

Instructions for Completing the Case Management Comprehensive Assessment Form

The assessment was designed to provide a comprehensive picture of the person. The assessment is intended to be a positive, consumer driven tool, which identifies what the consumer is doing, and what the consumer wants to do in the future. In addition, the assessment includes a Risk Assessment that was developed to identify health and safety risks in order to reduce the risk of harm. The items were chosen based on their ability to assess needs and strengths as well as risk. As a result, the individual items and the entire assessment lend themselves to developing interventions and programming for the Comprehensive Service Plan.

Purpose of the Assessment/Reassessment

- To identify the consumer's areas of deficits, strengths, and preferences
- To identify any barriers to maintaining the consumer's current level of functioning;
- To identify health and safety risks in order to reduce the risk of harm through interventions, resources, and service activities.
- To determine the need for any medical, social, educational, housing, transportation, vocational or other services
- To provide the foundation for developing the Comprehensive Service Plan and the Crisis Intervention Plan.

Format

The assessment is divided into domain areas for Medical and Physical Health; Mental Health, Behavioral, and Substance Abuse; Housing and Environment; Social; Transportation, Education, and Vocational.

Most questions are worded as you would ask them directly to the consumer. In the case that you are asking them of someone else such as a parent or guardian, you can change the wording to fit the situation. For example, "Do you have any health problems that require assistance to manage?" could be reworded to say "Does Jane have any health problems that require assistance to manage?" Other questions are meant to be completed by the case manager. These are labeled "ASSESSOR". All of the Risk Assessment sections are meant to be completed by the case manager, rather than directly asking the consumer or guardian.

The assessment can be used for both children and adults, although certain sections may pertain only to one or the other. These sections are clearly labeled as such.

Sometimes a question won't quite fit the particular consumer. In this case, please check the answer that you think best fits the particular consumer and use the comment box to provide additional information. You may also use other sources of information such as medical records or reports from providers. This may be particularly helpful in the medical and physical health section if the consumer has difficulty recalling specific information. Any records used should be noted in the "Additional records reviewed" field in the consumer information section.

Most of the questions are in a yes/no or a limited choice format. However, most questions have a comment area intended to provide space for the case manager to provide additional information about a particular question. Since the Chapter 24 Administrative Rules require that the Assessment be completed in a narrative format, **it is very important that the case manager provide written comments to provide a clear picture of the consumer life and**

abilities at the time of the assessment. The information in the comment area should be written in complete sentences.

Additionally, there is an area at the end of each section to specify the consumer's needs, wants, and desired results for that section. This includes the consumer's strengths and preferences. The information in this summary will be useful in developing the Comprehensive Service Plan.

Technical Instructions

- The form has been set up so that the case manager can enter information in designated areas.
- **Yes/No Questions.** Most of the questions are yes/no or a limited choice format. (To “check” a box, you simply need to place the cursor over the box you want to check and either “click” with the mouse or use the Space Bar).
- **Comment Boxes.** Text boxes are provided for the case manager to use to provide more information in a narrative format. When completing the form, it is important for the case manager to be as comprehensive as possible and provide a sufficient amount of information to provide a clear understanding of the consumer.

Organization

The assessment information is organized as follows:

- **Consumer Information.** This section provides consumer and assessor identification, type of assessment, qualifying population group, and persons providing information for the assessment. It also includes basic demographic, financial, and contact information for the consumer and their legal representatives.
 - **FAQs**
 - *Why doesn't the “Language” item ask whether the person is non-verbal?* “Language” refers to whether the consumer and/or legal representative speak English or need interpreter services. The Medical and Social sections of the assessment include questions pertaining to the consumer's ability to communicate. Use those sections to indicate if the person is non-verbal and how needs are communicated.
 - *What is meant by “Are any siblings receiving Waiver Services?”* Answer this question “Yes” if the child has siblings under the age of 18 (or over 18 and living in the home) who are receiving Waiver services. Do not list the names of the siblings.
 - *When is an IQ score required?* When the person is applying for the Intellectual Disability Waiver. If the person has a diagnosis of Mental Retardation there should be an IQ score indicated. In instances when there is no IQ score available (e.g. the consumer is a child and too young to test) use the comments field to provide an explanation as to why no IQ score is available and how the determination of Mental Retardation was made.
- **Medical and Physical Issues.** This section is broken down into the subcategories of: Health Conditions, Medication Use, Assistive Devices/Special Equipment, Nutrition, and Daily Living Skills. It also includes assessment of Risk Factors based on each of these areas.
 - **Medication List:** The form provides enough rows for 15 prescription medications and 15 over-the-counter medications. If the consumer is taking more medication, you may need to attach a separate list to the assessment.
 - **FAQs**
 - *How should a question be answered if the consumer's assessment of their health isn't accurate?* Clarify in the comment section if there is a discrepancy between the consumer's rating of their health and that of the assessor.
 - *How specific do I need to be when answering the question: “How frequently did the consumer see his/her medical doctor or specialist in the last year?”* This question is

intended to get an idea about how often the consumer sees their medical doctor, psychiatrist, etc. The answer can be an estimate, such as: “Joe has seen his doctor about 4 times this year, once for a physical, and several other visits for colds and allergies” or “Joe usually sees his psychiatrist once per month for medication adjustments”.

- **Mental Health/Behavioral/Substance Abuse.** This section includes the sub-categories of Emotional and Mental Health; Behavioral; Alcohol/Tobacco/Substance Abuse. This section includes a risk assessment for these areas.
- **Housing and Environment.** This section includes basic questions about the consumer’s current living situation as well as their skill level. It includes assessment of Risk Factors based on Environment Safety and Abuse/Neglect.
 - **FAQs**
 - *How do I answer the questions: “Consumer’s current housing type” and “Consumer’s living arrangement” for persons in an HCBS Waiver Home?* The consumer’s current housing type would be “own home” and their current living arrangement would be “living in a congregate setting”.
- **Social.** This section looks at such things as communication, relationships, and preferred activities. There is no Risk Assessment for this section.
- **Transportation.** This section looks at transportation issues. There is no Risk Assessment for this section.
- **Education.** This section looks at education issues. There is no Risk Assessment for this section.
- **Vocational.** This section looks at vocational and work issues. There is no Risk Assessment for this section.

Risk Assessment Instructions

The Risk Assessment was designed to provide a comprehensive picture of potential safety issues. The results should guide the Crisis Intervention Plan within the Comprehensive Service Plan of each consumer in order to reduce the risk of harm. The overall goal of the Risk Assessment is to decrease risk areas through interventions, resources, and service activities.

The assessment was designed to be completed using the professional judgment of the assessor, rather than asking the questions directly to the consumer or guardian. Professional judgment is required when determining if consumer-specific situations can be helped through intervention. While each of the items within the risk assessment have been identified as predictors of safety issues, individual circumstances of consumers can either elevate or lower the seriousness of each of the predictors.

Questions with “R” in front of the number are risk indicators. A “yes” means there is a potential for harm to the consumer. However, it is possible to have a “yes” on a risk question but specific intervention is not necessary. For example, a consumer may have spent 2 nights in the hospital for removal of appendix. There is nothing that needs to go into the ICP to address this item. Professional judgment comes into play here.

Risk questions are either “yes/no” or “3”, “2”, “1”, “0”. Items that are simply “yes” or “no” tend to be static indicators (meaning they are likely based on historical information that won’t change such as a seizure disorder, an allergy, etc.). Items with the 3 to 0 scoring are dynamic indicators (meaning they are likely to be able to change over time). A score of “3” or “2” is the equivalent of a “yes” and indicates a risk. By varying the scoring in this way, it is possible to measure change for the consumer from year to year. For example, a consumer could move from a 3 to a 2 in an area—while it is still a risk, the consumer has at least reduced the risk and continued intervention could continue to reduce it further.

For consumers who receive 100% of their care from a caretaker (parent, guardian, staff, etc.), score the item based on the quality of that care. For example, even though a consumer may not be independent in hygiene, it would not be a risk if the guardian does it for him (scored as “1” or “0”). However, if the consumer can’t do this and the caretaker does not do it either, then it would be a risk (scored as a “3” or a “2”).