Case Management for Women with Substance Use Disorders

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What Case Management is NOT

What Case Management Is

- The Case Management Society of America: “a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual’s health needs through communication and available resources to promote quality cost-effective outcomes.”
- Provide support to clients so that they can make changes in their lives including assistance in skill building and resource acquisition.
Case Management Principles
- Case management offers the client a single point of contact with the health and social services systems.
- Case management is client-driven & driven by client need.
- Case management involves advocacy.
- Case management is community-based.
- Case management is pragmatic.
- Case management is anticipatory.
- Case management must be flexible.
- Case management is culturally sensitive.


Types of Case Management
- Broker/Generalist
- Strengths Perspective
- Assertive Community Treatment
- Clinical/Rehabilitative


Areas of Concern
- Substance Abuse
- Mental Health
- Health
- Legal, Court and Residency Requirements
- Housing
- Income, Education & Employment
- Child Welfare & Parenting
- Life Skill Development
- Intimate Partner Violence
- Children’s Needs & Treatment Plans
- Survival Issues – food, clothing, transportation
- Sense of Belonging and Spiritual Fulfillment
- Strategies for Addressing Triggers
- Family Support & Needs
- Grief Counseling
- Other …
It Is Easy to Feel Overwhelmed

- 12 Case Plans ...
- Problems don’t arise in a day, can’t be solved in a day
- Lack of resources

Primary Functions of Case Management

- Assessment
- Planning
- Linking
- Monitoring
- Advocacy

Add ons:
- Coordinating
- On-Going Engagement

Sources include: JCAHO, NASW
Assessment

- Client Centered
- Strengths
- Needs
- Stages of Change
- Resources
- On-Going Screening and Assessment for Emerging Issues

Domains of ASI Assessment

- Medical
- Employment/Support Status
- Alcohol
- Drug
- Legal
- Family/Social
- Psychiatric

Planning

- Breaking problems into doable pieces
- Whose treatment plan – client involvement in decision making: Outcome success is significantly increased if the client participates and takes ownership in plan development.
- Plans need to be continuously updated
- Prioritization and decision making
- Individualize the treatment plan to match the client's needs and strengths. Be aware of an array of services and select those services client needs or wants
A Good Treatment Plan

- Interdisciplinary
- Outcome based
- Clinically specific
- Documented
- Flexible enough to meet client needs

(source: Toni Costa, Hussein Tahan and Lois Fink, The Case Manager’s Survival Guide)

Linking

- Finding Resources to Address Client Needs
- Increasing Opportunities for Clients
- Making Life Do-able
- Appropriate Referrals
- Sometimes a Case Manager needs the skills of a Sales Person

Monitoring (and Evaluation)

- Short-term memory problems
- Clients accustomed to failure and a victimizer:victim relationships
- Unforeseen barriers to progress
- Inappropriate referrals or challenges to accessing services
- Progress in treatment plan
- Celebrating successes
Advocating

- Priority for services
- Encouraging other agencies to offer best possible services
- Educating community and other providers about substance use disorders, client needs
- Serving as an ally
- Ensuring fair and equitable treatment

Coordinating

- Developing Collaborative Relationships
- Inter-agency Relationships
- Coordinated Case Plans
- Helping clients meet conflicting requirements
- Time management and stress management

Ongoing Engagement

- Two steps forward, one step back
- Therapeutic alliance
- Don’t let clients fall through cracks
- Allow learning from failures
- Keep client coming back
- Motivational approaches
Stages of Change

- Pre-Contemplation
- Contemplation
- Preparation
- Action
- Maintenance

Source: Prochaska and DiClemente, 1984

Regardless of approach or philosophy there are service and intervention opportunities appropriate for each stage.

The FRAMES Approach

- Feedback: regarding risk is given to individual.
- Responsibility: for change is placed with individual.
- Advice: about changing is clearly given in a non-judgmental manner.
- Menu: of self-directed change options and treatment alternatives.
- Empathetic Counseling: showing warmth, respect, and understanding. (uses reflective listening).
- Self-Efficacy: optimistic empowerment is engendered to encourage change.

Source: SAMHSA TIP 35: Enhancing Motivation for Change in Substance Abuse Treatment

Comprehensive Development

- Knowledge
- Skills
- Attitude
- Efficacy and Sense of Worth
- New Habits Emerge with Time

do for … do with … cheer on
Meaningful Case Management

- Support and encourage participants in their endeavors
- Keep tasks simple
- Define the case manager’s role; be aware of your limitations
- Listen Assess Don’t judge
- Be available, conduct home visits, return calls
- Keep commitments; Don’t make promises
- Provide structure and guidance
- Offer to demonstrate
- Remove barriers

RIP Interview Method

- **Rapport** – build rapport with client
- **Information** – convey and gather necessary information
- **Plan** – at end of meeting client should know next steps

Source: Foundation for Rehabilitation Certification, Education and Research

Helping Clients with Limited Abilities

- Help Patients avoid feeling ashamed
- Use simple language
- Use the teach-back method
- Suggest bringing a supportive friend or relative
- Talk with others serving the individual

Source: Case Management Society of America, 2006
5 Focuses

- Know the participant
- Know what the participant wants
- Help participant establish realistic goals
- Focus her efforts on achieving her goals
- Help reframe thinking from negative to positive

Source: County of Los Angeles, Dept of Social Services

Comprehensive Treatment

- Engagement
- Screening
- Assessment
- Safety
- Prioritizing Target Symptoms
- Pharmacological Interventions
- Psychosocial Interventions
- The Value of A Friend
- Case Management & Crisis Intervention
- On-Going Community/Recovery Support

Collaborative Resources for Recovery Support
Housing & Community

- Determines services, work, schools.
- Availability of alcohol and drugs during vulnerable times
- Availability of supportive friends, family and neighbors
- Affordability
- Comfort level – culturally and personally safe.

Accessing Housing

- Developing Relationships with Property Owners, Housing Authorities, Homeless Services
- Building Affordable Housing
- Supportive Housing
- Housing Advocacy – hiring a housing specialist
- Sober Living (loan fund, CAARR)
- MHSA, Governor’s Initiative, AB 2034 and other state sources

Perseverance!

Mental Health & Health Access

- Healthy Families and Medi-Cal
- Establishing Medical Homes at Community Clinics
- CalWORKs
- Community Mental Health Services
- School Based Health Clinics
- HIV Programs, Domestic Violence Agencies
- Employee Benefits
- Colleges and Universities
Children’s Services
- Family Resource Centers
- Early Start, Universal Pre-school, School Districts
- Regional Centers, EPSDT, health agencies, special education programs
- CalWORKs Child Care
- School Based Programs
- First 5 Programs
- Community Parks and Recreation
- Youth Development, Tutoring, Prevention Programs
- Scholarships
- Parenting Programs

Life Skills
- Literacy, GED Programs
- Recovery Mentors
- Faith-based Efforts
- Foster care – Independent Living Programs
- Anger Management
- Goal Setting and Follow Through
- Household Management
- Boundaries and Relationship Support
- Family Resource Centers
- Women’s Centers
- Special Interest Clubs/Groups
- 12 step programs

Employment
- CalWORKs
- Micro-businesses (Portals, Village)
- Strength-based approaches need to value all work, livable wages
- Specialized programs for felons
- PRINCE CHARMING IS NOT COMING
- Long-term solutions
- PICs, one-stop shops and other employment programs
- Earned Income Tax Credit
Community-Based Strategies

- Service Enriched Housing
- Family Resource Centers
- Neighbor-to-Neighbor Approaches
- Faith Community Involvement
- Community Recovery Model
- Community Development Initiatives

Resources

- Los Angeles County Department of Social Services, “Case Management Handbook” available at: http://dcss.co.ca.us/cms/casemanagement.htm