



## Case Management Services – Part 2

# ASAM Technical Assistance Series

ASAM Monthly TA Call December 2023

# Reminders

- This call is being recorded. Please exit now if you do not want to be recorded. You will be able to review the video in its entirety on DDAP's ASAM Transition webpage following this event.

[ASAM Transition \(pa.gov\)](https://www.pa.gov/ASAM-Transition)

- Suggestions for future webinar topics  
E-mail: [RA-DAASAM@pa.gov](mailto:RA-DAASAM@pa.gov)

# Presenters

## **Delaware County:**

Pamela Bell, SCA Administrator

Dana Rachko, SCA Assistant Administrator

Larren Armstrong, SCA Case Management Specialist

Jennifer Hertler, SUD ICM Program Manager, Merakey, Delaware County

## **Lycoming/Clinton Counties:**

Emily Leidhecker, Case Management Supervisor

West Branch Drug and Alcohol Abuse Commission

# Learning Objectives

- Discuss Process to Case Management Services
- Discuss Case Coordination
- Discuss 2 Models of Case Management Delivery
- Discuss Case Study Examples

# Disclaimers

*Alignment with The ASAM Criteria is required of drug and alcohol treatment providers that receive funding for providing treatment services under agreements with Single County Authorities and/or Managed Care Organizations.*

*DDAP stresses the importance of reviewing the ASAM Criteria text in its entirety; attending in-person or online ASAM trainings found on the DDAP website [ASAM Criteria Training Options 2022.pdf \(pa.gov\)](#); and reviewing the resources available through DDAP including trainings and documents.*

# Case Management Service Delivery - Delaware County

- ❖ Pamela Bell, Delaware County SCA Administrator
- ❖ Dana Rachko, SCA Assistant Administrator
- ❖ Larren Armstrong, SCA Case Management Specialist
- ❖ Jennifer Hertler, SUD ICM Program Manager, Merakey Delaware County

# Delaware County SCA

- **The Delaware County SCA is an administrative office that oversees the provision of services through the contracted provider network which specialize in drug and alcohol programming**
- **The SCA oversees programs such as Intensive Case Management (ICM) services, providing funding to county residents who are under insured, or have no insurance.**
- **The SCA monitors all county funded programs through an annual monitoring process and through various reports, invoices, and regular coordination meetings.**

# **Substance Use Disorder Intensive Case Management**

- **SUD Intensive Case Management  
Services**

**Jennifer Hertler**

**SUD ICM Program Manager**

**Merakey Delaware County**

**Sharon Hill, Pa 19079**

**610-537-5425**



# **SUD Intensive Case Management**

- **What is Substance Use Disorder (SUD) Case Coordination?**
  - **Countywide access**
  - **Mobile, community-based outreach**

# **SUD Intensive Case Management**

- **What is SUD Case Coordination?**
  - **Case coordinator sees the individuals served on a bi-weekly basis**
  - **Individualized Service Plans**
  - **Enhanced SUD support**

# **SUD Intensive Case Management**

- **Services**

- **Assist with housing concerns**
- **Support while waiting to obtain inpatient treatment**
- **Assist with job training/placement**
- **Assist with GED/educational services**
- **Assist with medical services**
- **Assist in obtaining treatment funding**
- **Assist in obtaining Medical Assistance**
- **Link with other agencies**
  - **Children & Youth Services**
  - **Adult Probation**
  - **Medical Assistance/Department of Human Services (DHS)**

# **SUD Intensive Case Management**

- **Eligibility**
  - **Resident of Delaware County**
  - **Funding through the County or CCBH**
  - **Substance Use or Co-Occurring diagnosis**
  - **14 Years Old**
  - **Can access services without being in active treatment**

# **SUD Intensive Case Management**

- **Referral Process**
  - **Complete Case Coordination Referral Packet**
  - **Releases of information:**
    - **Referring Agency to Merakey**
    - **Merakey to SCA or CCBH**
  - **Fax or email paperwork**
    - **Merakey fax: 610-461-1291**
    - **Email to: [Jhertler@Merakey.org](mailto:Jhertler@Merakey.org)**

# **SUD Intensive Case Management**

- **Assignment Process**
  - **Paperwork reviewed and approved; if data is missing or incorrect sender will be notified**
  - **Cases are typically assigned within one week of receipt.**
  - **Once assigned, a Case Manager will reach out to the individual to begin services**
  - **Cases assigned based on priority need:**
    - **Pregnant women who inject drugs**
    - **Pregnant women who use substances**
    - **Persons who inject drugs**
    - **Overdose survivors**
    - **Veterans**
    - **DOJ involvement**
    - **Homeless**

# **SUD Intensive Case Management**

- **Questions**
- **Contact Information:**
  - **Jennifer Hertler- SUD ICM Program Manager**  
**Merakey**  
**800 Chester Pike, Sharon Hill, Pa 19079**  
**Office- 610-537-5425**  
**Cell- 215-779-5482**  
**Fax- 610-461-1291**  
**Email- [Jhertler@Merakey.org](mailto:Jhertler@Merakey.org)**

**Thank You!**

# Case Management Service Delivery Lycoming/Clinton Counties

❖ Emily Leidhecker, Case Management Supervisor  
West Branch Drug and Alcohol Abuse Commission



# Care Management

## West Branch Drug and Alcohol Abuse Commission

- Complete approximately 2,000 screenings per year. The top three substances reported are:
  - Alcohol
  - Opioids
  - Stimulants

## Screening Assessment Referral

### **Screening**

In this process, demographics and information are gathered to determine if there are any emergent needs that are to be addressed immediately

### **Emergent Needs**

(ex. withdrawal management, prenatal care, psychiatric care)

### **Assessment**

If there are no emergent needs, client is scheduled for an assessment within 7 days

### **Referral for Treatment**

The client is then assessed to determine the proper level of care to meet their needs.

# Service Needs

- Housing
- Transportation
- Food/Clothing
- Basic Need Fund through Health Choices
- Provide Clothing to start employment

# WBDAAC Case Managers



**Inpatient CM**



**Forensic CM**



**High-Intensity CM**



**High-Risk CM**



**Housing CM**



**Case Coordination CM**

# Inpatient Case Manager

- Maintains contact with individuals in treatment at residential facilities
- Receives progress updates and estimated discharge dates from facilities
- Reviews continued stay ASAMs
- Keeps referral sources up to date
- Facility visits

# Forensic Case Manager

- Completes jail to treatment assessments
- Attends court and PV hearings
- Collaborates with domestic violence programming

# High Intensity Case Manager

- Completes medical assistance and housing applications with individuals
- Assists individuals with obtaining identification cards
- Home visits
- Weekly landlord meetings



# High Risk Case Manager

- Completes bed searches for complex placements (physical health, mental health)
- Navigates private insurances for placements
- Facility visits

# Housing Case Manager

- Maintains landlord contacts
- Prepares rental agreements
- Serves on housing committee

## Case Coordination Case Manager (CCCM)

- The main focus for these types of cases is goal setting.
- CMs work with individuals on a routine basis to ensure their needs are being met in order to obtain these goals
- The amount of contacts depends on the need, typically weekly to start
- CMs reach out via text/phone calls to remind individuals of upcoming appointments, sometimes it's just to "check in" to see how they're doing.

## Six Dimensions of ASAM Criteria



**Acute Intoxication  
and/or Withdrawal  
Potential**



**Biomedical  
Conditions and  
Complications**



**Emotional, Behavioral  
or Cognitive  
Conditions and  
Complications**



**Readiness to Change**



**Relapse, Continued  
Use or Continued  
Problem Potential**



**Recovery and Living  
Environment**

# Risk Ratings

- “In each of the six dimensions, clinicians assign a risk rating for an individual's situation. While evaluating current problems, treatment professionals also consider unique skills, strengths and resources that can help each person deal with his or her challenges. On the risk rating scale from 0 to 4, a rating of 0 represents very low risk. On the opposite end, a rating of 4 represents imminent danger or an issue of utmost severity.”
- “Throughout the assessment, clinicians weigh a person's past experiences – history – against current symptoms – the here and now. The individual's here-and-now experiences always receive priority. For example, a person who has no withdrawal symptoms after a few days without drugs or alcohol would receive a low-risk rating for acute intoxication and withdrawal potential, even if he or she has a history of severe withdrawal symptoms.”

## Case Study 1

- 51 y/o Female Meth Self Referral
- Engaged on and off with West Branch for 13 years
- Pattern is inpatient, do well for a bit, and relapse
- Her last reengagement with us began when she came into the office presenting with suicidal ideation with a plan and homelessness
- She did go inpatient for mental health and when she completed, we set her up with one of our case coordination CMs as well as CRS
- Since August, they have maintained almost daily contact. The persistency of case coordination shows the individual we're serving that there is someone they can reach to out when new barriers present themselves
- In the 3 months she's been reengaged, she has started services at an outpatient provider, has obtained her own apartment and phone. She recently gained employment and has her food stamps sorted out. This has been done primarily on her own with guidance from her case manager. She attends weekly CM and CRS appointments
- She had an instance not too long ago where she aided a neighbor who was overdosing. She provided Narcan to the individual and most likely saved a life

## Case Study 2

- 32 y/o CYS Referral
- Referred to West Branch after her child tested positive for substances at birth
- After she continued to test positive for CYS, the baby was removed from her care.
- She was agreeable to treatment and entered rehab.
- While inpatient, the case coordination CM and CRS maintained contact with her and facility staff to monitor her progress. The communication between CM and CYS staff were essential for the reunification process.
- Upon her return home, she was engaged with West Branch, began treatment services at an outpatient provider and restarted her MAT services.
- Unfortunately, she did have a relapse and stopped going to treatment, but still maintained that contact with her CCCM. During their conversations there was some depression reported and she accepted a referral for psych services. She began taking medication and reengaged with treatment services. She has since started working. West Branch purchased steel-toed boots so she could begin her job. She has moved into supportive housing and has weekly visitation with her child.
- She has been routinely engaged with us for almost a year now.

## Case Study 3

- 36 y/o Caucasian Female
- She's been working with West Branch since November 2021.
- Significant mental health diagnoses and substance use disorders.
- She used our rental assistance funding to leave TLC after being incarcerated at SCI-Muncy.
- She has maintained this apartment since November 2021.
- She had a relapse in May 2023.
  - Her landlord was on the verge of evicting her
  - She agreed to go inpatient.
- Since her successful discharge, she has not reported any use (except for marijuana).
- She does attend meetings at least 3 times a week and has a sponsor.
- She attends church on a weekly basis.
- She has maintained her full-time job throughout her relapse.



QUESTIONS?

- Email [RA-DAPressOffice@pa.gov](mailto:RA-DAPressOffice@pa.gov) to be added to the Listserv
- Email the Licensing Division at [RA-licensuredivision@pa.gov](mailto:RA-licensuredivision@pa.gov) for questions regarding PA drug and alcohol regulations. They can also assist with any questions regarding mandatory training listed within the regulations.
- Email the Treatment Division at [RA-DATREATMENT@pa.gov](mailto:RA-DATREATMENT@pa.gov) for questions regarding contractual requirements addressed in the Case Management Clinical Services (CMCS) Manual. They will be able to assist with any questions regarding required trainings listed within the CMCS Manual.
- Email the Training Section at [ra-datrainig@pa.gov](mailto:ra-datrainig@pa.gov) for questions regarding available trainings and the Training Management System (TMS). They can assist you with TMS account information and general training questions.
- [Conducting a Multi-Dimensional Risk Rating Profile Tip Sheet \(pa.gov\)](#)
- [ASAM Risk Rating Training \(pa.gov\)](#)

Next TA Webinar = Monday February 5, 2024

Topic = TBD