

STATE CARE COORDINATION FREQUENTLY ASKED QUESTIONS

1. What is the purpose of Care Coordination (CC)?

- a. Designed to improve recovery outcomes for individuals identified as at high risk for relapse, and to insure that recognized obstacles to recovery are minimized such as unstable living environments, unemployment, family problems, health problems, etc.
- b. Improve efficiency and fiscal responsibility of public treatment dollars.

2. Who must be enrolled: (CC record must be opened)

- a. All individuals in residential treatment (III.3, III.5 and III.7) funded by BHA grant dollars, and other populations identified by the jurisdiction as high risk/high cost.

3. Who can be enrolled? (dependent on capacity)

- a. Referrals from Care Coordinator's in other jurisdictions, and
- b. Referrals from residential treatment programs of individuals returning to your jurisdiction having used other treatment payment sources. (must be financially eligible)

4. What do I do with clients that do not want Care Coordination?

- a. Open a Care Coordination record for all eligible clients.
- b. Schedule a follow-up contact in less than 30 days to reassess client need and status.
- c. Dis-enroll from CC when greater than 30 days = no client contact.

5. Who gets the 6 month outcome measure survey?

- a. All clients whom you have enrolled for State Care Coordination that are still enrolled at 6 months from their intake date (SMART sends you a reminder).

6. What if a client I am responsible for moves to another jurisdiction?

- a. Bi-weekly telephonic contact can be maintained and you can contact the CC in that jurisdiction to inquire about resources available to the client in that jurisdiction, or
- b. If the client appears to be permanently relocated to that jurisdiction you can request that the CC in the jurisdiction accept the client as a transfer.

7. How do I assess the client's needs?

- a. Work with the client on creating or updating a Recovery Plan.
- b. Identify strengths for meeting each goal/objective and obstacles or challenges for attainment.
- c. Utilize community resources.