

## Purposes and Processes of Targeted Case Management program (TCM)

<b>Processes</b>	<b>1. Gather more and better information about Frequent Offenders (FOs) and gaps in services</b>	<b>2. Conduct outreach and intensive case management with FOs toward a goal of stability and fewer offenses</b>
1. Provide Short Form Assessment to all FOs on arraignment docket, field release, or walk in	✓	
2. Kim and Stacey make face to face contact with FOs on arraignment docket and set a follow-up appointment if the client is interested in TCM.		✓
3. Regular case managers schedule FOs who are not interested in TCM or when Kim and Stacey are out of office.	✓	
4. Kim and Stacey build collaborative partnerships with other case managers and agencies.	✓	✓
5. Kim and Stacey conduct outreach (walking around the community, hanging out at service agencies, etc.)		✓
6. Kim and Stacey transport clients to appointments, visit clients in treatment		✓
7. Kim and Stacey enter client notes into TCM screen.	✓	✓

### **Changes/additions to data reporting for Targeted Case Management:**

- New “TCM” screen in DACCP will track 160 separate data gathering points
- Will track direct client contacts, attempted contacts, no shows, service plans created, assessments conducted, HMIS profiles updated/created, direct assistance provided by DACC, and reasons for refusal of case management.
- Will track client progress in case management in the following areas:
  - Substance Abuse
  - Housing
  - Income
  - Medical
  - Mental Health
  - ID documents
    - Gaps in service will be recorded in each category
- Biweekly case management report will be generated describing number of clients in active/pending/inactive status, number of contacts, date of most recent contact, client location, linkages to other service providers, and client goals.

## **List of all new performance measures**

**Measures of client status:** Will roll over each month, numbers should continue to increase as we gain better information about all of the FOs.

1. Number of distinct individuals contacted
2. Number of distinct individuals who receive income from employment
3. Number of distinct individuals who receive income from SSI/SSDI
4. Number of distinct individuals who receive income from social security
5. Number of distinct individuals who receive income from VA benefits
6. Number of distinct individuals who receive income from any other source
7. Number of distinct individuals with no health insurance coverage
8. Number of distinct individuals with a chronic health condition
9. Number of distinct individuals with MAP card medical coverage
10. Number of distinct individuals with Medicaid or Medicare coverage
11. Number of distinct individuals with VA medical coverage
12. Number of distinct individuals with employer-provided medical coverage
13. Number of distinct individuals with an ATCIC priority population diagnosis (Major Depression,  
✱ Bipolar, Schizophrenia or Schizoaffective disorders)
14. Number of distinct individuals with an Axis II diagnosis
15. Number of distinct individuals with a substance-related disorder diagnosis
16. Number of distinct individuals with a mental retardation diagnosis
17. Number of distinct individuals with any other mental health diagnosis
18. Number of distinct individuals who are compliant with prescribed mental health medication
19. Number of distinct individuals who are prescribed mental health medication but are non-compliant
20. Number of distinct individuals for whom mental health medication is not prescribed but is needed
21. Number of distinct individuals who receive mental health medication support services
22. Number of distinct individuals with no identifying documents
23. Number of distinct individuals who have a social security card
24. Number of distinct individuals who have a birth certificate
25. Number of distinct individuals who have a voter registration card
26. Number of distinct individuals who have an offender ID
27. Number of distinct individuals who have a service provider ID
28. Number of distinct individuals who have an expired state ID
29. Number of distinct individuals who have a state-issued photo ID

**Measures of case management activities completed:** Monthly measures to track what types of activities clients are completing in case management.

1. Number of direct client contacts
2. Number of attempted client contacts
3. Number of no-show appointments
4. Number of client service plans created
5. Number of client assessments conducted
6. Number of times a client's HMIS profile was created or updated
7. Number of referrals to substance abuse treatment
8. Number of admissions to Project Recovery
9. Number of admissions to Austin Recovery

10. Number of admissions to VA substance abuse treatment
11. Number of admissions to any other substance abuse treatment program
12. Number of program completions for Project Recovery
13. Number of program completions for Austin Recovery
14. Number of program completions for VA substance abuse treatment
15. Number of program completions for any other substance abuse treatment program
16. Number of partial completions of substance abuse treatment
17. For clients who did not complete a full substance abuse treatment program, average number of days completed
18. Number of incomplete substance abuse treatment episodes due to client leaving the program
19. Number of incomplete substance abuse treatment episodes due to the program discharging the client
20. Number of refusals for substance abuse treatment
21. Number of times clients experienced a substance abuse treatment barrier due to lack of timely intake information from ARC
22. Number of times clients experienced a substance abuse treatment barrier due to unavailable medical detox
23. Number of times clients experienced a substance abuse treatment barrier due to being rejected by available providers
24. Number of times clients experienced a substance abuse treatment barrier due to lack of bed space
25. Number of times clients experienced a substance abuse treatment barrier due to insufficient insurance coverage
26. Number of times clients experienced a substance abuse treatment barrier due to any other reason
27. Number of applications to Front Steps PSH
28. Number of applications to Caritas PSH
29. Number of applications to DACC Caritas PSH
30. Number of applications to VA PSH
31. Number of applications to Foundation Communities PSH
32. Number of applications to Green Doors PSH
33. Number of times TCM facilitated a client applying to PSH
34. Number of admissions to Front Steps PSH
35. Number of admissions to Caritas PSH
36. Number of admissions to DACC Caritas PSH
37. Number of admissions to VA PSH
38. Number of admissions to Foundation Communities PSH
39. Number of admissions to Green Doors PSH
40. Number of times TCM facilitated a client gaining PSH
41. Number of admissions to TCHA transitional housing
42. Number of admissions to ARCH case management transitional housing
43. Number of admissions to Salvation Army case management transitional housing
44. Number of admissions to TCHA transitional housing under DACC funding"
45. Number of admissions to any other transitional housing
46. Number of times TCM facilitated a client gaining transitional housing
47. Number of admissions to Housing Authority subsidized housing
48. Number of admissions to property-based Section 8 subsidized housing
49. Number of admissions to Section 8 subsidized housing
50. Number of times TCM facilitated a client gaining subsidized housing
51. Number of admissions to housing with family or paid by family members
52. Number of admissions to a Board and Care home

53. Number of admissions to a nursing home
54. Number of admissions to market-rate housing on personal income
55. Number of admissions to a hotel
56. Number of times TCM facilitated a client gaining any other type of housing
57. Number of times clients experienced a housing barrier due to insufficient income
58. Number of times clients experienced a housing barrier due to money owed to utilities
59. Number of times clients experienced a housing barrier due to criminal background
60. Number of times clients experienced a housing barrier due to an eviction on record
61. Number of times clients experienced a housing barrier due to money owed to a previous property owner
62. Number of times TCM facilitated a client gaining a source of income
63. Number of SSI/SSDI applications completed
64. Number of job search activities completed
65. Number of direct job referrals made by TCMs
66. Number of client connections to Goodwill
67. Number of client connections to Texas Worksource
68. Number of times TCM facilitated a client applying for a source of income.
69. Number of times clients lost income due to benefits being stopped
70. Number of times clients lost income due to losing a job
71. Number of times clients lost income due to any other reason
72. Number of times clients experienced an income barrier due to criminal background
73. Number of times clients experienced an income barrier due to lack of job training/skills/education
74. Number of times clients experienced an income barrier due to lack of proper ID
75. Number of times clients experienced an income barrier due to denial of an SSI/SSDI application
76. Number of times clients experienced an income barrier due to lack of stable contact information
77. Number of times clients experienced an income barrier due to lack of required work attire
78. Number of times clients experienced an income barrier due to lack of transportation
79. Number of times clients experienced an income barrier due to any other reason
80. Number of appointments attended at ARCH clinic
81. Number of appointments attended at Brackenridge clinic
82. Number of appointments attended at William Cannon walk-in clinic
83. Number of appointments attended at VA clinic
84. Number of visits to ER
85. Number of any other medical appointments attended
86. Number of times TCM facilitated a client obtaining medical coverage
87. Number of times TCM facilitated a client obtaining medication for a health condition
88. Number of times clients experienced a medical care barrier due to no available appointments in the next 30 days
89. Number of times clients experienced a medical care barrier due to having ARCH clinic assigned at PCP
90. Number of times clients experienced a medical care barrier due to being unable to afford a co-pay for an appointment or prescription
91. Number of times clients experienced a medical care barrier due to lacking a photo ID needed to be seen at ARCH clinic
92. Number of times TCM facilitated clients obtaining mental health medication
93. Number of client crises due to emotional distress
94. Number of client crises due to client's speech being incoherent
95. Number of client crises due to delusional thought symptoms

96. Number of client crises due to mania symptoms
97. Number of client crises due to paranoia symptoms
98. Number of client crises due to suicidal ideation
99. Number of client crises due to homicidal ideation
100. Number of client crises due to any other psychiatric symptom
101. Number of DACC-initiated interventions by ACT Team
102. Number of DACC-initiated interventions by Rudy Zapata or ACCESS
103. Number of DACC-initiated interventions to accompany client to PES
104. Number of DACC-initiated interventions by MCOT
105. Number of DACC-initiated interventions by Mental Health Deputy
106. Number of DACC-initiated interventions by Crisis Intervention Team
107. Number of times clients obtained an ATCIC intake appointment
108. Number of times clients obtained admission to ATCIC residential treatment
109. Number of times clients obtained counseling services
110. Number of times clients obtained ATCIC case management
111. Number of times clients obtained COPS-D case management
112. Number of times clients obtained services at a day treatment program
113. Number of times TCM facilitated a client obtaining mental health services
114. Number of times clients experienced a mental health care barrier due to a wait at PES longer than 4 hours
115. Number of times clients experienced a mental health care barrier due to being dropped from ATCIC services for a missed appointment
116. Number of times clients experienced a mental health care barrier due to lack of beds for inpatient psychiatric care
117. Number of times clients experienced a mental health care barrier due to lack of insurance to obtain medication
118. Number of times clients experienced a mental health care barrier due to being assigned a lower level of care due to insurance status
119. Number of times clients experienced a mental health care barrier due to no available appointments in the next 30 days
120. Number of times clients experienced a mental health care barrier due to not receiving needed mental health services while in jail
121. Number of times clients experienced any other kind of mental health care barrier
122. Number of times TCM facilitated client obtaining any form of identification
123. Number of times DACC provided clothing to a client
124. Number of times DACC provided toiletries to a client
125. Number of times DACC provided a bus pass to a client
126. Number of times DACC provided food to a client
127. Number of times DACC provided payment for ID documents to a client
128. Number of times clients refused case management services because they were not interested
129. Number of times clients refused case management services because client believes they do not have a problem
130. Number of times clients refused case management services because they are about to leave town
131. Number of times clients refused case management services because they are already engaged in other case management