

USE CASE

Social Service Case Management



Summary

Transforming lives through individualized care. As a means of providing care, social service case management is a collaborative & integrated process that includes:

- Navigating through the service system
- Advocating for health and wellness resources, services & support
- Conducting comprehensive behavioral and mental healthcare screenings & assessments
- Providing psycho-social support
- Securing supportive counseling
- Writing individual service plans
- Connecting with service support agencies
- Locating resource & referral services

Meeting Agency Challenges

A federal agency under the Department of Homeland Security required a contractor to establish a case management program that provided appropriate monitoring services for non-dangerous, low flight-risk young adults. The purpose of this framework was to promote and maintain access to community services during the immigration process. This young adult population often lacks important knowledge, information and awareness of the community services available to them, especially when there is no verification or confirmation of their safety. The program was designed to reduce friction with the immigration process and provide and/or facilitate referrals and access to services in the community.

Providing Scalable Solutions

Acuity's ability to leverage its capabilities, experience, subcontractor base, community network, and expertise provisioning for whole person care was critical to the success of this effort. As an industry thought leader, the Acuity teams developed new processes, tools, and procedures for the case management program including:

- **Process:** Acuity wrote Standard Operating Procedures and Processes (SOPs) to support young adults throughout their case management. These SOPs were reviewed, approved and adopted by the agency.
- **People:** Acuity leveraged an existing pipeline of bi-lingual Case Managers, Case Aides, medical staff, Child Trauma Specialists, education, and subject matter experts to provide services. Our Program team, partnered with local resources to provide additional community services at no cost additional cost to the Taxpayer.
- **Tools:** Participant information was missing on entry into managed facilities. Acuity developed a system to gather information on each participant. Detailed information was integrated with agency systems using application programming interfaces, improving participant biometrics and data.
- **Pandemic Response:** During the COVID-19 crisis, Acuity's nationwide Rapid Response Teams tightened program procedures to minimized virus exposure inside our facilities.

Industry

- Social Service Agencies and Programs

Challenges

The complexity of whole person care creates the need for multi-layer case management across a range of disciplines, including:

- **Community Case Management:** mitigates humanitarian crisis and provides responsive medical services, comprehensive care, general oversight and operations management.
- **Social Work Case Management:** provides interview tools, well-being and needs assessments, service and safety plans, and continuity of care.
- **Remote Case Management and Patient Case Management:** addresses managed care needs, comprehensive care, COVID-19 pandemic services, and medical facility staffing.

Solutions

Acuity's Case Management Services address challenges in a multitude of scenarios:

- **Community Case Management**
 - Turn-key program management – medical and clinical case management
 - Tailored service capabilities
 - Innovative technology for reporting and tracking
- **Social Work Case Management**
 - Individual well-being and needs planning
 - In-person, video or telephonic conferencing
 - Schedule follow-up calls scheduling
 - Custom implementation planning
- **Remote & Patient Case Management**
 - Centralized case management services
 - Behavioral and mental health care, counseling and education
 - Health and wellness care
 - Medical response support operations
 - Auxiliary medical support

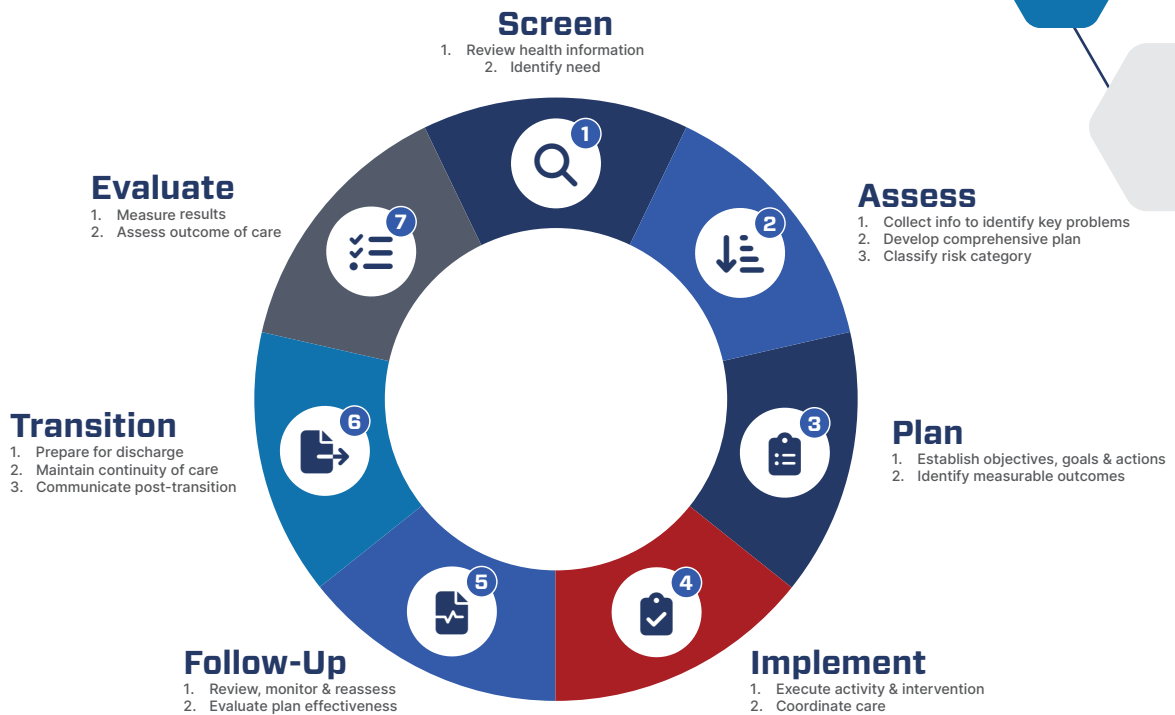


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Social Service Case Management Process



Results

Acuity's approach to program management:

- Reduced participant processing from 90 days to 40 days, reducing taxpayer burden.
- Resulted in agency adoption for our Standard Operating Procedures and leveraged them across all program facilities regardless of the contractor operating them.
- Improved Personally Identifiable Information (PII) data for all participants, including accurate data on geographical origins and reason for entering U.S.
- Identified a possible human trafficking ring through our support and use of data. This information was referred to the agency for investigation.

The agency also realized unprecedented pandemic response capabilities through Acuity's existing network of medical professionals, healthcare facilities and mobile medical vehicles.

Benefits

Acuity delivers comprehensive social, behavioral and medical support services. Our targeted case management is a collaborative and integrated process that includes:

- Navigating the service system
- Advocating for resources, services and support
- Conducting comprehensive screening and assessment
- Providing psycho-social support
- Securing supportive counseling
- Writing individual service plans
- Connecting with service support agencies
- Locating resource and referral services

~72h

access to deployable turnkey program management teams

1K+

licensed behavioral health counselors

24/7

medical support services, remote case management & clinical counseling



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