



## WHAT DO CASE MANAGERS/ COORDINATORS DO?

- They begin by developing a relationship with the individual, to learn what they need and want to enjoy life. This relationship is based on collaboration, mutuality, and partnership.
- They help the individual identify specific things they want to accomplish and to prioritize these goals. This process focuses on individual strengths, interests, and abilities.
- They help identify community resources and supports that are necessary to accomplish the person's stated priorities and goals.
- They work with the individual to access those necessary resources, and act as an advocate in making resources available and accessible.
- They involve the individual and their family, guardian, friends, and other professionals in developing and implementing a comprehensive plan to reach a person's goals.
- They are professional and maintain confidentiality.
- They remain actively involved with the individual for as long as necessary to coordinate and monitor services and supports.
- They strive to help an individual grow, recover, and become integrated into their community.



For more information, contact  
CSA's Referral Coordinator at:

515-883-1776 ext. 252

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## COMMUNITY SUPPORT ADVOCATES

*Hope. Resilience. Possibilities.*

Partnering for  
Growth and  
Resiliency

Tel: 515-883-1776 | [www.TeamCSA.org](http://www.TeamCSA.org)



## PROGRAMS AVAILABLE

Community Support Advocates services are designed to assist individuals with disabilities in gaining access to appropriate housing, needed medical services, and interrelated social, vocational, and educational services. Our services focus on individual choice, community integration, and promoting growth and resiliency.

### Targeted Case Management

Case management services are available to adults who are Medicaid eligible and have an Intellectual Disability (ID), other Developmental Disabilities (DD), or are eligible for the Brain Injury (BI) Waiver program. Persons must either be waiver eligible or demonstrate a need for coordination and assistance in at least two areas. We also provide services to children who are eligible for the ID Waiver program.

### Service Coordination

Service coordination services are 100% county funded. Persons in this program may or may not be eligible for Medicaid. Individuals must have one of the following disabilities to qualify: Intellectual Disability, other Developmental Disability, or Mental Illness currently under treatment. Persons served in this program are generally in need of long-term residential support or are in need of minimal community based services.

### Integrated Health Program (IHP)

CSA's Integrated Health Program provides whole health coordinated care for youth and adult, age 16 and older, with a serious mental illness or serious emotional disturbance who are Medicaid eligible. This program is designed to address the unique mental health, physical, and social needs of young people and their families as they transition into adulthood.

### Integrated Services (ISA)

This program utilizes a team approach to provide "wrap-around" support services to adults with disabilities. It is designed for individuals with multiple areas of support needs who have a Mental Illness, Intellectual Disability, or other Developmental Disability. The program blends Medicaid funding and county funding. Persons in this program may or may not be eligible for Medicaid.

### Knowledge Empowers Youth (KEY)

This program utilizes a team approach to provide "wrap-around" support services to young adults, 17 1/2-25 years of age, who have a Mental Illness. This program uses a blend of Medicaid and county funding. Persons supported in this program may or may not be Medicaid eligible. This program is designed to assist individuals transitioning from the youth service system to the adult service system. It focuses on developing skills and increasing self sufficiency and community integration through employment and education.

### Getting Started

Upon referral to our agency, an individual and/or their family will meet with our Referral Coordinator to complete the intake process. At this time, the Referral Coordinator will assess and determine which program would best meet an individual's needs.

### Eligibility

- All services are voluntary. An individual must want to actively participate in the service.
- Persons must meet diagnostic eligibility criterion.

### Eligibility Criteria

Eligibility criteria vary depending on the program. Program eligibility will be determined upon referral.

**INTELLECTUAL DISABILITY:** Requires significantly subaverage intellectual functioning (usually an IQ 70 or lower), multiple deficits in adaptive behavior, and evidence of onset prior to age 18.

**DEVELOPMENTAL DISABILITY:** Requires a physical or mental impairment (which can include a Brain Injury) for which there is evidence of onset prior to age 22, and is likely to continue indefinitely so that the individual will need services for an extended period of time. Also requires a functional limitation in three or more of the following areas: Self Care, Language, Learning, Mobility, Self Direction, Independent Living, and Economic self sufficiency.

**MENTAL ILLNESS:** Requires that the person has persistent mental or emotional disorder (DSMIV diagnosis) that results in significant impairment in functioning. Some programs may also require that the person must also meet one of the following criteria:

- Received psychiatric treatment more intensive than outpatient care more than once in a lifetime.
- Experienced at least one episode of continuous, structured supportive residential care, other than hospitalization.

In addition, the person must also have at least two of the following:

- Poor work history or limited skills
- Requires financial assistance
- No stable social support network
- Needs help with Basic Living skills
- Inappropriate social behavior

**BRAIN INJURY:** Requires a brain injury diagnosis that meets the Medicaid eligibility criteria for the Brain Injury Waiver. The individual must have functional limitations that meet the State Criteria for a nursing level of care and have a state issued Brain Injury Waiver slot.

**All of our Services are rooted in our Values of Individuality, Innovation, Collaboration, and Integrity**