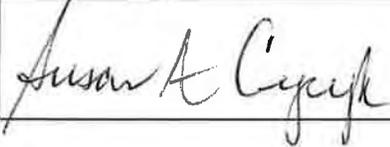




Division of Prevention and Behavioral Health Services
 Department of Services for Children Youth and Their Families
 State of Delaware

CS 004		CLINICAL SERVICES MANAGEMENT POLICY RELATING TO CARE ASSURANCE	
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PURPOSE

This policy establishes the standards for managing the behavioral healthcare of CSM enrolled clients.

SCOPE OF APPLICABILITY

This policy applies to all eligible DPBHS Clinical Services Management staff that coordinate, manage, and provide administrative oversight for mental health and substance abuse services to CSM clients.

POLICY

All DPBHS eligible clients will be authorized to receive clinically necessary mental health and substance abuse treatment. These are voluntary services unless court ordered. Eligible clients served in CSM will be assigned to a Clinical Services Management Team, which works with the family to provide individualized, strength-based, culturally and linguistically competent case management services consistent with the values of the Systems of Care Philosophy.

Clinical Services Management shall plan, authorize, and coordinate treatment; monitor and evaluate services; and provide consultation to treatment providers as necessary. Each Clinical Services Management Team will be composed of a team leader (CSMT), a Psychiatric Social Worker (PSWIII), coordinators (CSC), and support staff. The CSMT has responsibility for clinical decisions and must hold a license in a mental health discipline.

The Clinical Service Management Team determines clinically necessary treatment by:

- reviewing clinical and family information which is available in the DSCYF FACTS Information system and provided by the family and service providers;
- utilizing DPBHS Level of Care Criteria as a guide;
- consulting with psychiatry;
- identifying the least restrictive clinical service appropriate; and
- working with the family, service providers, educational staff, and others to select the treatment that can reasonably be expected to improve the client's mental health and/or substance abuse disorder or, at a minimum, prevent a further deterioration in the client's condition.

The CMST will:

- inform parents of the services available in the DPBHS system and inform them of their right to appeal decisions made by the CSM Team;
- maintain complete, accurate, timely client records and assure appropriate safeguarding to maintain security and confidentiality of client information;
- participate in DPBHS quality assurance and quality improvement activities;
- initiate and implement performance improvements within Clinical Services Management;
- follow Division and Department policy and procedures including the incident reporting policy; and
- act consistent with the Divisional, Departmental, State, Federal, and professional ethics requirements, including, but not limited to, acting in the client's best interest.