

Intensive Case Management (ICM) Criteria

Last revised: October 2024



Individuals referred to the ICM program must meet all the following criteria:

Covered diagnosis on the prioritized list

AND

At least two of the following

Two or more inpatient admissions in the past year

Discharge from the state hospital within the past year

Civil commitment or discharge from the state hospital within the past year

Residing in an inpatient bed or supervised community residence and clinically assessed to be able to live in a more independent living situation if intensive services are provided

Severe deficits in skills needed for community living as well as a high degree of impairment due to symptoms of mental illness

Significant PTSD or depression symptoms as a result of torture, ongoing systemic oppression, trauma or multiple losses

Or at least three of the following:

Intractable, severe major symptoms

Significant cultural or linguistic barriers exist

Significant criminal justice involvement

Requires residential placement if intensive services are not available

Not engaged in services but deemed at high risk of harm related to their mental illness

Severe deficits in skills needed for community living as well as a high degree of impairment due to symptoms of mental illness

Co-occurring substance use diagnosis

Risk of loss of current living situation, in an unsafe living situation, or currently experiencing homelessness due to symptoms of mental illness