

Conflict-Free Case Management

Community Conversations
&
Public Input

February 2016



Topics of Conversation

- What is changing and why?
- What is case management and why is it important?
- Who is affected by this change?
- When will this change take place?
- How can conflict arise in case management?
- What will my case manager do for me?
- National Core Indicators Data
- Questions and Comments

Conflict Free Case Management Mandate

New Home and Community Based Services regulations published in federal register January 2014, effective March 17, 2014

- New requirements regarding **true community integration** in residential and non-residential settings
- Requirement of **Person Centered Planning**
- Mandate for **Conflict Free Case Management**



CMS's requirements for eliminating conflict

1915(c): Requirements at 42 CFR 441.301(c)(1)(vi)

- States are required to **separate case management** (person-centered service plan development) from **service delivery** functions.
- Conflict occurs not just if they are a provider but if the entity has an interest in a provider or if they are employed by a provider



What is Case Management & Why is it Important?

Both the human services system and the individual & family rely on case management

- Case management is necessary to keep the system running efficiently
- The **individual and family** need case management to help them create their plan and achieve their outcomes



What is Case Management & Why is it Important?

- Engage in high quality, person-centered planning that keeps the full focus on the person
- Focus on community integration and employment outcomes
- Serve as front line for information and assistance
- Assist individuals to make decisions about what is important to and important for them
- Help individuals and families navigate the system
- It's about **“finding the right fit”** between a person's needs and preferences rather than **“fitting”** the person to the system



Artwork by Valorie Ahrendt

Who Does this Affect?

People with Intellectual and Developmental Disabilities

- CHOICES Home and Community Based Services (HCBS) Waiver Participants
- Community Training Services (CTS) Participants

- 2,700 CHOICES HCBS Waiver Participants
- 320 CTS Participants
- Families
- Guardians
- Advocates
- Community Support Providers



What will my case manager do for me?

A conflict-free case manager will:

- Help you **develop an Individualized Service Plan (ISP)**
- Use a **standard ISP** format
- **Monitor** your plan to ensure **outcomes** are met
- Use **Person Centered Practices**
- Help the individual and family become well-informed about **all choices**

Direct supports – such as residential, day services, nursing, and employment supports – will continue to be provided by the Community Support Providers chosen by the participant



When will this change take place?

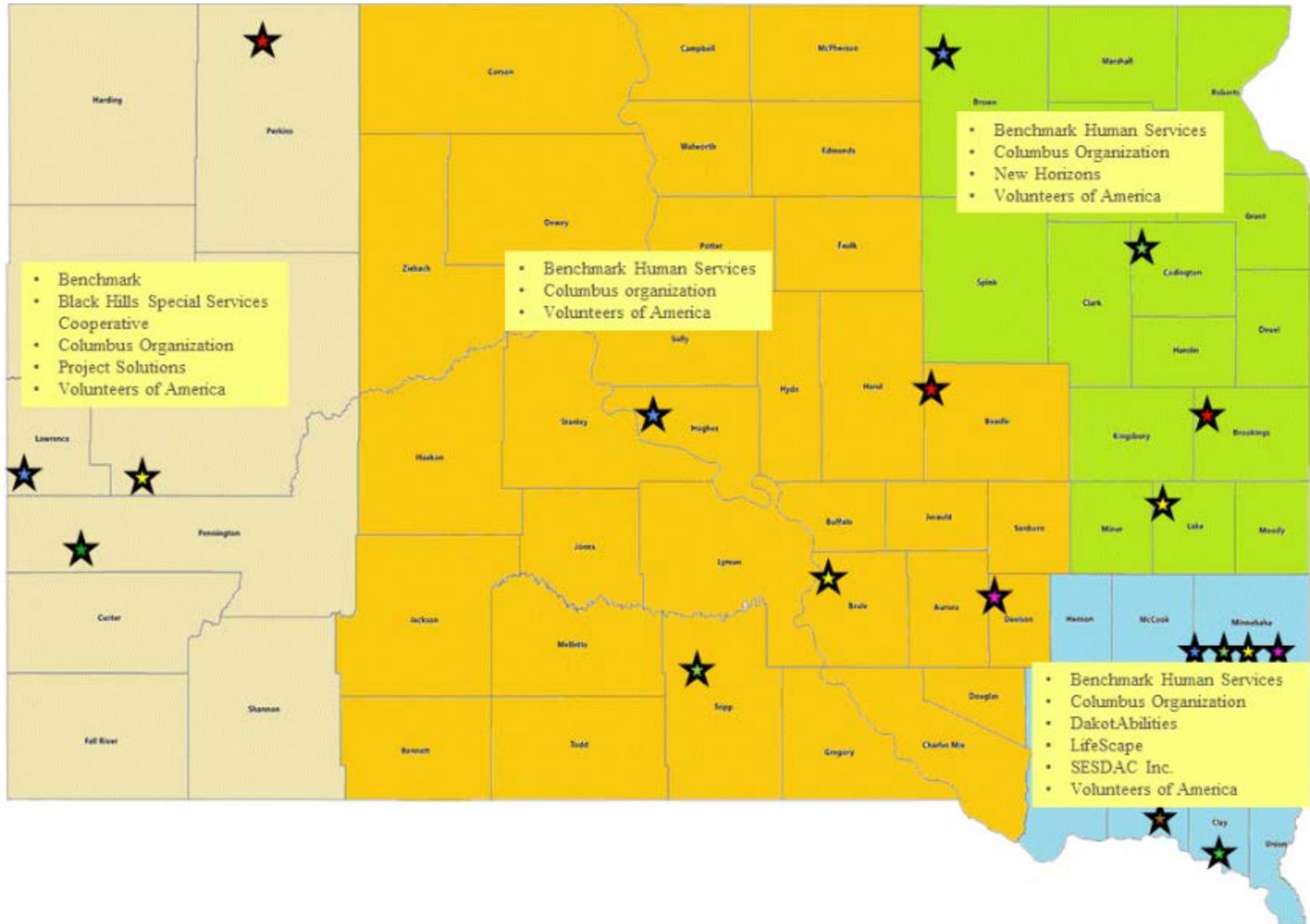
- Enrollment of qualified providers began December 2015
- Four provider regions established
- Nine (9) providers submitted letters of intent to enroll as providers
- Provider enrollment documentation due February 15, 2016
- Providers meeting qualifications will be identified April 1, 2016
- Transitions to CFCM to begin by June 1, 2016 and continue until completed

December 2015:
Conflict-Free Case
Management provider
enrollment began.

April 2016:
Providers of Conflict-Free
Case Management will be
identified.

June 2016:
Transition to Conflict-Free
Case Management
projected to begin.

Case Management Regional Map



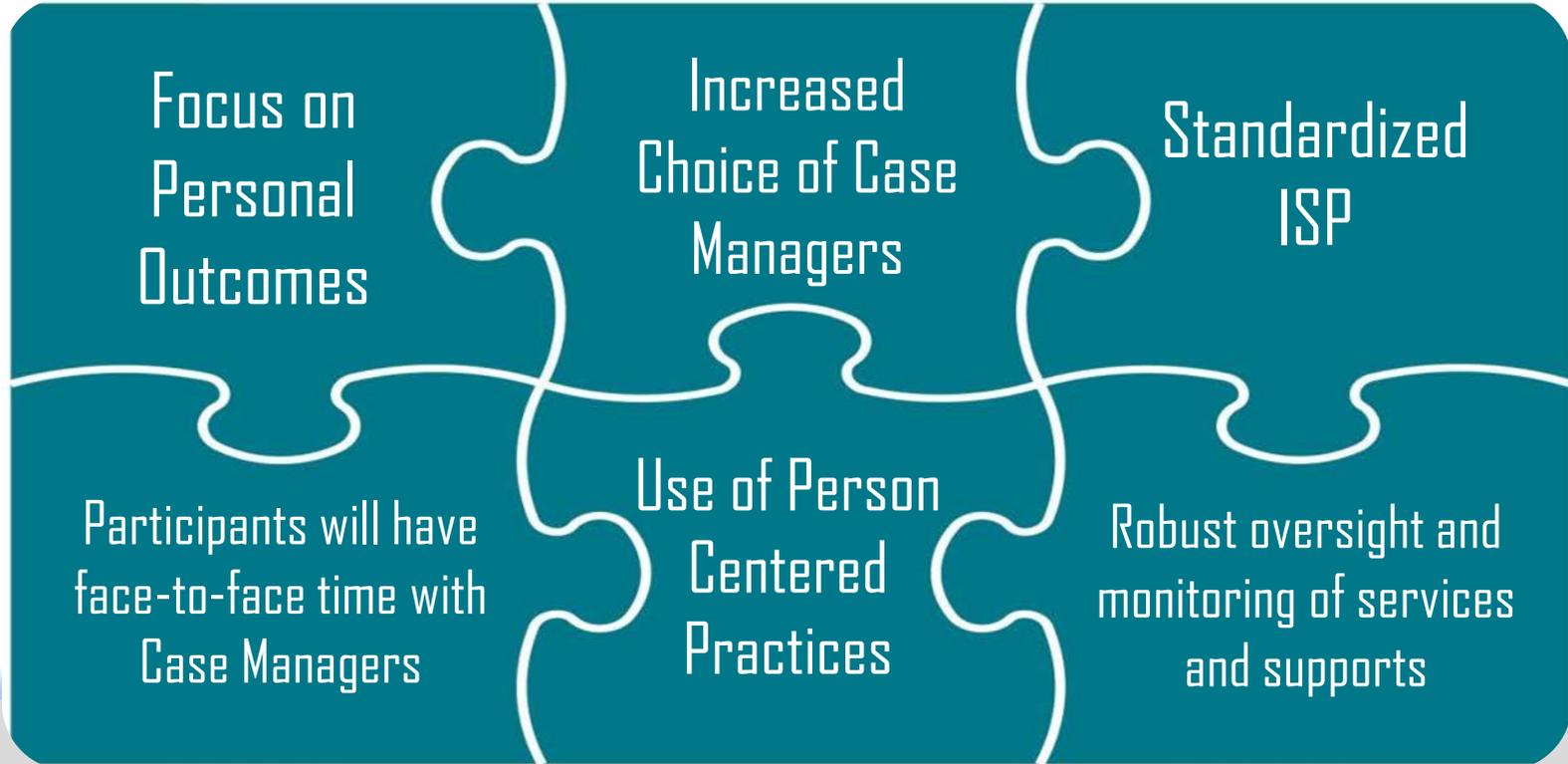
How does conflict arise in case management?

- Self-policing occurs when an agency or organization is charged with overseeing its own performance
- Puts the case manager in the difficult position of:
 - Assessing the performance of co-workers and colleagues within the same agency
 - Potentially having to report concerns to their mutual supervisor or agency director
 - Focusing on supports provided by their employer

Participants must be able to exercise full freedom of choice

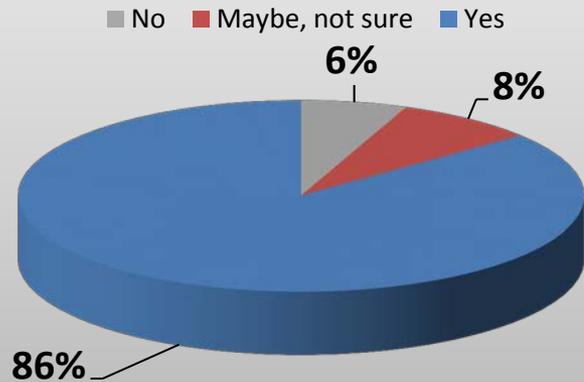


Components of Optimal System

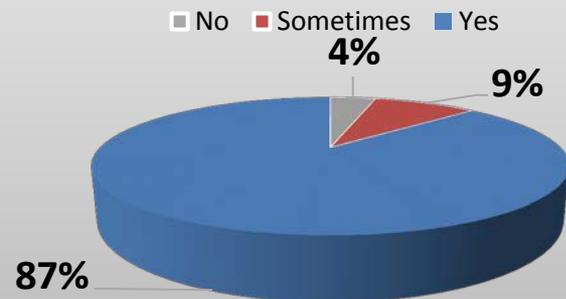


National Core Indicators Data

**Did you help make your service plan?
(N=249)**

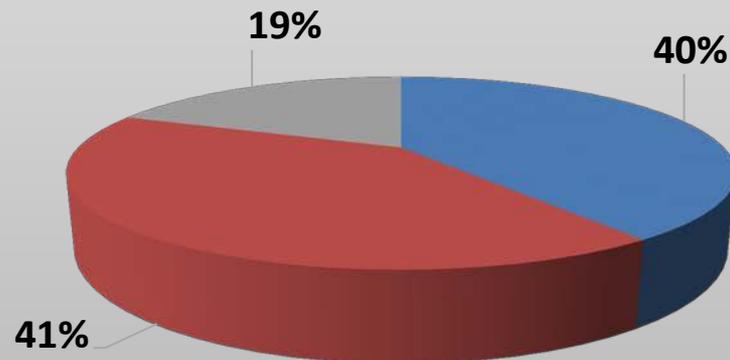


**Does your case manager/service
coordinator ask you what you want?
(N=264)**



Did you choose or pick your case manager/service coordinator? (N=271)

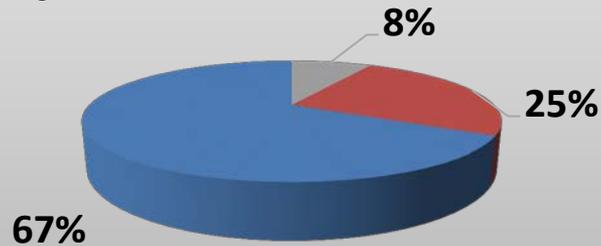
- No, Someone else chose
- Case manager/service coordinator was assigned but s/he can request a change
- Yes, chose



National Core Indicators Data

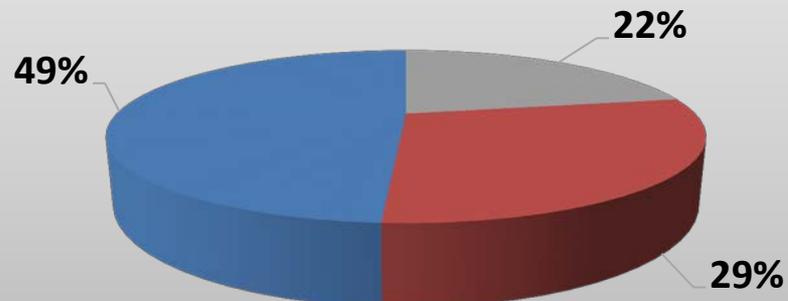
If you call and leave a message, does your case manager/service coordinator take a long time to call you back, or does s/he call back right away? (N=210)

■ Takes a long time to call back ■ In-between ■ Calls back right away



Who chose (or picked) the place where you work? (N=160)

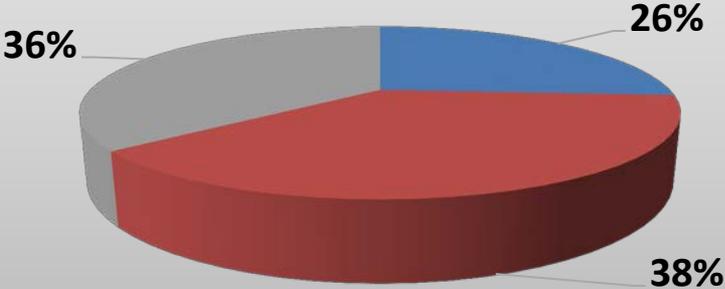
■ Someone else chose ■ Person had some input ■ Person made the choice



National Core Indicators Data

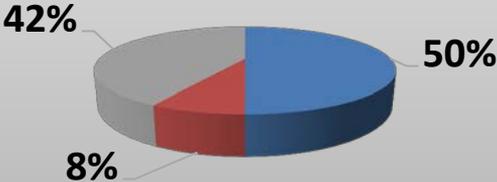
Who chose (or picked) the place where you live? (N=255)

Someone else chose Person had some input Person made the choice



Did you choose (or pick) the people you live with (or did you choose to live by yourself)? (N=246)

No, Someone else chose
Person chose some people or had some input
Yes, Person chose people s/he lives with, or chose to live alone



With Conflict-Free Case Management...



The Conflict-Free Case Manager will place the focus on you and your personal outcomes.



Questions/Comments



Contact Information	
Colin Hutchison, Waiver Manager	Colin.Hutchison@state.sd.us
Phone Number	(605) 773-3438
CFCM Website	http://dhs.sd.gov/dd/cfcm/
Facebook	 S.D.DepartmentOfHumanServices
Twitter	 SDHumanServices