

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH CASE MANAGEMENT

**Prepared by the Mental Health Legal Advisors Committee
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What is DMH case management?

If DMH assigns a DMH case manager, their services shall include:

- arranging for and completing comprehensive assessments of service needs;
- convening service planning meetings;
- developing and reviewing individual service plans;
- reviewing individualized action plans, when applicable, to ensure compatibility with clients' individual service plans;
- assisting clients in obtaining other available services from public or private entities as are identified in clients' individual service plans;
- coordinating services for clients, and/or monitoring the coordination of DMH and non DMH services;
- providing outreach, as needed;
- providing intensive support and advocacy, as needed.¹

How does DMH determine who will have a case manager?

DMH regulations state that every individual who meets the clinical criteria, is determined to be in need of at least one existing DMH continuing care community service, and has no other means of obtaining that service will be eligible for case management. Thus, subject to available resources, every DMH client is eligible for DMH case management.

In practice, DMH will refer those individuals that DMH determines need a case manager to the appropriate DMH case management office.² Unfortunately the DMH regulations do not spell out how DMH makes the determination of who needs a case manager. Clients are assigned a case manager based on the intensity of their need and as resources permit.

While it is clear that DMH does not have the resources presently to provide a case manager for every eligible client, a process has been developed to triage clients to determine their priority of need. Clients waiting for case management or residential services are often assigned to other community services.

Case management remains a state-operated service.

¹ 104 CMR 29.05(2).

² 104 CMR 29.05(1).