**Service Model: 10.15.01 Case Management - COPS (Community Options)**

HACC Case Management refers to the use of a client-focused model for managing clients’ support, care and social health needs to enable them to maintain maximum independence in the community.

The model is a collaborative process involving screening and assessment, care planning, implementation, monitoring and review and, when appropriate case closure.

Case Management projects specifically target::
  - People who have a range of interacting physical/medical, social and emotional needs, usually regarded as complex needs, and who require comprehensive assessment and formal case management.
  - People who need short term, ongoing or periodic assistance from a case manager to organise and co-ordinate community care services.
  - People whose needs can rapidly change and who need a case manager to monitor their situation and ensure a quick and flexible service response when needed.
  - People who need specific types, mixes or levels of support services that are not usually provided by community care services and who need a case manager to help organise them. These special needs can be due to their ethnic or Aboriginal background, dementia or geographic isolation.
  - The carers of these people.


**Service model objectives:**

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability who in the absence of basic maintenance and support services are at risk of premature or inappropriate admission to long term residential care and their carers.
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.
- Provide flexible, timely services that respond to the needs of clients.

**Eligibility/Priority and target group:**

Eligibility and the target group are determined under the HACC Program as outlined under Clause 4(1) of the HACC Review Agreement.

**Services and Activities:**

- Screening and Comprehensive Assessment that includes intake and referral activities.
- Care Planning.
- Care Plan Implementation which includes provision for both direct service delivery and brokerage.
- Monitoring and Evaluation.
- Case Closure and Exit.
- The possible applications of the Case Management Model include:
  - Long Term Case Management
  - Short Term Case Management
  - Episodic Case Management
  - Joint Case Management

The **NSW service type guidelines for Home and Community Care guidelines: case management** provide further detail:


**Outcomes and measures:**

**Service outcomes**

Case Management (COPS) Model services are provided and are:
- Needs based.
- Appropriate.
- Effective.
- Used by special needs groups.
- Designed to prevent clients from prematurely progressing to higher level services.

**Performance measures**

- Clients’ access to a service is decided only on the basis of relevant need using agreed targeting strategies.
- Clients are informed about their rights and responsibilities and the services available and are consulted about any changes required.
- Clients receive the benefit of well-planned, efficient accountable management.
- Clients receive coordinated services that are planned, reliable and meet their specific ongoing needs.
- Clients’ rights to privacy and confidentiality are respected, and they have access to personal information held by the agency.
- Clients have access to fair and equitable procedures for dealing with complaints and disputes.
- Clients have access to an advocate of their choice.
- Clients receive support for effective transition to high level services when required.
- Clients should not receive a combination of HACC services that is more costly than residential care.
### Outputs and reporting requirements:

Reporting under the HACC Minimum Data Set (MDS) is compulsory for all HACC service providers in receipt of HACC funding, regardless of agency size.

Case Management should be reported as hours and minutes of actual service.

When reporting Case Management it is the service type that reflects the primary focus of a service to a client that should be reported through MDS. Individual assessments that take more than 30 minutes are reported in the HACC MDS as assessment units.

A five per cent variance on contracted services is allowed. All instances of service are to be recorded against the service type which constituted the principal purpose of each incidence of service.

Funds provided for specific purposes must be expended on those activities and must further the aims and objectives of the HACC Program.