



Child and Family Services

*An Office of the
Department of Health and Human Services*

John E. Baldacci, Governor

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July 10, 2009

Children's Targeted Case Management

A. Effective as of this date, the face-to-face contact requirements for Children's Targeted Case Management are as follows:

1. A minimum of one face-to-face contact with the child or youth and family/caregiver is required for each month of the first three months of service. This provision may be waived if the minimum is refused by the family or is contraindicated for the child. The waiver must be fully documented in the ISP and include the reason for refusal of contact.
2. A minimum of one face-to-face contact with the child or youth and a second face-to-face contact with the child or youth and/or family/caregiver are required during each month of service beyond three months. This provision may be waived if the minimum is refused by the family or is contraindicated for the child. The waiver must be fully documented in the ISP and include the reason for refusal of contact.
3. If the case is opened on or after the day that is in the middle of the calendar month, then there should be at least one face-to-face contact with the child, youth and/or family/caregiver prior to the end of the month. This provision may be waived if the minimum is refused by the family or is contraindicated for the child. The waiver must be fully documented in the ISP and include the reason for refusal of contact.
4. If face-to-face contacts are missed for extenuating circumstances, such as child, youth, family or caregiver illness, then this should be documented in a progress note.
5. Case managers should document and work to overcome any barriers to having contacts. Waivers for the face-to-face contact are expected to be rare.

B. Discharge Summary and Plan:

1. Discharge summary and planning must include that Children's Behavioral Health Services contact information is provided to the youth and/or family or caregiver. This information must include at least specific local contact information as follows:

Children's Behavioral Health Services

Please contact the staff in your area for information and questions about any behavioral health needs for a child or youth:

District 1 (Formerly Region 1)
York County
Michelle Armstrong
822-0243
1-800-492-0846
TTY 822-0272

District 2 (Formerly Region 1)
Cumberland County
Lisa Salger
822-0249
1-800-492-0846
TTY 822-0272

Districts 3, 4 & 5 (Formerly Region 2)
Kennebec, Somerset, Androscoggin, Franklin, Oxford, Sagadahoc, Knox, Lincoln, and Waldo Counties
Lynn Dorso
(207)624-5263
Jeanne Tondreau
(207)624-5365
1-800-866-1814
TTY 1-800-606-0215

Districts 6, 7, and 8 (Formerly Region 3)
Aroostook, Hancock, Penobscot, Piscataquis, and Washington Counties
Judy Demerchant
493-4135
1-800-432-7366
TTY1-800-606-0215

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2. As indicated in the June 30, 2009 updates for Targeted Case Management. The TCM provider may use the Transition/Discharge Form in APS Care connection as the Discharge Summary for TCM to avoid duplication of effort. Please print a copy of the APS form and place it in the client chart.
3. The APS Transition/Discharge Form in Careconnection must be fully completed for every discharge.