

CASE MANAGEMENT (NON-MEDICAL) AN OVERVIEW

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nMCM: Service Development Timeline

- February 20, 2013
 - Service category presentation by Grantee
 - Correctional Health presentation
- March 06, 2013
 - Ryan White current services presentation
 - Non-RW provider presentation(s)
 - Q&A with providers
- March 20, 2013
 - Follow-up on additional information requested
 - Start nMCM service directive
- April 2013 meetings
 - Refine, complete, and approve service directive

nMCM: Context & Recent Changes

- Services provided to incarcerated individuals at Rikers Island by Ryan White Service Part A service providers fit more closely with the HRSA service definition of nMCM
- Medical Case Management provided by Ryan White Part A
- Medical Case Management provided via Health Homes for Medicaid eligible population
- 75/25 waiver allows us to expand NYC EMA offering of non-core services to meet unique service system needs

nMCM: HRSA Service Category Definition

Case Management (non-Medical) is a Support Service Provision of services that provide advice and assistance to clients in obtaining medical, social, community, legal, financial, and other needed services

Service Elements may include:

- Benefits and entitlement counseling
- Referral activities to help clients obtain access to public and private programs for which they may be eligible
- Transitional Case Management for incarcerated persons as they prepare to exit the correctional system

Note: Does not involve coordination and follow up of medical treatments

nMCM: Allocation & Prioritization

HRSA Service Category Rankings - FY2013 Application

AIDS Drug Assistance Program (ADAP) Treatments	1
Outpatient Ambulatory Care (Outbridge Medical and ADAP Plus)	2
Food Bank/Home-Delivered Meals (Food and Nutrition services)	3
Case Management – non-Medical (Rikers Island services)	4
Medical Case Management (Care Coordination & Transitional CC)	5
Housing Services	6
Mental Health Services	7
Substance Abuse Treatment – Outpatient (Harm Reduction)	8
Early Intervention Services	9
Psychosocial Support Services (Supportive Counseling & Family Stabilization)	10
Legal Services	11
Health Education/Risk Reduction (The Positive Life Workshop)	12
Community and Home-based Health Service (formerly Home Health Care)	13

nMCM: Allocation & Prioritization

Service Category	FY2013 Allocation	Percent of Grant
Case Management (non-Medical)	\$5,236,511	4.8%

PSRA Committee Ranking for Service Category	
FY2013 Planning Council Rank	4
FY2013 HRSA Application Rank	4

nMCM: Currently Funded Programs

- Rikers Island Transitional Services Project (PRS)
- Drop-in Center for HIV+ Prison Releases (TSC)
 - Assessment/reassessment
 - Care planning
 - Coordination with service providers
 - Assistance with health care
 - Assistance with entitlements and benefits
 - Assistance with social services
 - Pre-release follow-up
 - Assistance with housing
 - Accompaniment
 - Escorts (*PRS only*)
 - Crisis intervention
 - Other supportive activities (*PRS only*)
 - Counseling (*TSC only*)
 - Transportation (*TSC only*)

nMCM: Other EMAs

- All the EMAs that fund nMCM fund MCM
- Los Angeles CA
 - Case Management, Psychosocial
 - Prioritization: Benefits specialty (6), Transitional Case Management (25) (jail-based and youth), and components of medical care coordination (7) under nMCM
 - Allocated 7.6% of budget

nMCM: Other EMAs

■ Los Angeles CA

- *Definition/Guidance:* Involves client-centered activities through which care for persons living with HIV are coordinated for the purpose of increasing self-efficacy, facilitating access and linkage to appropriate services and to the continuum of care, increasing access to HIV information and education, and identifying resources and increasing coordination between providers
- Fund community agencies with Ryan White dollars and they work inside the jails and a nurse case manager to coordinate HIV care inside the jail with local funds

nMCM: Other EMAs

■ Dallas TX

- Ranked 1 (of 14 support services)
- An Ad hoc committee looked at their care coordination system (both MCM and nMCM) to develop recommendations to improve access to these services

■ Houston TX

- Ranked 7 (of 9)
- Called “Service Linkage”
- Located in Testing Sites or Primary Care Sites

nMCM: Chain Study Element Description

- Defined need for social service case management as meeting one or more of the following criteria:
 - poor mental health functioning
 - recent emergency room visit, inpatient care or mobile unit visit for psychiatric or mental health reasons
 - recent drug or drinking problem
 - recent housing instability

nMCM: Chain Study Element Description

- Among those in need, adequate utilization of social service case management required one or more of the following in the past 6 months:
 - development or revision of a care plan
 - referral for social services, or assistance in completing an application for benefits or entitlements

nMCM: Gaps in Service Continuum

Table 10A: New York City Subgroup Differences, Social Service Case Management

	Past (2008-2009)		Current (2009-2011)	
	Need	Adequate Utilization	Need	Adequate Utilization
Total	52.1%	70.4%	45.0%*	72.7%*
Gender				
<i>Male</i>	55.8%	70.3%	47.3%	72.5%
<i>Female</i>	47.0%	70.6%	41.9%	73.0%
Race/ Ethnicity				
<i>White</i>	66.0%	76.7%	55.4%*	77.4%
<i>Black</i>	47.2%	67.4%	41.0%	72.5%
<i>Latino</i>	56.9%	72.0%	50.2%	70.2%
<i>Other</i>	46.2%	83.3%	29.4%	100%
Mental Health				
<i>Poor</i>	ALL	72.3%	ALL	71.5%
<i>Good</i>	34.4%	68.4%	28.6%	73.9%
Illicit Drug Use				
<i>Never Used</i>	37.0%	72.6%	26.8%*	66.7%
<i>Past User</i>	41.4%	67.6%	39.0%	74.4%
<i>Current User</i>	ALL	72.1%	ALL	74.0%
Age Group				
<i>Age 19-39</i>	61.0%	70.6%	43.1%	77.8%
<i>Age 40-49</i>	55.1%	75.9%	52.3%	76.0%
<i>Age 50+</i>	48.2%	65.9%	40.1%	68.5%

nMCM: Gaps in Service Continuum

Borough of Residence				
<i>Bronx</i>	48.2%	72.9%	48.8%	74.7%
<i>Brooklyn</i>	52.0%	65.1%	42.2%	71.9%
<i>Manhattan</i>	57.5%	66.7%	45.0%	62.1%
<i>Queens</i>	50.7%	72.7%	43.6%	84.4%
<i>Staten Island</i>	50.0%	100%	46.5%	85.0%
HIV Medical Care				
<i>No HIV Provider</i>	100%	25.0%	80.0%*	28.6%*
<i>Have HIV Provider</i>	51.7%	71.1%	44.4%	73.8%
HIV Medical Care Setting				
<i>HHC</i>	59.1%	71.1%	43.3%	55.2%*
<i>Non-HHC Hospital</i>	50.0%	73.0%	46.7%	79.2%
<i>CHC/Clinic</i>	49.4%	53.8%	37.5%	60.0%
<i>Drug Treatment / Social Service</i>	58.7%	81.8%	50.0%	70.0%
<i>Private MD</i>	46.2%	72.7%	27.6%	100%
Housing				
<i>Stable</i>	41.9%	70.6%	35.0%	74.7%
<i>Unstable</i>	ALL	63.5%	ALL	62.7%
<i>Homeless</i>	ALL	77.8%	ALL	75.6%

nMCM: Gaps in Service Continuum

Place of Birth					
	<i>U.S.</i>	51.7%	69.8%	44.1%	70.8%
	<i>Puerto Rico</i>	62.0%	73.3%	54.9%	78.6%
	<i>Foreign Born</i>	48.4%	71.4%	44.1%	77.8%

nMCM: Potential Opportunities

- Refine service delivery for currently and recently incarcerated individuals
- Low-threshold, time-limited case management/benefits and entitlements counseling
- Low-threshold, non-medical case management for undocumented clients
- Case management services that are removed from primary care sites – for example, mental health case management or substance use treatment case management

Discussion

- Next Steps
- Questions you would like answered for next meeting