

Optional Assignments for MH-TCM Module 2 (7-9 hours)

1. Read **Rule 79** and **DHS Bulletin #09-53-01**. Read the Mental Health Services section of the MHCP Provider Manual, paying specific attention to the portions about MH-TCM. With your supervisor, clarify definitions, roles of case manager and other questions that may arise from your readings.
2. Discuss with your supervisor who is responsible in your organization to monitor federal regulations, Minnesota statute, rule, manual, bulletin and other communication from DHS. How are updates and changes in regulations that impact how you provide MH-TCM services communicated to you and your MH-TCM case management peers. Discuss if you have any specific responsibilities to monitor regulation change and communications.
3. Interview two experienced adult MH-TCM case managers; one in your agency, one in another county (county or county-contracted or managed care organization-contracted). Consult with your supervisor how to arrange an interview with a case manager from an agency outside the county that you work in. Plan to interview the case manager for an hour.

Ask the case manager the following questions:

- How did the case manager come to be a mental health case manager?
- What is a typical day for the case manager?
- What are the most common needs/problems that the case manager's clients face?
- What are the most important strengths of a client that help in the client's recovery?
- What are the most common *natural supports* that the case manager plans with the client?
- What coordination challenges does the case manager face in trying to refer clients to resources, and in monitoring services and resources received by clients?
- What gaps exist in the community mental health system/other resources that clients commonly need?
- What are a couple of examples of the most unusual/uncommon resources that the case manager has referred a client to?
- What amount of time does the case manager spend in doing *paperwork*? Does the case manager write ICSP's and contact notes during the contact with clients?
- What portion of the case manager's time is spent outside the office?
- What is the case load size of the case manager? What *turnover* is there in the case load?
- What does the case manager find most frustrating about their job?
What does the case manager find most rewarding about their job?

After completion of the two interviews, discuss with your supervisor what most impressed you from the interviews, what surprised you, what differences you identified from how MH-TCM services are provided in one agency compared to the other.

In your Training Curriculum log, record dates of interviews, case management agencies interviewed and obtain a sign-off from your supervisor.

Retain your log as proof of completion of MH-TCM Module 2.