

**PROGRAM OPERATIONS  
DIRECTIVE # 18.0**

**SUBJECT:** Targeted Case Management (T1017)

**ISSUED:** 3-18-19

**PURPOSE:**

To clarify the use of Targeted Case Management (T017).

**DEFINITION:**

Targeted Case management is a covered service that assists individuals to design and implement strategies for obtaining services and supports that are goal-oriented and individualized. Services include assessment, planning, linking, advocacy, coordination and monitoring to assist individuals in gaining access to needed health and dental services, financial assistance, housing, employment, education, social services and other services and natural supports developed through the person-centered planning process, Targeted Case Management is provided in a responsive, coordinated, effective and efficient manner focusing on process and outcomes.

**POPULATION:**

All case holders/clinicians.

**REQUIREMENTS:**

As of May 1<sup>st</sup>, 2019, all individuals served thru the CCBHC (SED, SMI and SUD) who require case management will receive Targeted Case Management T1017 (as opposed to Supports Coordination (T1016)).