



COMMUNITY MENTAL HEALTH

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DATE: September 18, 2007

TO: MCCMH Executive Staff
MCCMH Staff
MCCMH Contract Network Providers

FROM: Donald I. Habkirk, Jr.,
Executive Director

RE: **EXECUTIVE DIRECTIVE 3 / 2007**
CASE MANAGER / SUPPORTS COORDINATOR CONTINUITY

The philosophy of care and clinical position of MCCMH is that there be continuity of care in case management and supports coordination for MCCMH consumers through consistency of staff and of the service team to which the staff person is assigned.



A CARF Accredited
Organization

The Case Manager / Supports Coordinator chosen by a consumer shall continue to act as that consumer's Case Manager / Supports Coordinator and monitor that consumer's plan of service and care even though the consumer may move from one MCCMH residential setting to another, or transfer from one program or level of care to another, including admission to an inpatient psychiatric unit / hospital. Case closure shall not be based on inpatient admission, change of residence, transfer of program, or change in level of care.



MEMBER

Retention of the Case Manager / Supports Coordinator chosen by each consumer will improve continuity and quality of care, even while maintaining the element of consumer choice in the process.

Adherence to this principle of care is required for MCCMH consumers, and is effective immediately.

DIH:lfm

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