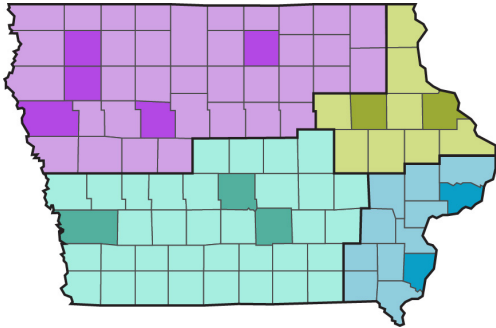


The HHS-TCM

- ▶ Provides services to approximately 1,000 individuals;
- ▶ Employs well-trained, knowledgeable staff
- ▶ Provides services in any location throughout the state



Counties shaded darker have TCM offices

County Offices

Calhoun

- Rockwell City

Cerro Gordo

- Mason City

Cherokee

- Cherokee

O'Brien

- Sheldon

Woodbury

- Sioux City

Des Moines

- Burlington

Scott

- Davenport

Buchanan

- Independence

Dubuque

- Dubuque

Marion

- Pella

Polk

- Des Moines

Pottawattamie

- Council Bluffs

Contact Us

Dept. of Health and Human Services
Targeted Case Management
400 SW 8th Street, Suite Q
Des Moines, IA 50309
Phone: 515-725-3350
hhs.iowa.gov/disability-services







Targeted Case Management (TCM) Unit

Division of Aging and Disability Services

Services

Case managers work with individuals, and their families to coordinate medical, social, educational, housing, transportation, vocational, and other necessary services and supports. Responsibilities include:

-  Assistance with navigating the service system and gaining access to services
-  Coordination of services across agencies and funding sources, securing crisis services, finding new services
-  Working with the individual and members of the service team to develop an individualized integrated plan of care
-  Monitoring the individual to assess their ongoing health, safety, and wellbeing

Staff Competencies

Evidence-based practice models include:

- Person Centered Planning
- Positive Behavioral Supports
- Strengths-Based Case Management
- Motivational Interviewing
- Trauma Informed Care
- Integrated Care: Integration and coordination of primary care, behavioral health services, and long-term, community-based services and supports.

Eligibility

Iowa Department of Health and Human Services (HHS) Targeted Case Management (TCM) serves individuals who are eligible for the following Home and Community Based Services (HCBS) Waivers:

- Intellectual Disability (ID)
- Brain Injury (BI)
- Health and Disability (HD)
- Physical Disability (PD)
- Human Immunodeficiency Virus (AIDS/HIV)
- Elderly

HHS TCM also assists individuals who may not be receiving HCBS Waiver services who meet the criteria for development disability and for targeted case management.

Local services are delivered at home, in the community, and in other places where people need them the most.



Qualifications

- ▶ Accredited by the Iowa Department of Health and Human Services through 441 Iowa Administrative Code, Chapter 24: Accreditation of Providers of Services to Persons with Mental Illness, Intellectual Disabilities, or Developmental Disabilities.
- ▶ Meets federal criteria for conflict-free case management. HHS TCM is administratively separate from funding entities.
- ▶ Utilizes a HIPAA compliant Electronic Medical Records and billing system.
- ▶ Meets training, staff qualifications, and other State and federal requirements for case management services/care coordination services.
- ▶ Provides continuous monitoring of administrative budgets to ensure compliance with State and federal requirements.