



521 4th Street Havre Montana 59501 • Phone: 406-395-4305 • Fax: 406-395-5643 • www.bullhook.com

POLICY

Independence of Intensive Case Manager and Intensive Case Management Program BH005

PURPOSE:

To comply with the requirements Montana Administrative Rule: 37.106.1935

The Intensive Case Management Program shall:

- Employ or contract with a program supervisor experienced in providing services to individuals with a mental illness.
- The program supervisor shall meet with each intensive case manager, either individually or in a group meeting at least every 30 days.
- Individual supervision of case managers will be offered by Bullhook Community Health Center as needed and may be initiated by either the case manager or the supervisor.
- Employ or contract with case managers who have the knowledge and skills needed to effectively perform case management duties.
- Minimum qualifications for a case manager are a bachelor's degree in a human services field with at least one year of full-time experience serving people with mental illnesses. Individuals with other educational backgrounds, who, as providers, consumers, or advocates of mental health services have developed the necessary skills, may also be employed as intensive case managers. The mental health center's case management position description must contain equivalency provisions.
- Training must be provided to the program supervisor and program staff in the therapeutic de-escalation of crisis situations to ensure the protection and safety of the clients and staff. The training must include the use of physical and non-physical methods of managing clients and must be updated at least annually, to ensure the maintenance of necessary skills.
- Maintain progress notes for each client. The progress notes must be entered into the client's clinical record within 42 hours and upon the occurrence of any significant change in the client's condition.
- The Intensive Case Manager may act as a client's advocate in involuntary commitment proceedings.
- The Intensive Case Manager will follow the patient/client grievance policy of Bullhook Community Health Center and may act as an intermediary on behalf of the client.
- The Intensive Case Manager may advocate for services from or outside of the Bullhook Community Health Center on behalf of the client.
- The Intensive Case Manager will coordinate with the primary therapist and treatment team and determine the intervals for integrated care planning and progress reports.
- The Intensive Case Manager must maintain confidentiality and follow Bullhook Community Health Center Confidentiality Policy.
- The Intensive Case Manager may contact an advocacy organization if the case manager believes the Bullhook Community Health Center is unresponsive to the needs of the client.
- The availability of Intensive Case Management services may not be made contingent upon a client's willingness to receive other services. A client suspended or excluded from other programs or services provided by Bullhook Community Health Center may not be restricted or

suspended from intensive case management services solely due to action involving the other program or services.

- Intensive Case Management Services are largely provided throughout the community rather than in the office or facility. All contacts with clients must occur in a place that is convenient for the client. More than 50% of the case managers in person contact with clients must be outside of the health center's facility. Restrictions may not be placed on a case manager's ability to meet with a client in any reasonable location.



CHIEF EXECUTIVE OFFICER

Date: 8-9-16



CHAIR, BOARD OF DIRECTORS

Date: 8-9-16

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