

Case management of Co-Occurring Consumers and Community Collaboration

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resentation Objectives:

Understand co-occurring case management needs.

Find creative ways to manage the identified needs and resources for free worksheets, etc.

Identify ways to collaborate with community agencies in your area.

What is co-occurring to you?

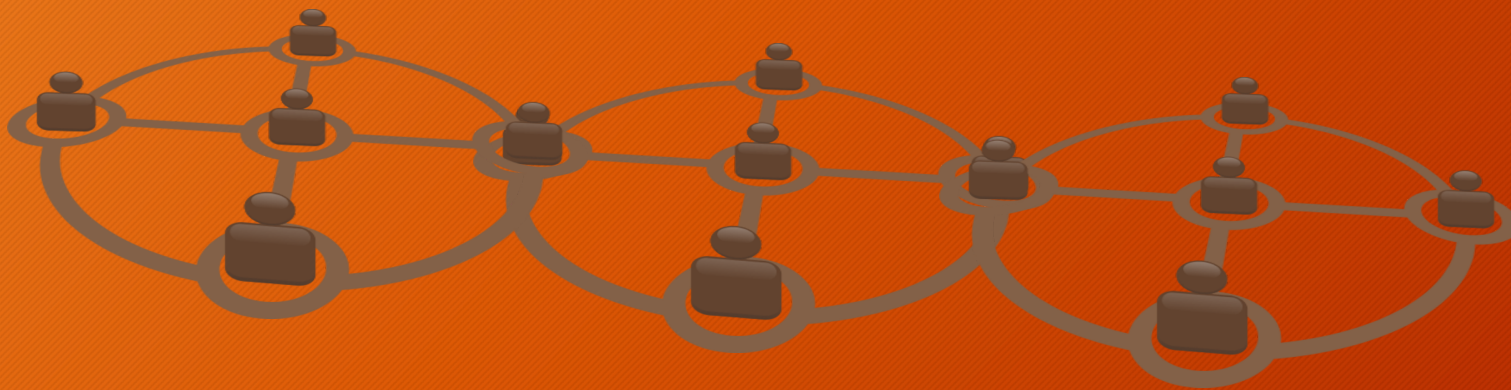
Let's define this as a group

- Please share a few words or a short sentence to describe co-occurring consumers



Group Definition of Co-Occurring

As we can see our definition is broad so many times we need to make sure our services are broad in order to meet the needs of our consumers and/or make sure our networks we have built as professionals are broad.

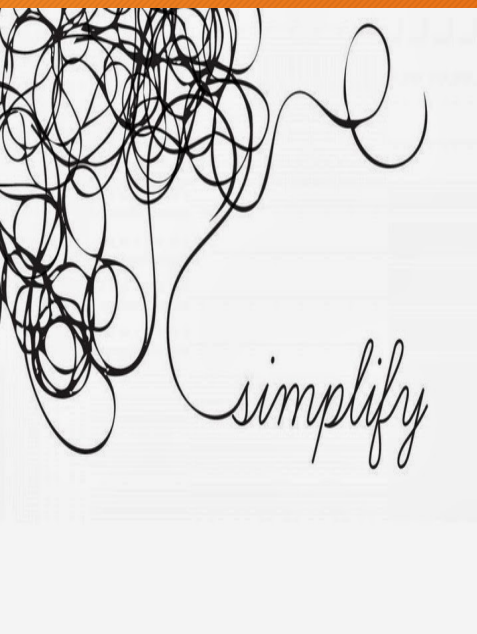


Co-occurring defined (according to SAMSHA)

The term *co-occurring disorders* (COD) refers to co-occurring substance-related and mental disorders. Clients said to have COD have one or more substance-related disorders as well as one or more mental disorders.

- The definition of a person with COD (individual-level definition) must be distinguished from a person who requires COD services (service definition). At the *individual level*, COD exist “when at least one disorder of each type can be established independent of the other and is not simply a cluster of symptoms resulting from [a single] disorder” (CSAT, 2005, p. 3).

co-occurring simplified



- Individuals that we serve who have more than one diagnosis causing distress at the same time. You may not figure out which came first (the chicken or the egg type theory).
 - Mood symptoms are not only due to use and are present even when the individual is not using substances.
 - Substances may be used in an attempt to help manage mood symptoms.
 - For example: Consumer has poor coping skills so uses marijuana to decrease anxiety symptoms

What is Co-Occurring Case Management

Case managers helping individuals with psychosocial needs that may be impacted by their substance use and/or their mental health.

- Case management does not focus only on substance abuse or mental health. It is all encompassing. However, it may give more attention at times to symptoms that are being exhibited.

Case managers making referrals to other agencies for assistance.

Case managers teaching skills to individuals that address both their mental health and substance abuse.

Case managers completing home visits to help with home based skills.

Important factors in Co-occurring case management

Staff are aware of and understand the impact of both diagnostics on the individual they are working with.

Staff indicate the needs (both substance abuse and mental health) of consumers on their treatment plans

Staff agree to use key service functions (as defined by DBH) to address consumer needs.

- Areas included in focus are: housing, social skill development, medication compliance, relapse prevention, stress management, community and independent functioning skills, provider communications/relationship building, etc.

Important points for agencies and supervisors

Make sure staff are trained to identify mental health symptoms and know what to do when a consumer is suicidal or has symptoms that require counselor intervention.

Make sure staff are aware of how to TEACH a skill. This is a basic missed by many employers and can cause significant impact on the case managers effectiveness with consumers.

Make sure the staff have resources (worksheets, handouts, etc) to help them teach.

Make sure staff know where to refer individuals for needs

Resources for Case Managers

Any resources that you are aware of and are willing to share with the group?

See handout with free resources for worksheets and workbooks online

- Our agency has a resource folder available to all caseworkers that they can use for their home or office visits that focus on a variety of skills

Why use co-occurring case management?

Case management services can be used for providing services on a continuing basis and can be effective for decreasing drug use and psychosocial needs among their clients even when they exhibit low levels of motivation for treatment ([Jones, Svikis, Rosado, Tuten, & Kulstad, 2004](#)).

Many consumers with multiple diagnostics need increased support that may only be available through case management services.



Research showing how Co-occurring case management works

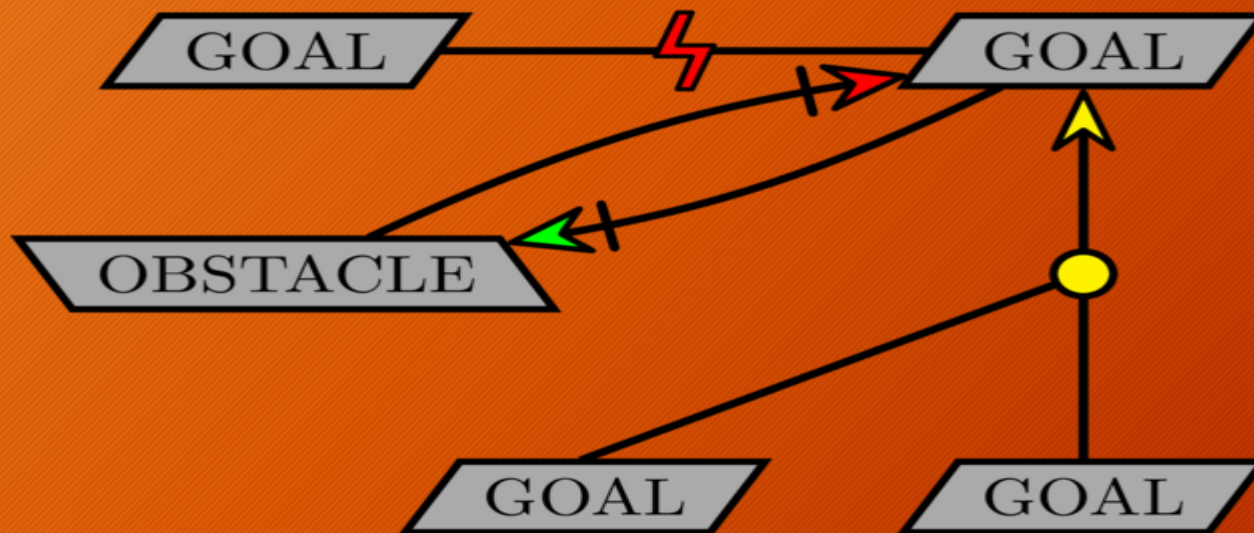
Integrated Treatment of Substance Use and Psychiatric Disorders Thomas M. Kelly and Dennis C. Daley

- “Case management is also a very important component of maintaining clients in the community and decreasing need for inpatient treatment. In a study of a very large Veteran population with depression, increased intensity of outpatient monitoring following discharge from hospitalization was found to have a moderately protective effect against rehospitalization for Veterans with depression who also had a SUD.”



Co-Occurring Case Management Obstacles

Audience response - what are some obstacles you see with your consumers? Or what are some obstacles your staff have pointed out in working with co-occurring consumers?



Obstacle feedback from our case managers

Relapse in mental health symptoms or substance use

Consumer struggling with managing both diagnostics at the same time

Consumer only wants to focus on one part of diagnosis

Basic needs are sometimes not met

Difficulty engaging these consumers or difficulty keeping consumers engaged

Consumers sometimes lack or lose motivation while going through treatment

Transportation barriers

Managing the Obstacles

Build a support team around the consumer - including their counselor(s), case manager, doctors, other agencies involved, case management or other program supervisor(s)

Make sure basic needs are met first - this allows the consumer to then focus on dealing with substance abuse or mental health symptoms without the extra stress.

Educate consumers on how their diagnosis can work together or against each other. Help them identify goals for each diagnosis.



Managing the Obstacles (continued)

Reach out to other agencies (if you have a release) with the consumer and see if you can work together with them to have an appointment at the same time if individuals are not showing appointments.

Point consumers back to their goals they want to achieve and help them to set a mini goal so they can feel they accomplished something.

Complete home visits to remove transportation barrier of coming to appointments. Help arrange for public transportation (if available)



Job case example

Did not have basic housing needs met

Was using with other community members as a way to obtain housing

Was struggling with depression due to his frustration with continuing to use

Was not taking medications - reports it wasn't helping and was instead selling them as a way to obtain food, etc.

- Hadn't seen his psychiatrist to report issues with medications

Wasn't attending substance abuse appointments because he didn't want his counselor to know he was using

Did not have transportation

What our agency did

Staffed Bob's case in a housing meeting - we were able to identify a long term shelter that would work with Bob - he did not have to pay until he was able to find a job.

Food was provided at the shelter so Bob didn't have to worry about selling his medications to eat. Case Manager also gave Bob a list of food pantries to use in case he chose to leave the shelter.

Assisted Bob with reconnecting with his psychiatrist and worked with psychiatrist to order genetic testing to help find a medication that would work best for Bob

Referred Bob to our Employment Specialist for assistance in finding employment.

Shelter agreed to provide transportation to Bob to get into a larger community to job search as a last option if a case manager or employment specialist was not available.

Case manager helped Bob to share his situation with the shelter and also worked with the shelter to obtain Bob transportation to his substance abuse appointments at times.

Case manager worked with community agency to obtain a bus pass for Bob that he could use when he was in town to seek out jobs, attend psychiatric appointments, etc.



Building Community Networks

With the increased needs of our consumers it is important for us as professionals to have strong networks built with community agencies in our areas in order to provide the best services possible

removes the stress from us and our teams in trying to manage things by ourselves

Other professionals may have fresh ideas/strategies to use that may be more effective.

Networking Illustration Activity

Let's do a quick activity to illustrate how networking supports our consumers

- Need:
 - One individual to volunteer to be a case manager
 - One individual to volunteer to be consumer
 - Multiple volunteers to play agency representatives

Breakdown of Activity

Observations

Areas to grow your self/team

How to use other agencies to build a support team



What are some things going on in your community?

Please share:

- Ideas within your community
- Online resources that you are aware of
- New collaborative



Ideas from our community

Quarterly case manager's meeting - all agencies in community are invited and each agency takes a turn presenting about the services they provide

Financial stability partnership meeting - share cases without detail for ideas for referrals- case managers go if they have a case to share otherwise supervisors attend

Housing meeting - talk about new resources and funds coming available or currently available - case managers go if they have a case to share otherwise supervisors attend

Ideas from our agency

Monthly case manager team meetings to share cases and new resources.

Bootheel babies and families example - having groups come into our team meetings to discuss the resources available in our community

Keep a resource list by county that is accessible to all case managers - update as necessary

Keep a resource file of worksheets and tools our caseworker can use in working with their consumers

Have a small food drive yearly and keep a stock of non-perishable items to hand out to consumers in case of emergency. Our agency also has some clothing items available (very limited basis)

Questions?

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