

Caseload Balancing Process



June 2021

Acceptable Reasons for Caseload Balancing Requests

- Intake completion
- CM Resignation/Termination-FST entry
- CM relocation**
- Guardian/Individual requests new CM **
- Conflict with team (Indicate, who the conflict is with and what the conflict is) **
- Reconfigure caseload so it is localized. Only allowable for 45 miles or farther. If the individual is moving or is less than 1 hour away they will remain with the current CM until another CM in the area has an opening.**
- Reconfigure caseload so months are more balanced with work (Indicate months that need reduced) **

**Designates required conversations with Supervisor, Assistant Director, and/or Human Resources regarding reason for Caseload Balancing request. Additional guidance is noted below.

Process

- CM enters in required fields in Individual Events/Activities table, choosing *CL Balance Request* as the Event/Activity type.
- CM Completes Maintaining a Complete Record form (MCR)
- Email generates to the Supervisor for review of request
- Supervisor reviews the entry and decides to approve or to have a discussion with the CM
- Mark to approve, CM notification of approval of entry via auto email. Entry will not be approved if MCR has not been completed to confirm the file is current.
- Mark to review, added to open request list until reviewed and decision made by Supervisor
- Once discussion occurs, mark approve/denied. Email notification to the CM
- Name appears on “master list” for Engagement Coordinator to begin her process

Confirmation of Case ready to transfer

Individuals who have outstanding work, or work that will come due within 30 days, or LOCSIs expiring within 60 days, will not be eligible to transition to an on-going Case Manager. Medicaid must be current in order for a move to occur.

- Once a targeted date has been identified the Engagement Coordinator sends a transition email to the current Case Manager, New Case Manager and their Supervisors including the targeted transition date and work needed prior to transfer.
- The Current or Targeted Case Manager should direct all questions to their Supervisor and should not contact the Engagement Coordinator directly.

If a Case Manager wishes to decrease their caseload, they must first contact HR to discuss the salary changes.

Once HR has approved a lower caseload, the CM will work with their Supervisor to identify individuals to add to Caseload Balancing. All individuals must have support needs that can be met by a new CM.

Process for Supervisor, Assistant Director, and/or Human Resources Approval

CM Relocation

Case Managers must notify Human Resources of any change in residence that is more than 15 miles from their current home. Hiring decisions have been in part based on Case Manager location and Human Resources will confirm if IPMG is able to build a caseload based on the new location. Human Resources will confirm approval of the move with the Engagement Coordinator. The Case Manager will identify individuals who live more than 45 miles from their new residence and those will be added to Caseload Balancing. The Case Manager will follow all steps to add individuals to Caseload balancing, as noted above in Process. The Case Manager will continue to support all individuals on their current caseload until a local on-going Case Manager is chosen.

Guardian/Individual requests new CM

Upon receipt of request for a Case Manager pick list, the current Case Manager will complete an MCR within two business days. The Case Manager will follow all steps to add individuals to Caseload balancing, as noted above in Process.

Conflict with team (Indicate who the conflict is with and what the conflict is)

The Team Supervisor will provide the Assistant Director with a summary of the conflict issues and all steps taken to remediate the conflict. The Assistant Director will decide if the individual should be added to Caseload Balancing. If approved by the Assistant Director, the Case Manager will follow all steps to add individuals to Caseload balancing, as noted above in Process.

The Case Manager will continue to provide all case management supports until choice can be offered and made.

Examples of approved reasons in this area could include: threats or inappropriate behavior that are Case Manager specific, i.e. individual or guardian are not able to safely work with a female and should have a male Case Manager.

REMINDER: It is not acceptable to add an individual to the Caseload Balancing Database due to the individual, family or guardian being difficult to work with or having extensive needs.

These requests will not be approved by the Supervisor.

Reconfigure caseload so it is localized

Case Manager will work with their Supervisor to identify individuals who live more than 45 miles from their residence. The Supervisor will verify all additions by mapping the distance in addresses using MapQuest, Google Maps, or similar. Any individual added should have needs that can be supported by a Case Manager new to IPMG. The change will occur when there is an ongoing CM available to work with the individual that was added to caseload balancing and another individual can be added to Case Manager's caseload. The Case Manager will follow all steps to add individuals to Caseload balancing, as noted above in Process.

Reconfigure caseload so months are more balanced with work

Case Manager will work with their Supervisor to identify individuals to place on the Caseload Balancing. Any individual added should have needs that can be supported by a Case Manager new to IPMG. The change will occur when there is an ongoing CM available to work with the individual that was added to caseload balancing and another individual can be added to Case Manager's caseload. The Case Manager will follow all steps to add individuals to Caseload balancing, as noted above in Process.

Potential examples of acceptable reasons to balance work: a large number of annuals or quarterlies that are occurring on the same rotation, more than two individuals with an Algo 6*.

*IPMG does not link an individual with an Algo 6 to a Case Manager with less than one year of experience.