

Enhanced Case Management | Leah Porter, MS, MA, LMFT

Learning Objectives

1. Describe the shifts in case management for DMC-ODS.
2. Identify additional services available to people receiving services.
3. Identify and apply knowledge of how to utilize newly available billable services to improve quality of care for people receiving services.
4. Explain how to navigate the referral process within San Diego DMC-ODS in a timely and efficient manner.
5. Explain the transition between mental health and substance use services with the goal of integrating the two fields of service.
6. Identify ways to improve the experience for all people receiving services under the one umbrella of Behavioral Health.

Time

8:00 am – 8:30 am

Activity

Sign-in

8:30 am – 12:00 pm

Introductions/Objectives/Part 1

- Review current (prior to DMC) case management standards
- Identify all key areas of change with new enhanced case management
- Provide specific examples of client case management services and what add-ons are now available for utilization
- Briefly discuss history of mental health vs. substance use services
- Identify integration of mental health and substance use services utilizing new navigation of enhanced case management
- Open Discussion: Benefits and challenges with integrating services
- Mini Case Study: Case Management before vs. after enhancement

12:00 pm - 1:00 pm

Lunch

1:00 pm – 4:15 pm

Part 2

- Review ASAM utilization
- Provide a thorough mapping of new referral process and steps
- Discuss warm hand-off and client experience with enhanced case management (including benefits)
- Intensive Case Study 1: Treatment planning utilizing new services
- Intensive Case Study 2: Start to finish implementation of enhanced case management
- Review key objectives/Conclusion/Q&A

4:15 pm - 4:30 pm

Post Test



Creating experiences that transform the heart,
mind and practice