
Providers



Key Outcomes of Redesign

Federal Compliance

Quality

Simplicity

Stability

Accountability

High-Level Implementation Timeline

