

**Attachment L**  
**Examples of Case Managed and Non Case Managed Clients**  
*Numbers in brackets are for NYSOFA use.*

Case Management is a comprehensive process that helps older persons with diminished functioning capacity, and/or their caregivers, gain access to and coordinate appropriate services, benefits and entitlements. Case management consists of assessment and reassessment, care planning, arranging for services, follow-up and monitoring with a contact at least once every two months and discharge. These activities must be provided by or under the direction of the designated case manager or case manager supervisor.

In each of the examples the client will receive units of case management for the time spent doing the assessment.

**Example 1**

The AAA gets a call that Bob, an elderly tenant has suffered a stroke and is having trouble taking care of himself. The AAA makes contact and a complete MDS assessment is done. The proposed care plan calls for daily home delivered meals and 3 hours per week of Personal Care Level 1. Bob accepts the care plan and signs the EISEP financial agreement. He will be a case managed client and receive at a minimum a contact every two months and a reassessment every year.

In this case Bob would be reported as an Active (1) Case Managed Client (20) client. MDS required assessment data must be entered and maintained. Units of case management can be reported for the time spent doing the assessment.

**Example 2**

Bobbie Jo calls the AAA and says she has severe arthritis and is confined to her home. Her arthritis makes cooking difficult. A complete MDS assessment is done and the assessor finds that she is able to take care of most daily activities but is unable to cook. Bobbie Jo accepts the proposed care plan calling for daily home delivered meals. Since this is the only service she will be receiving, she will not be case managed. She will be reassessed every year and have a six month contact as defined in 97-PI-20.

In this case Bobbi Jo would be reported as an Active (1) Non Case Managed Client (35). MDS required assessment data must be entered and maintained. Units of case management can be reported for the time spent doing the assessment.

**Example 3**

An outreach contact identifies Tom as a potential client. An assessment is begun but it quickly determined that Tom does not need any in-home services. Tom does however become a client for transportation, legal and congregate meals.

In this case Tom would be reported as an Active (1) Non Case Managed Client (35). No MDS required assessment data need be entered although information shown on the Sample NAPIS Client Registration Form would still need to be entered. Units of case management could be reported for the time spent doing the assessment.

#### **Example 4**

A hospital discharge planner contacts the AAA to say that Ya-Lin has been released from the hospital and sent home. The planner believes that Ya-Lin may require assistance. The AAA makes contact and Ya-Lin says that she is 70 years of age and due to her recent surgery, is unable to cook or leave her home. The AAA arranges for home delivered meals to be provided and schedules an assessment to be done in ten days. On day nine, Ya-Lin contacts the AAA and notifies them that she is mobile and cancels the service and assessment visit.

In this case Ya-Lin would be reported as an Inactive (2) Client refuse service (14). The meals provided will be reported. If enough information was collected and entered to create a unique client ID, If there was not enough information collected to create a unique ID meals would still be reported anonymously.

#### **Example 5**

A hospital discharge planner contacts the AAA to say that Ann has been released from the hospital and sent home. The planner believes that Ann may require assistance. The AAA makes contact and Ann agrees to be assessed. Midway through the assessment Ann tells the assessor that she is not interested in receiving any of the services offered.

In this case Ann would be reported as an Inactive (2) Client refuse service (14). Units of case management would be reported for the time spent doing the assessment.