DESCRIPTION

Treatment Link Coordination (TLC) provides closely supervised monitoring and intensive case management assistance to adult clients enrolled in outpatient substance abuse treatment services. The purpose of TLC is to provide an intensive and supportive relationship between the client and the substance abuse treatment agency that results in the client’s engagement and retention in the substance abuse services – ultimately resulting in increased abstinence and decreased recidivism.

KEY POINTS

- TLC does not replace substance abuse treatment activities. Clients are required to participate in group therapy, family therapy, individual therapy, drug testing, and other activities according to the treatment plan for each individual. However, clients will be assigned to TLC concurrently with substance abuse services.
- Clients will receive instructions from their Coordinator (or “Link”) for TLC participation, including contact information, program expectations, and frequency of contacts.
- TLC’s effectiveness is dependent on the Link’s role in motivating clients to participate in and successfully complete substance abuse treatment services. Links provide clients with intensive one-on-one support to identify and help remove barriers to engagement and participation.
- TLC provides Links the opportunity to explore with the client the possibility of barriers that may preclude him/her from fully engaging in substance abuse treatment services including evaluating whether the client needs child care, transportation, housing, employment, mental health, domestic violence or medical evaluation referrals.
- All court-expedited clients will be provided TLC as part of their substance abuse treatment services (Connect Care will authorize TLC hours for 90 days as part of the treatment bundle).
- TLC would not be appropriate for clients/families who are enrolled in services that already provide an intense level of case management (i.e. Wraparound, Family Treatment Drug Court)
- TLC duties must be consistent across providers

PROTOCOL

The following activities are the standard bundle to be provided within the first 30-45 days (maximum 5 hours of service):

1) Expedited appointment or evaluation (1 hour)

- Ensure that clients understand their obligation to participate in TLC while enrolled in substance abuse treatment services.
• Ensure that clients understand that he/she must actively participate in substance abuse treatment: group therapy, family therapy, individual therapy, drug testing, and other activities according to the treatment plan for each client.

2) Engage in extensive outreach efforts including home visits and contacting family members if necessary to assist clients in engaging and participating in substance abuse treatment services (2 hours, 30 minutes)

• Contact clients by phone or in person on the business day prior to their substance abuse appointments to remind them of these appointments – 4 phone calls/contacts (30 min)

• Home visit (2 hours)
  o Develop rapport
  o Explain the substance abuse treatment process and role of TLC
  o Explore reasons why the client may not engage in substance abuse treatment services, and if necessary, make child care, transportation, housing, employment, mental health, domestic violence or medical evaluation referrals according to established procedures. Assist substance abuse treatment programs in coordinating needed services.
  o Answer questions
  o Talk to other family members, explain process and enlist their support
  o Identify any individual/family needs
  o Encourage client’s engagement and/or participation in treatment using motivational counseling strategies
  o Coordinate with and provide regular updates to the client’s clinician. The client’s clinician will have primary responsibility for communicating with the client’s caseworker.

3) Coordinate staffing. The initial staffing date is set at the PPP, however, if the initial staffing must be changed, then the Link should reschedule and coordinate the staffing (1.5 hours)

The following activities are the standard bundle to be provided within the next 45 days (maximum 3 hours of services):

1) Engage in extensive outreach efforts including home visits and contacting family members if necessary to assist clients in engaging and participating in substance abuse treatment services (1 hour, 30 minutes)

• Contact client by phone or in person on the business day prior to their substance abuse appointments to remind them of these appointments – 4 phone calls/contacts (30 min)

• Home visit (1 hour)
  o Continue to explore reasons why the client has not engaged in substance abuse treatment services, and if necessary, make child care, transportation, housing, employment, mental health, domestic violence or medical evaluation referrals according to established procedures. Assist substance abuse treatment programs in coordinating needed services.
  o Answer additional questions
- Continue to engage other family members and enlist their support.
- Continue to identify any individual/family needs
- Continually address client’s resistance to engage and/or participate in treatment using motivational counseling strategies
- Coordinate with and provide regular updates to the client’s clinician. The client’s clinician will have primary responsibility to communicating with the client’s caseworker.

2) Set up and coordinate 30 day staffing (1.5 hours)

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**TLC is a 90 day service. TLC will only be continued after 90 days by exception and after DHS Utilization Review.**

**TLC may be re-started for up to 30 days as a “booster” if indicated.**

Possible reasons for re-starting TLC services could be:
- Follow up – Check to see how client is doing. Identify any new barriers to treatment.
- Additional phone calls required.

Reasons for re-starting TLC services should be well-documented.

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**COORDINATOR QUALIFICATIONS**

- Bachelor’s degree in Human Services field.
- CAC I preferred.
- Substance abuse knowledge/training preferred (training will be provided through agency)

**EXPECTED RESULTS**

Upon assignment to TLC, the outcomes should be:

- The client understands his/her responsibility to participate in TLC while concurrently engaged and participating in substance abuse treatment services
- The client understands that he/she must actively participate in substance abuse treatment: group therapy, family therapy, individual therapy, drug testing, and other activities according to the treatment plan for each client.
- Supportive services referrals were initiated as needed.
- Clients will engage more quickly into substance abuse treatment services.
- Clients will participate in outpatient substance abuse treatment services for at least 90 days.
- Clients will have fewer missed appointments.