

Complex Case Consultation FAQ's – Updated 02/15/22

Who is the Complex Case Team? – The Complex Case Team at APD Central Office is made up of the Complex Case Coordinator, the Exceptions Coordinator, the Enhanced Care Coordinator, the Diversion and Transition Policy Analyst, and the Behavior Support Services Coordinator. We also sometimes reach out to other areas within Central Office including the LTC Policy Unit, the MED team, and Health Systems Division (mental health)

What will the Complex Case Team really do? – Upon receiving a referral, the Complex Case Coordinator will review all documentation and case information including CAPS and narrative to determine what options have already been tried and to attempt to determine what might be some additional appropriate options. If appropriate placement options are not clear from the documentation and case information, we may request additional information or to have a conference call with the case manager. We then will send suggestions for placement options for you and your team to try. *We do not make the referrals ourselves or take over the case.* The case manager is still responsible for contacting potential providers, scheduling screenings, coordinating moves, etc.

What should I do before I make a Complex Case Referral? – It is appropriate for the field to make a Complex Case Consultation (CCC) referral when all local resources and tools have been exhausted. This will be a different level and time for all local offices due to differing local resources in the extremely different regions of our state.

Resources and tools to attempt prior to making a CCC Referral include but are not limited to:

- Staffing with your team locally including supervisors; Diversion/Transition or Intensive Case Management workers; placement specialists; other case managers; licensors; etc.
- Referring to money management or rep payee programs if appropriate
- Referring to Behavior Support Services; Long-Term Community Care Nursing; Home Health; local Mental Health services
- Referring to Enhanced Care Services or Special Need Contract homes if appropriate

- Referring to public guardianship programs if appropriate
- Working with the provider to request exceptions if appropriate

Do I have to staff the case with my supervisor before I make a referral? – While a signature from your supervisor is not required on the referral form, it is best to staff all Complex Case referrals with your supervisor for many reasons. Your supervisor may have information on resources you are unaware of, they may have additional history or information on this case, or they may have a reason a Complex Case referral would not be appropriate. While it is not required, it is best practice to staff all referrals with your supervisor.

When will I get a response? – The Complex Case Team strives to respond to all referrals within *one business day* with a minimum of a notification of receipt. Following the initial notification of receipt, you will receive a secondary email with suggestions for possible placement options or a request for additional information which may include things like additional documentation, a conference call with the case manager, etc. The goal for these secondary responses is within *3 business days* following receipt of a referral. The Complex Case Team meets once per week on Wednesday morning. At this time, we will staff exceptionally challenging cases. If your referral falls into this category, you will be notified because it may cause a delay in suggestions for placement.

Does the consumer have to agree to a Complex Case Consultation? – No, a Complex Case Consultation is meant to be a tool for the case manager in attempting to find appropriate placement. Consumers may not even know that you have made a Complex Case referral or have had a consultation.

Can Complex Case Team help if the consumer has pending legal charges? – This is something that we discuss on a case-by-case basis. Depending upon the charges, status of the case, and potential outcomes we may be able to assist in finding placement anyway. Please make a referral and specify in the referral that this is one of the presenting issues.

What do we do if the consumer is refusing to leave their current placement or area? – This is a choice that the consumer can make, assuming they do not have a

guardian. However, what we must make sure they understand is that providers can, over time, take legal action to evict and/or trespass someone in which case local law enforcement would require the person to leave their placement. As for moving to another region or area, this is another time you would need to have a very clear conversation regarding the fact that in certain areas there are very limited resources for placement and moving to a different town or area might open up a lot of opportunities. Also, explain that if they chose to stay in the area they are in, with very few options they may be actively choosing a less appropriate placement or no placement at all dependent upon the options available.

Is making a referral even going to help? – Again, yes! We strive to respond as quickly as possible to all referrals and present you with at least a couple more options than you had before. We understand that sending a referral to someone who is not actively working in the field can feel hopeless or like you are not going to get a useful answer, but our team has experience and access to resources across the state that you may not know about or how to utilize. Please, if you ever are feeling at a loss when it comes to a case, reach out to the Complex Case Team, we will always do our best to give you some extra resources and support as best we can.

Can I reach out with questions or for advice without making a full referral? – Yes! We always welcome questions or requests for information and technical assistance. Please feel free to send questions or scenarios to the APDComplexCase.ConsultationTeam@state.or.us inbox anytime. We will let you know if we need further information or would like a full referral to be made at any time.