

## **PROGRAM MISSION:**

Integrated Case Management Services (ICMS) provides community-based (“In Vivo”), assertive and client-oriented outreach and monitoring. ICMS serves persons diagnosed with a serious and persistent mental illness who need assistance, support, advocacy, referral, and intervention in all areas of maintenance for management of mental health.

## **TARGET POPULATION:**

Case Management services are designed to integrate persons into the community of their choice and reduce their reliance on acute care settings. All individuals who are admitted to state or county hospitals will be automatically eligible for case management services which begins at their admission.

ICMS is funded by the New Jersey Division of Mental Health Services to provide services to the residents of Essex County, including the South Ward of Newark, but excluding the remainder of Newark, first priority clients include adults discharged from state and county hospitals. Second priority is given to adults who have repeated admissions to short term care facilities. Third priority will be given to people with repeated admission to local inpatient units within a twelve month period, or two or more uses of emergency/screening services within a 30 day period. Priority will also be given to adults whose willingness to utilize and/or ability to benefit from community services and support is limited and whose welfare in the community is threatened because of it. *(Services for all other sections of Newark are provided by Mount Carmel Guild.)*

## **SERVICES PROVIDED:**

Case Management services are consumer-centered. They are provided predominantly off-site in the consumer’s natural environment (“in-vivo”). They are designed to assist adult clients in their recovery by helping them gain access to needed medical, social, educational, housing and other services and resources.

Case managers will continue to follow consumers regardless of rehospitalization to state, county or local hospitals and incarceration. If a consumer moves or is relocated, ICMS will assist with referring consumer to needed services in their new location.

Services are available on 24 hour, 7 day per week basis and include:

- Consumer identification and outreach
- Engagement
- Individual Assessment
- Community Assessment
- Service Planning
- Linkage with requisite services
- Monitoring of service delivery
- Consumer psycho-education and support
- Consumer Advocacy
- Crisis intervention
- Direct assistance in obtaining the basic necessities of daily living
- Direct assistance with structuring and performing basic daily living activities
- Symptom assessment and management
- Substance abuse education and intervention
- Supportive counseling
- Medication monitoring

## **STAFFING:**

Three teams will manage caseloads of 20 consumers per primary case manager. Each team will have a Master’s level team leader, a Master’s level clinician, and a team of case managers. All teams have a multicultural perspective and bilingual capabilities.



## **METHOD OF REFERRAL:**

All state and county hospital patients are automatically eligible for ICMS unless admitted to PACT or discharged to a nursing home. Those patients will be engaged in the hospital immediately upon notification of their admission. Furthermore, they will be visited in the community within 48 hours of discharge from the hospital. Referrals may be received either by phone, mail or fax.

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MANAGEMENT SERVICES**  
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**Integrated Case Management  
Services is Accredited  
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Rehabilitation Facilities**

**INTEGRATED  
CASE  
MANAGEMENT  
SERVICES**



**A Program of**

**Mental Health  
Association of Essex County, Inc.**