



Targeted Case Management



Contact Us

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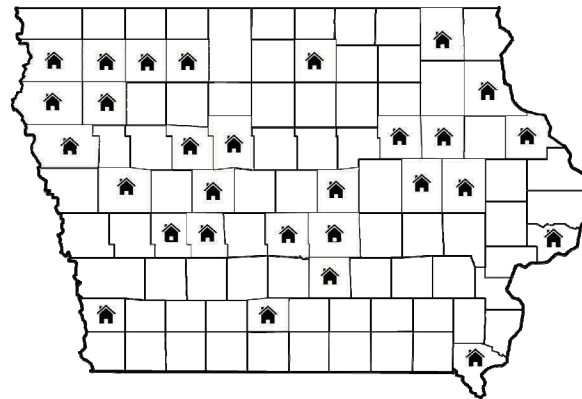
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The DHS-TCM:

- Provides services to 4,300 individuals;
- Employs 202 staff and has an **82%** retention rate and 92% are clinicians serving consumers;
- Has 29 local offices that promote service continuity across the State.



29 LOCAL OFFICES

Audubon	Cedar Rapids	Cherokee
Davenport	Decorah	Denison
Des Moines	Dubuque	Elkader
Emmetsburg	Fort Dodge	Fort Madison
Glenwood	Guthrie Center	Independence
Jefferson	Knoxville	Le Mars
Marshalltown	Mason City	Newton
Orange City	Osceola	Rockwell City
Sheldon	Sioux City	Spencer
Vinton	Waterloo	

DHS TARGETED CASE MANAGEMENT



Iowa Department of
Human Services,
Division of Mental
Health and Disability



Statewide Provider
Nationally Accredited
Trained Workforce
Serving Iowans with
Disabilities since 1989

Services

- Live crisis telephone response 24-hours, 7 days a week, 365 days a year.
- Nurses who conduct medication reviews and provide medical consultation and training.
- Local services delivered at home, in the community, and in other places where people need them the most.
- Collaboration with out-of-state facilities to transition Iowans to in-state providers.
- Employment Specialists that assist individuals in achieving competitive employment.
- Health Home Approach - Integration and coordination of primary care, behavioral health services, and long-term, community-based services and supports.



Qualifications

- Nationally accredited by the Council on Accreditation and 441 Iowa Administrative Code, Chapter 24: Accreditation of Providers.
- Meets federal criteria for conflict-free case management and is separated administratively from funders.
- Utilizes a HIPAA compliant Electronic Medical Records and billing system.
- Meets training, staff qualifications, and other State and federal requirements for case management services.

Staff Competencies

Evidence-based practice models, including:

- Person Centered Planning
- Health Homes
- Positive Behavioral Supports
- Strengths-Based Case Management
- Motivational Interviewing
- Trauma Informed Care
- Mental Health First Aid
- Integrated Treatment, Services, and Supports for Individuals with Co-Occurring/Multi-Occurring Disorders



Innovative Business Practices

The DHS-TCM has a collaborative Office Management Team that includes staff from finance, IT, human resources, clerical, and social work that provides the following results:

- Provides continuous monitoring of administrative budgets to ensure compliance with State and federal requirements.
- In the past three years, the Unit has consistently reduced the average annual cost per consumer.
- In FY 2014, the administrative cost were 12% of the actual budget.
- In 2014, the Safety Team held 140 safety consultations to identify risk factors, service needs, and review crisis plans for at-risk consumers.