

Children's Case Management

at

Kennebec Behavioral Health

Children's Case Management

- ▶ Children's Case Management is a service that supports parents in advocating for their child and links children and their families to services and resources that help address mental health, medical, educational, social, recreational, and other areas of need.
- ▶ Case Managers focus on learning about the family's strengths, abilities, resilience, and vision for the future, and on helping the family use all of these to achieve goals.

Types of Children's Case Management programs

Children's Targeted Case Management (CTCM)

MaineCare Section 13:

Coordinating service options for children and families including assessment, referral, monitoring and advocacy.

Behavioral Health Home Service (BHH)

MaineCare Section 92:

Integrated care for children experiencing behavioral health challenges, with an increased focus on overall wellness, enhanced coordination with client's Primary Care Provider (PCP) to assist with lifestyle changes, and a Person-Centered Recovery Planning (PCRP) team approach.

The Case Manager's activities may include, but are not be limited to:

- Assessing the child's needs and strengths, in the beginning of service, and periodically.
- Referring to services to address specific needs.
- Communicating and coordinating with the Client's other providers, with the Parent/Guardian's consent, to monitor the child's needs and progress.
- Helping to schedule and organize appointments unless/until the Parent/Guardian can do this on their own.
- Advocating on the child's behalf as needed.
- Evaluating safety concerns, and responding to immediate risk.
- Developing plans with the family to prevent and reduce unsafe or risky situations.
- Helping the Client and family develop skills, strategies, and relationships with providers and natural supports so that Case Management is no longer needed.

Eligibility Criteria for Service

- Ages birth to 21
- DSM diagnosis (Mental Health or ID/Autism)
- MaineCare (or Katie Beckett) funding
- Indication of need for the service, per “Children’s Needs and Strengths” assessment (CANS). Completed by Case Manager within 30 days of beginning service.
- Resides in a town or surrounding community (within 30 minute travel) where we have a KBH office:
 - Augusta
 - Winthrop
 - Waterville
 - Skowhegan
 - Farmington

Is this service Evidence-Based?

Case Management is not a treatment program, however:

- We use an evidence-based approach (Person-Centered Recovery Planning - PCRP);
- Use evidence-based tools (e.g. CANS; Columbia Risk Assessment, etc.) to assess needs and safety; and
- Refer to and work closely with the evidenced-based intervention programs available in our area.

What is your policy around cancellations/no shows?

- ▶ We make extensive efforts to maintain connection with families/guardians.
- ▶ We are required by MaineCare rules to have at least two face-to-face contacts per month with guardian (child present for at least one) in CTCM, or
- ▶ One face-to-face contact per month with guardian in BHH in order to maintain the service.
- ▶ There is no hard & fast rule regarding cancellations, it is a case-by-case basis. We look at the barriers to meeting and make attempts to overcome these barriers to continue services.

What common difficulties do we often encounter when providing Children's Case Management?

- Maintaining contact/communication with parent and/or guardian.
- Getting parents to understand that we don't "pick sides" - our client is the child and we advocate for the child's best interest.
- Parents not understanding the 504/IEP process.
- Conflict between parent and community (e.g. Schools; law enforcement; landlords; OCFS; etc.)
- Helping the team determine when multiple services are needed in a family vs. sequencing in services to address higher priority concerns first.

What other information is helpful for Education staff to know about your program?

- Case Managers actively coordinate services/programs involved with a family, emphasizing a treatment team focus.
- A Case Manager can take a lot of work off of a parent's or school's "to-do" list, but the trade-off is an expectation that good communication will be maintained.

How do staff refer families or help families refer themselves to you?

► Referrals

- By Phone - KBH Access Center [1-888-322-2136](tel:1-888-322-2136)
- Via KBH Website - <https://www.kbhmaine.org>
- If child is already receiving services at KBH, that provider can simply complete an internal referral to Case Management.

► Questions / Eligibility Concerns

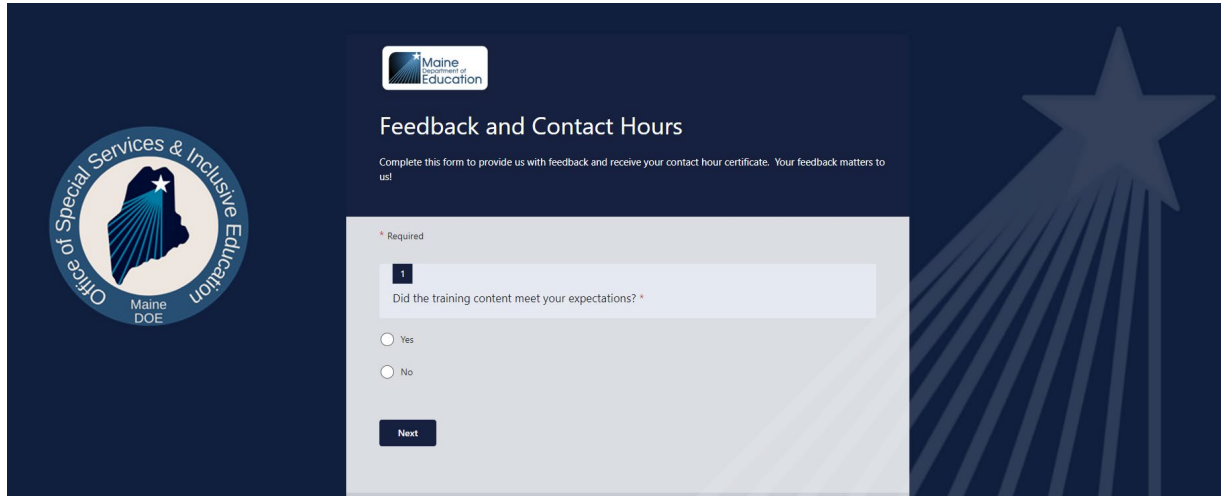
David Whitestone

- dwhitestone@kbhmaine.org
- (207)-626-3455 ext. 2217

Questions?

Comments?

Professional Learning Feedback and Contact Hour Form.



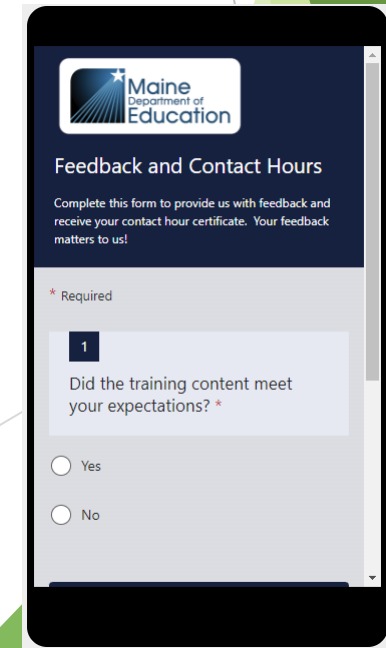
The screenshot shows a web form titled "Feedback and Contact Hours" from the Maine Department of Education. On the left is a circular logo for the "Office of Special Services & Inclusive Education" with a star and the text "Maine DOE". The form instructions state: "Complete this form to provide us with feedback and receive your contact hour certificate. Your feedback matters to us!". A required question is displayed: "1 Did the training content meet your expectations? *". Below the question are two radio button options: "Yes" and "No". A "Next" button is at the bottom of the form area. The background of the page features a large, faint star graphic with rays.

Use the link to complete the form
on your computer

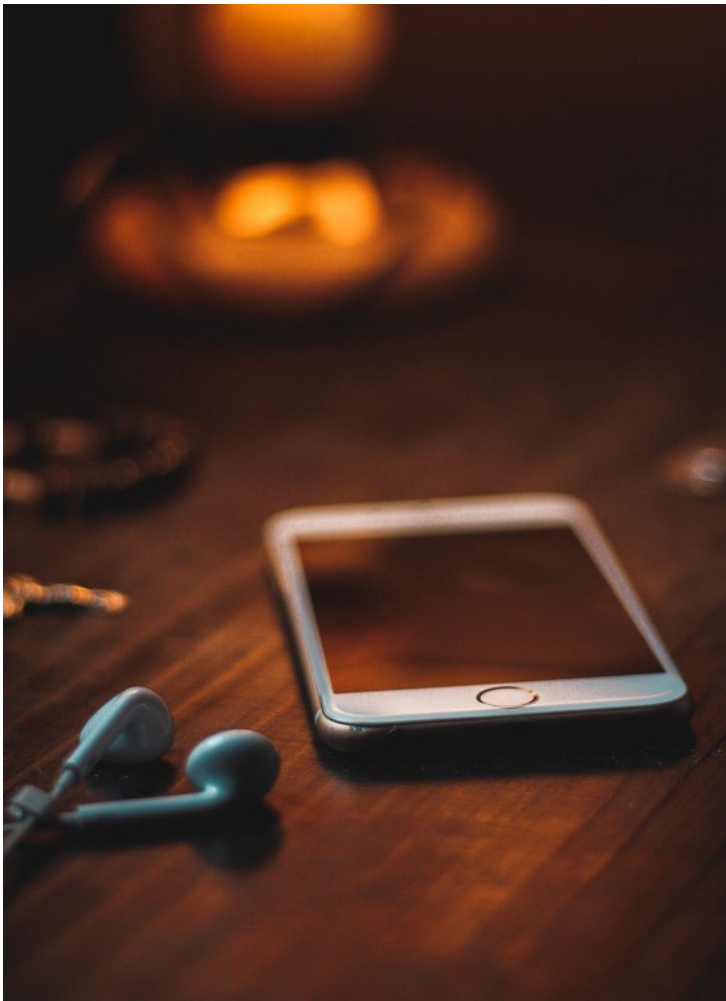
OR

Use the QR code to complete the
form on your mobile device

<https://forms.office.com/g/by472QQLDJ>



This image shows the same web form as the computer screenshot, but displayed on a smartphone screen. The layout is adapted for a smaller screen, with the Maine Department of Education logo at the top. The form instructions and the required question "1 Did the training content meet your expectations? *" are visible, along with the "Yes" and "No" radio button options.



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THANK YOU!

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Colette Sullivan - Federal Programs Coordinator
colette.sullivan@maine.gov

Jennifer Gleason - Special Education Consultant
jennifer.gleason@maine.gov

Karlie Thibodeau - Special Education Consultant
karlie.l.thibodeau@maine.gov

Ashley Satre - Special Education Consultant
ashley.satre@maine.gov

Julie Pelletier - Secretary Associate
julie.pelletier@maine.gov



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