

3004.0.0 ADULT CASE REVIEW COMMITTEE

3004.1.0 Purpose

To ensure appropriate Department of Human Services (DHS) response to the service needs of multi-problem adults, age eighteen (18) and over, through the operation of the Case Review Committee.

3004.2.0 Scope

This policy is directed to all Department services and programs for adults. The DHS Director and Executive Staff will be responsible for its implementation.

3004.3.0 Membership of the Case Review Committee

The Case Review Committee shall be composed of representatives appointed by the Directors of the Division of Behavioral Health, Division of Developmental Disabilities Services, Division of Aging, and the Department central office. Representatives for the Office on Alcohol and Drug Abuse Prevention and the Division of Youth Services may be appointed as needed. Representatives to the Committee shall have a working knowledge of services and policies in their respective agencies. Representation should consist of personnel with service delivery experience and should reflect various human service disciplines, i.e. psychiatry, social work, rehabilitation counseling, etc.

3004.4.0 Referral to the Case Review Committee

Referrals to the Case Review Committee will be made by Division Directors, and the DHS Director. No case will be referred to the Committee unless the normal case assessment and service delivery channels of the division/office have been followed. A referral to the Committee will be considered appropriate only after these channels have been exhausted and/or an impasse relative to the case plan arises. The Case Review Committee will consider cases that have been identified as:

- A. Cases for which there appear to be no available resources to meet the identified need
- B. Cases in which services being provided by the responsible division/office have not been measurably effective
- C. Cases in which divisions/offices are unable to reach resolution as to whom shall be responsible for the particular case

The DHS Director and Executive Staff may also refer policy issues involving more than one division to the Committee for study and recommendations as outlined in 3004.5.2 below.

3004.5.0 Duties and Responsibilities of the Case Review Committee

3004.5.1 Review of Individual Cases - The Case Review Committee shall be responsible for conducting a thorough review of all individual cases referred to it. In carrying out this responsibility, the Case Review Committee shall:

- A. Resolve the presenting problem(s) as identified in the case assessment(s). Direct action will be taken by the Committee where possible to secure case plans and needed services.
- B. Make recommendations on service delivery to the respective divisions where the client requires service from more than one (1) division/office of the Department. The recommendations will specifically define the services to be provided and the divisions/offices to be responsible for service delivery, and will designate a lead division/office as the primary service provider.
- C. Provide technical assistance and suggestions for effective service delivery to the responsible division/office as needed.
- D. Monitor the progress of all cases referred to it.

5004.5.2 Develop policy recommendations to improve service delivery to multi-problem adults. In carrying out this responsibility the Committee will:

- A. Inform the DHS Director and Executive Staff of major service delivery problems arising from their review of individual cases.
- B. Prepare a work plan, noting time and resources required to develop recommendations addressing service problems, after receiving a charge from the DHS Director and Executive Staff to analyze the problem. The DHS Director and Executive Staff will assign resources necessary for the work plan.
- C. Make recommendations to the Executive Director and Executive Staff concerning programs/service needed to alleviate service problems.

5004.6.0 Committee Internal Working Procedures

The Committee will develop procedures for ensuring the following:

- A. A clear-case referral process and case summary format
- B. Confidentiality of client information

- C. Effective case monitoring
- D. Accurate records of committee operations and recommendations