

**STATE OF CONNECTICUT  
DEPARTMENT OF MENTAL RETARDATION**

**Policy No. I.C.1.PO.001**

**Subject: Case Management**

**Section: Services and Supports, Case Management/Broker Services**

**Issue Date: July 30, 2003**

**Effective Date: Upon release**

**A. Policy Statement**

Each individual who is determined eligible for DMR services shall have a case manager or a service coordinator assigned, subject to available resources.

Case management is a statewide process by which the department directs, coordinate, and monitors services provided to individuals with mental retardation from the time that the individual is made eligible to receive services to the time at which the individual is no longer eligible for services or DMR services are otherwise discontinued.

Case management shall assist individuals who are eligible for services from the department to identify and secure services which meet their individual needs, and to ensure that their rights are protected. Case management responsibilities shall include assisting in planning, support, service coordination, revenue enhancement, regulatory compliance and documentation in relationship to supporting individuals with mental retardation and their families.

Case management shall promote the Department's mission and the principles of self determination, children's services and family support within the service delivery system.

**B. Applicability**

This policy shall apply to all individuals who are eligible for supports and services from the department.

This policy shall apply to case managers, support brokers, service coordinators, program supervisors, case management supervisors and all other staff responsible for case management duties.

**C. Definitions**

See Case Management Definitions at the beginning of this section.

**D. References**

1. CGS 1-1g, "Definition of Mental Retardation"
2. Eligibility Policy and Procedure
3. Individual Planning Policy
4. Components of an Individual Plan Procedure
5. Planning and Support Team Procedure
6. Discontinuance of Services Policy and Procedure
7. Regional Responsibility for Services Policy and Procedure
8. Individual Record Policy and Procedure
9. Frequency of Contacts and Visits Procedure
10. Automated Data System Maintenance Procedure
11. Targeted Case Management Procedure
12. CM and Related Policy and Procedure Reference Guide
13. Service Coordination Procedure
14. Intake and Initial Visit Procedure

**E. Attachments**

None