

## Conflict Free Case Management

### **Draft Definition:**

Case Management services require the facilitation and development of a comprehensive person-centered individualized support plan (ISP) written by the case manager and reviewed/approved by the state. Case management includes the ongoing monitoring of the participant's provision of services, health and welfare. Case management assists people in gaining access to necessary services including, but not limited to, State Plan services, educational, employment, social, medical, individual budget or other services. The case manager will help people in obtaining needed services with an emphasis on non-paid natural supports. Case managers initiate a comprehensive assessment and periodic reassessment of individual needs to develop, revise and update the participant's ISP as well as advocate on behalf of the participant in all respects including but not limited to individual choice and independence. Case management includes assistance in accessing supports to transition from an institutional setting, the family home or from one provider to another. Case management includes the development of a 24-hour individual back-up plan with paid and natural supports. The case manager will observe and monitor the implementation of the ISP at least quarterly, and the plan will be reviewed by the entire ISP team at least annually or more frequently as requested by the participant or as circumstances dictate.