

Mental Health Case Management Policy Change Summary

Summary of Key Policy Changes

The table below summarizes the most operationally significant changes:

Section	Draft 1 Language	Draft 2 Language / Change
New Definition	None	"Natural, community-based settings" defined
Face-to-Face Contact Standard	Community location other than CSB	Natural, community-based setting aligned with the ISP (with examples: home, workplace, other venue).
Caseload Model	Three-tier intensity system (High/Medium/Low) with detailed clinical criteria and 2-hr/month average monitoring	Flat cap of 45 individuals for full-time staff, averaged over 6 months; proportional cap for part-time; new vacancy documentation requirement.