

Process: Case Load Assignment

following Case Manager Vacancy



1. Director of Human Resources notifies that following individuals of anticipated case manager vacancy: Director of Case Management Operations, Assistant Directors of Case Management Operations, Engagement Lead
 - a. A Case Manager Specialist is assigned to complete the Case Load Review.
2. IT Assistant uploads the vacant case load to the Case Load Balancing Database.
3. Engagement Lead targets IPMG staff to provide on-going and interim case management services
 - a. Case Managers available to provide on-going support will be identified first
 - b. Senior Case Managers will be identified to provide interim supports up to their coverage limit
 - c. Intake and Coverage Coordinators (ICC) will be identified to provide interim supports
 - d. If ICCs are unable to provide the needed interim supports in the required geographical area due to current case load size:
 - i. Caseload Coverage Specialists will be identified to provide interim supports up to their coverage limit
 - ii. The local Supervisor will contact additional case managers to inquire on the availability to provide interim supports
4. Engagement Lead develops a spreadsheet of targeted coverage and sends to all employee-owners providing supports to the vacant case load, their direct supervisor, the departing CM's Supervisor, and the Case Manager Specialist completing the caseload review.
5. Engagement Specialist links on-going and interim case manager supports the business day following the departing Case Manager's last day.
6. Human Resources changes the e-mail password for the departing Case Manager.
7. Case Manager Specialist monitor departing Case Manager's e-mail.
 - a. Case Manager Specialists uploads any documents received.
 - b. Case Manager Specialists forwards e-mails containing needed consumer specific information to the staff member now providing support.