Case Management vs PSR-II

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John T. Dixon, MS, CPRP
Learning Objectives

- Understand the evolution of rehabilitation / community support services in Georgia
- Understand the “shift” to PSR-I and Case Management from CSI for adults
- Describe the purposes for both PSR-I and CM
- Identify and describe the types of interventions associated with each of these services
- Describe how these two services are complementary to each other and the wider service array
Top Reasons Claims Unjustified FY16

Eligibility-
1. Missing / incomplete order for services
2. Does not meet admission criteria

Quantitative-
3. Progress note is missing

Performance Standards-
4. Content does not match service definition
CSI

- Community Support (H2015)
- First-line, low intensity, community support
- Rehabilitative skills building
- Accessing environmental supports
- Min 2 contacts / Month
- (Very little community linkage happened; service d/c & replaced 6/1/13)
Beginning FY’14 (July 1, 2013)

PSR-I
- H2017 HE
- Skill Development
- L, L, W, S
- Inter-personal skills
- Intra-personal skills
- Illness Mgmt. skills
- Min 2 F-F/Mo.
- No Ancillary

Case Mgmt
- T1016
- L, L, W, S Support
- Care Coordination
- Natural Supports
- ID of Needs
- Referral/Linkage
- Coordination
Complementary Interventions

PSR-I

Case Mgmt.

Linkage/Access to Supports

Increased Function (Skills)

Therapies and Medications

Treatment
Dynamic & Complementary Relationship

Dynamic –

- of or concerned with energy or forces that produce motion, as **opposed to static**

Complementary –

- the quantity or amount that completes anything; makes perfect; either of two parts or things that completes the whole
Dynamic & Complementary Relationship

Individual’s Success & Satisfaction

Skills

Supports

PSR-I

CM
If your needed **skills** are weak or missing, you need stronger, “wider” **supports** for success and satisfaction.
Dynamic & Complementary Relationship

Skills & Supports

Out of Balance

Needs/Desires

=Low Success and/or Satisfaction
Dynamic & Complementary Relationship

Skill Deficits Balanced by Supports

Needs  Desires  Skills  Supports
What is a Skill?

The ability to perform an activity in a competent manner.

Three Major Categories:

- Physical / Functional
- Intellectual / Cognitive
- Emotional / Intra-personal

All skills require both knowledge and behaviors.
What is a Skill?

Characteristics of a Skill:

- Behavioral
- Purposeful
- Compound
  - Knowledge
  - Behavior
- Perfectible
  - Generalizable
  - Standardized
  - Stable
Example Skills

Skills

- **Physical / Functional**
  - Brushing teeth
  - Dusting furniture
  - Stocking shelves

- **Intellectual / Cognitive**
  - Balancing checkbook
  - Budgeting time
  - Prioritizing needs

- **Emotional / Intra-personal**
  - Expressing feelings
  - Refusing requests
  - Disagreeing with parents
What is a Support?

To bear all or part of the weight; given assistance to enable to function or act.

“Natural Supports” means personal associations and relationships typically developed in the community that enhance the quality and security of life for people, including, but not limited to, family relationships; friendships reflecting the diversity of the neighborhood and the community; association with fellow students or employees in regular classrooms and work places; and associations developed through participation in clubs, organizations, and other civic activities.
Example Supports

- **Living**
  - Wake up calls / Reminders
  - Transportation to doctor
  - Housekeeping

- **Learning**
  - Study partner/coach
  - Financial aid

- **Working**
  - Job coach
  - Modified work schedule
  - Performance feedback
Fuller View

Individual’s Success & Satisfaction

Skills
- Family/Friends
- Trade/Tech School
- Voc Rehab
- Supported Employment

Supports
- PSR-I
- PSR-G

Community Programs
- Family
- Church
- Friends
- CM
- ADSS
Begin with the End in Mind.

Seek first to understand, then to be understood.

~ Stephen Covey
Start with an Achievable Goal

- **Learning Goal:**
  - “I will become a Certified Peer Specialist by December 31, 2017.”

- **Living Goal:**
  - “I intend to live at Westview Apartments by July 1, 2017.”

- **Working Goal:**
  - “I intend to work as a CPS at ABHS by February 28, 2018.”
Goal: “I will become a Certified Peer Specialist by December 31, 2017.”

Behavioral Requirements:

- Make application for CPS training
- Pay registration fees
- Arrange for lodging
- Attend training
- Get along with other trainees*
- Plan for quiet / alone time at CPS training**
- Pass certification exam
Assessing Skill & Resource Needs

Skills
- Prioritizing tasks
- Budgeting money
- Scheduling time away
- Budgeting study time

Supports
- Obtain advice from CPS friends
- Weekly study sessions w/CPS
- Babysitter while away
Decide WHO after WHERE and HOW

Individual’s Success & Satisfaction

Family/Friends
Trade/Tech School
Voc Rehab
Supported Employment

Skills
PSR-I
PSR-G

Supports
CM
ADSS

Family
Church
Friends
Community Programs
Thank you

For Georgia Collaborative ASO general inquiry or questions please email:

GACollaborativePR@valueoptions.com

John.Dixon@beaconhealthoptions.com