Case Manager

Job Description: Provide holistic and intensive mobile case management services to all clients which includes; benefit assessment, shelter/stabilization room placement and progress monitoring, housing referrals and applications, medical appointment monitoring, weekly case plan development, advocacy, money management and other necessary referrals.

Acuity Indexes: Case Management, Housing, Legal, Income and Personal Finance, Nutrition

Items	Complete	Notes
Complete necessary HOT Team consents • ROI • Consent for treatment • HIPAA		
Review Room Agreement/Rules and obtain signatures • Companion animal discussed		
Assess Benefits and Schedule appointment • SSI Apt. Secured/SS Card Obtained • GA Apt. Secured		
IHSS follow-up		
Medical visit reminder		
Housing Options Assessed • Shelter Secured • Temp stabilization room/treatment room • Permanent housing		
Housing Applications Completed w/Social Worker's Support		
Permanent housing applications		
Weekly Mobile Case Management Visits with RN • Discuss housing in relation to their medical needs		
Payee Services Secured		
Treatment plan goals reviewed		
Document all encounters		

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Medical Social Worker

Job Description: Conducts field-based assessments of client needs; conducts psychosocial and cognitive assessments; develops and updates collaborative client care plans. Provides referrals to health and psychosocial service resources and programs, provides informal, field-based short-term psychosocial counseling to address immediate client barriers to care, including mental health and substance abuse issues. Develops long term client transition plans coordinates all discharge planning.

Acuity Indexes: Behavioral Health, Alcohol and Drug Use, Navigation, Intimate Partner Violence

Item	Complete	Notes
Complete necessary A&PI Consents		
Obtain Letter of Diagnosis (LOD)		
MoCA Screening Conducted		
Initial Needs Assessment		
Mental Health Assessment		
Substance Use Assessment		
Assess for Intimate Partner Violence & Safety Planning		
Coordinate planning with ERs, hospitals and urgent care		
Care Coordination with clients care team		
Coordinate all aspects of discharge planning and send out summary		
Support client with achieving care plan goals		
Support Case Manager with DAH permanent housing		
Weekly Mobile Case Management Visits with MD		
Monitor medication adherence/DOT		
Last Medical Appointment		
Explore barriers to medication adherence		
Secure referrals to substance use and mental health services • Refer to ICM and Ensure Connection		
Document all encounters		

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Peer Navigator

Job Description: Connects clients to psychosocial services and primary care services. Engages in case-finding HIV-positive individuals who are not participating in services. Accompanies clients to appointments, advocates for clients with other service providers, supports clients and peer navigation team in building their own support networks, provides risk reduction counseling to high-risk clients.

Acuity Indexes: System Surfing, Health Literacy

Item	Complete	Notes
Explain the services/Check In		
Manage Client Appointments • Reschedule Missed Appointments • Remind them of upcoming appointments • Report Back to team • Give Client Calendars		
Assess Escort Needs/Secure Escort • Free Form 4B1733 • Request Birth Certificate		
ID Appointment Scheduled		
Room location/ Room cleaning? • Is IHSS Secured?		
Call Hospitals, Jails, Shelters for missing clients		
Home Visits • Assess the Room for Safety • Where are meds stored? • Where is food stored/bins?		
Disability Card Application		
Project Open Hand Forms		
Open Access Support (TACE & TransAccess)		
Check email daily		
Explain research study and schedule baseline and follow-up interviews (SPNS)		
Hot spots (where they hang out)		
Proof of Income		
Document all encounters		

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B. Checklists

Primary Care Provider

Job Description: To provide ongoing primary care for clients with various medical conditions including management of HIV, addiction medicine, acute and mobile medical care.

Acuity Indexes: All sections under medical care and treatment adherence

Item	Complete/Date	Notes
INTAKES (if referred from hospital) • Provider hand-off • Communication with referring provider • First visit- intake • Development of Treatment plan		
PHARMACY AND MEDICINE • What Pharmacy? • What insurance? • Assess weekly and manage any changes to both		
HIV PRIMARY CARE If acuity=3 • Intake • Schedule and monitor regular labs		
COMPLEX CARE MANAGEMENT With hospital- higher level of care		
ACUTE CARE • Develop Treatment Plan for all acute issues • Monitor acute issues		
ADHERENCE If there are adherence issues/Acuity=3: • Measuring success and report back • Identify what team support is needed • Ongoing counseling		
DISCHARGE • Create treatment plan • Initiate discharge		

Registered Nurse

Job Description: Deliver mobile care, administer client medication, problem solve any medication issues including pharmacy pickups and insurance, develop treatment plans for medication management, schedule, draw and monitor labs ongoing, conduct medication adherence counseling and determine best intervention based on clients acuity

Acuity Indexes: Medication Adherence, Health Literacy

Item	Complete/Date	Notes
INTAKES (if referred from clinic) • Communication with provider • First visit		
PHARMACY AND MEDICINE • What Pharmacy? • What insurance? • Assess weekly and manage any changes to both		
HIV PRIMARY CARE If acuity=1/2 • Intake • Schedule and monitor regular labs		
COMPLEX CARE MANAGEMENT Daily/Weekly		
ACUTE CARE • Assist MD with urgent issues		
ADHERENCE • Acuity Scale Assessment used at intake, monthly and on going If acuity=1/2 • Measuring success and report back • Identify what team support is needed • Ongoing counseling If acuity=3 • Refer to MD Are there resistance or adherence concerns? • If so, refer to team		
DISCHARGE • Create treatment plan • Initiate discharge		

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