



Essential Element #2: Case Management

OVERVIEW

Case management is essential to the success of any Coordinated Specialty Care (CSC) team. As stated in *Evidence-Based Treatments for First Episode Psychosis: Components of Coordinated Specialty Care*, “successful treatment of individuals with First Episode Psychosis (FEP) often requires a high degree of coordinated care which is effectively delivered using a case management model” (Heinssen, Goldstein, & Azrin, 2014, p. 5). Many people with FEP have immediate needs (around housing, income, transportation, criminal justice involvement, and medical care) that must be met while they are starting the process of recovery. Often, case management can help coordinate services to meet the whole needs of a person. Various people may be assigned to help participants with these immediate needs—a case manager or therapist that is able to be in the community may work in this way on the team. The key issue is that someone on the team is fulfilling the functions of case management.

MAJOR FUNCTIONS

While the case management function may vary depending upon the local context, major responsibilities of any CSC case manager include:

- Support immediate and concrete needs around housing, income, and transportation (Gingerich, 2017; Meyer-Kalos, 2017)
- Support immediate and concrete needs around criminal justice involvement (Gingerich, 2017; Meyer-Kalos, 2017)

- Provide education about and link to available community resources for both children and adults (Gingerich, 2017 (Heinssen et al., 2014)
- Support individuals outside the office (in the community) (Gingerich, 2017)
- Coordinate all treatments and team members (Heinssen et al., 2014)
- Reinforce the messages of other team members and maintain an hopeful recovery-oriented stance (Meyer-Kalos, 2017)

OUTCOMES

When case management is strong, CSC programs will exhibit outcomes such as:

1. Improved functioning among individuals, as many people with FEP require assistance with immediate needs before they can focus on more complex needs
2. Improved linkages to care
3. Increased engagement
4. Sustainable recovery

OTHER CONSIDERATIONS

The role of the case manager may vary across different CSC models. Depending on the program, the team leader or psychotherapist may perform case management duties, there may be a designated part-time case manager, or case management duties may be divided among the core CSC clinicians (Heinssen et al., 2014). Despite these differences, however, the core function of case management is essential to the success of the program.

Resources

For further information to support CSC case managers, please see:

- National Institute of Mental Health (NIMH) Recovery After an Initial Schizophrenia Episode (RAISE)
https://www.nimh.nih.gov/health/topics/schizophrenia/raise/index.shtml?utm_source=rss_readers&utm_medium=rss&utm_campaign=rss_full
- “OnTrackNY: The Development of a Coordinated Specialty Care Program for Individuals Experiencing Early Psychosis”
<http://ps.psychiatryonline.org/doi/abs/10.1176/appi.ps.201600512>
- “Comprehensive Versus Usual Community Care for First-Episode Psychosis: 2-Year Outcomes from the NIMH RAISE Early Treatment Program” <http://ajp.psychiatryonline.org/doi/full/10.1176/appi.ajp.2015.15050632>
- OnTrack Coordinated Specialty Care for First Episode Psychosis Manual II: Implementation
https://www.nimh.nih.gov/health/topics/schizophrenia/raise/csc-for-fep-manual-ii-implementation-manual_147093.pdf
- The NAVIGATE Team Members’ Guide <https://raiseetp.org/studymanuals/Team%20Guide%20Manual.pdf>

References

- Gingerich, S. (2017, March 3). *Susan Gingerich: Team leadership, family education, and case management* [Video file]. Retrieved from <https://www.youtube.com/watch?v=sUgttY-M3rA&feature=youtu.be>
- Heinssen, R. K., Goldstein, A. B., & Azrin, S. T. (2014). *Evidence-based treatments for first episode psychosis: Components of Coordinated Specialty Care*. Retrieved from https://www.nimh.nih.gov/health/topics/schizophrenia/raise/nimh-white-paper-csc-for-fep_147096.pdf
- Meyer-Kalos, P. (2017, March 17). *Piper Meyer Kalos: Psychotherapy in CSC* [Video file]. Retrieved from <https://www.youtube.com/watch?v=5GDi207eb6s&feature=youtu.be>