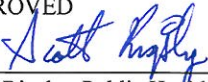




Riverside/San Bernardino, CA TGA Policy and Procedure Policy #1 Case Management Case Inactivation	Effective.....March 4, 2009
	Revised.....January 19, 2011
	APPROVED  _____ Scott Rigsby, Public Health Program Coordinator

PURPOSE This policy is intended to permit Providers to develop and implement policies and procedures addressing case inactivation without affecting client eligibility for other Ryan White Program (RWP) funded services.

POLICY RWP-funded agencies are required to develop and implement a policy concerning case inactivation.

SCOPE This applies to all contracted agencies providing RWP services to eligible clients in the Riverside/San Bernardino, CA TGA.

PROCEDURE A. Description
Ryan White funded Case Manager caseloads currently include People Living with HIV (PLWH) who are not actively accessing Ryan White funded social case management services, resulting in artificial inflation of caseloads. Providers have requested that the Inland Empire HIV Planning Council (IEPHC) relieve them of the Case Management Standard regarding clients on their case loads that are either not accessing services or do not want nor need case management services.

To properly address case management case inactivation at the Agency level, Providers are required to:

1. Develop a policy and procedure defining the conditions under which a consumer may be placed on an "Inactive Status" list.
2. Present developed policy and procedure for review and approval by the Ryan White Program Office prior to implementation.
3. Consider the following factors in the development of the policy and procedure:
 - Consumers who state they have no unmet needs or service gaps
 - Consumers who have been lost to follow-up as determined by the provider
 - Consumers that do not wish to receive case management services
 - Documentation of any of these situations to be included in the client's chart

Accessing Case Management services is not a requirement for consumers to access any other Ryan White funded service.

- B. Grantee Expectation of Provider:**
- Provider Review of Policy Letter
 - Provider evaluation and revision, if necessary, of current policy and procedure to address case inactivation.
 - Submission of revised Policy & Procedure to the Ryan White Program Office for review and approval, if applicable.
 - Implementation of and staff training on Policy & Procedure