

CASE MANAGEMENT (NON-MEDICAL) STANDARDS OF CARE

HRSA DEFINITION

Case Management (Non-medical) services that provide advice and assistance to clients in obtaining medical, social, community, legal, financial, and other needed services. This may include:

- Benefits/entitlement counseling and referral activities to assist eligible clients to obtain access to public and private programs for which they may be eligible;
- All types of case management encounters and communications (face-to-face, telephone contact, other); or
- Transitional case management for incarcerated persons as they prepare to exit the correctional system.

This does not involve coordination and follow up of medical treatments.

SPECIAL INSTRUCTIONS

1. *Providers of this service will need to work cooperatively with Ambulatory / Outpatient Medical Care and Outreach providers to recapture individuals lost to care.*
2. *Providers must include documented ongoing collaborations and referrals, and the ability to quantify successful referrals.*
3. *Providers must have written policies and procedures as to how the collaborations will serve the purpose of recapturing clients lost to care.*
4. *Clients presenting in a debilitating condition (e.g., substance abuse, mental health issues) must be referred, with documentation of the attempt to complete a referral, to an appropriate agency for a comprehensive assessment for possible treatment and care of the condition.*
5. *Case Management assessments will include an evidenced-based screening tool to be conducted on clients during intake and on an annual basis in order to determine referrals into substance abuse and mental health services.*
6. *Providers must have updated and specific Memorandums of Understanding with other case management providers and with those for whom referrals are needed.*
7. *Providers must have documentation of ongoing HIV-related education for staff (including administrative staff) funded through this program.*

STANDARD OF CARE

HIRING STANDARDS

- All Non-Medical Case Managers must possess a minimum of a Bachelor's degree in social work or a related field with one (1) year case management experience preferred. Three (3) years of case

CASE MANAGEMENT (NON-MEDICAL) STANDARDS OF CARE

management experience in the field of HIV may be substituted for degree requirement.

TRAINING STANDARDS

- All Non-Medical Case Managers must abide by the current Texas Department of State Health Services (DSHS) Texas HIV Case Management Standards of Care requirements for training.

JOB PERFORMANCE STANDARDS

- All Non-Medical Case Managers (N-MCM) must abide by the DSHS Texas HIV Case Management Standards of Care requirements for job performance.
- N-MCMs must create goal-oriented care plans for those who exhibit a need for core or support services based on client needs assessment and client acuity, in accordance with current DSHS Texas HIV Case Management Standards of Care.

REPORTING STANDARDS

- All Non-Medical Case Managers must abide by the current DSHS Texas HIV Case Management Standards of Care requirements for reporting.
- N-MCMs must report data consistent with federal, state, and local data collection procedures.