

Documentation Tip:
What is Targeted Case
Management?

Targeted Case Management (TCM)

Targeted case management is a service that assists a beneficiary in accessing needed medical, educational, social, prevocational, vocational, rehabilitative, or other community services. The service activities may include, but are not limited to:

- communication, coordination and referral;
- monitoring service delivery to ensure beneficiary access to services and the service delivery system;
- monitoring of the beneficiary's progress;
- placement services;
- and plan development.

TCM services may be face-to-face or by telephone with the client or significant support persons and may be provided anywhere in the community.

Targeted Case Management can include:

- Identifying Needs
 - Determining the client's need for community services
- Referral & Linkage
 - Referring the client to other service providers
 - Scheduling appointments with those providers for the client
 - Consultation or advocacy with Social Security, schools, social services & other agencies
 - Coordinating residential placements
- Monitoring & Follow-Up
 - Assisting the client to maintain access to services
 - Coordinating with existing medical, educational, socialization, rehab & other social services

Community support is part of recovery

- Focus on improving functional impairments & life-domain functioning
- What community supports will help move the client toward better functioning and greater independence?
- Think about SAMHSA's four major dimensions of recovery
 - Health
 - Home
 - Purpose
 - Community

Targeted Case Management is **NOT**:

- X Filling out client's forms (unless completing a referral)
- X Referrals unrelated to the client's mental-health condition
- X Transporting clients
- X Waiting with a client for an appointment
- X "Checking in" (unless monitoring access to/use of services)
- X Teaching/coaching a client how to access or use services
(*use Rehab instead*)

TCM Intervention Word Examples

- Referred client to...
- Coordinated with agency to help client obtain...
- Assisted client to get services with...
- Linked client to...