

Frequently Asked Questions

Q. How much will I have to pay for ICM Services?

A. As long as you do not have benefits to cover ICM services through another funding source or insurance plan, there is no cost to you for services.

Q. How long will I be involved in ICM services?

A. Since participation in ICM services is usually voluntary, the length of involvement is up to you and the goals you want to achieve. Most clients are involved for 6-12 months.

Q. I don't have transportation to the Commission office, to work or other appointments. Can my ICM give me a ride?

A. No. Your ICM is not permitted to transport you to appointments or to work. Your ICM **can** help you find other options for transportation.

Q. Can my ICM meet with me at my home?

A. No. Your ICM is not permitted to make home visits. Your ICM **can** arrange to meet you at a public location that is convenient for you—for instance, at a library, at work during your lunch break, or at any similar public place.

Q. How often will I need to see my ICM?

A. How often you see your ICM depends on your individual needs and goals. In the beginning, expect to meet with your ICM at least once per week. Later, you may meet in person once or twice per month and keep in touch by telephone.

Are you interested in participating in the ICM Program?

Talk to your counselor or case manager about making a referral for you, or simply call the Cumberland-Perry Drug and Alcohol Commission and ask to speak to the Intensive Case Manager. (Phone numbers are located on the front cover.)

Important Contacts

CRISIS INTERVENTION

Holy Spirit Hospital, Camp Hill 717-763-2222

Carlisle Regional Medical Center 717-243-6005

ALL OTHER AREAS 800-350-HELP
800-350-4357

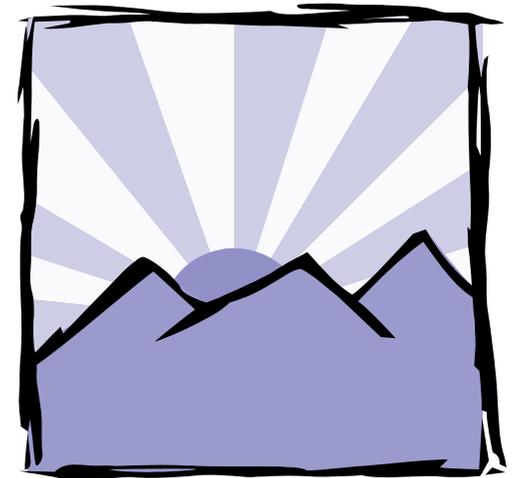
SUPPORT GROUPS

Alcoholics Anonymous 888-930-4589
www.aaharrisburg.org

Narcotics Anonymous 717-233-3733
www.na.org

Al-Anon Family Groups 877-501-1205
www.pa-al-anon.org

INTENSIVE CASE MANAGEMENT SERVICES



A User's Guide

CUMBERLAND-PERRY

Drug &
Alcohol

COMMISSION

Human Services Building
16 West High Street, Suite 302
Carlisle, PA 17013

Carlisle 717-240-6300
All Other Areas 866-240-6300

Fax 717-240-6488

What is Intensive Case Management?

The Intensive Case Management (ICM) Program of the Cumberland-Perry Drug and Alcohol Commission provides concentrated, individualized case management services to recovering individuals with special needs.

What is the goal of ICM services?

The goal of Intensive Case Management is to help you be more self-sufficient during your recovery. In other words, your ICM will help you learn how to access the services you need now, so that you can successfully manage your own needs in the future. Your ICM is here to help you achieve the goals that you set for YOURSELF, so you are expected to take an ACTIVE role throughout this process!

Who is eligible?

Anyone who is working on their recovery and is in need of ICM services, but does not have other benefits to cover similar services is eligible. There is NO financial cost to clients to participate. In most cases, involvement in the ICM program is on a **voluntary** basis, although some clients may be required to participate if they have been sentenced to a court-mandated treatment program. Priority for ICM services is given to pregnant IV drug users, IV drug users, pregnant women, women with dependent children, and clients receiving county funding for methadone maintenance. However, anyone who meets the criteria below will be considered.

How will an ICM help?

An ICM will help...

- **Engage** you in your recovery process
- **Assist** you in identifying your strengths and needs
- **Provide** service planning to identify your goals and how to achieve them
- **Link** you to available community resources
- **Monitor** your progress with employers and service providers
- **Advocate** for your rights or your need to receive services
- **Coach** you in "role plays" for situations with employers or service providers

What can ICM do for me?

The Intensive Case Management Program is designed for people in recovery who need help and support in the following areas:

- Housing
- Child Care
- Education/Job Training
- Employment
- Basic needs (food, clothing, etc.)
- Transportation
- Alcohol and/or drug treatment
- Legal problems
- Mental health
- Physical health
- Family and/or social problems
- Life skills (budgeting, resumés, etc.)

To be eligible, one must be:

- A resident of Cumberland or Perry County
- In need of public funds and not have other benefits which would cover a similar ICM program
- Actively pursuing recovery as a goal, by remaining drug and alcohol free, participating in a treatment program, attending 12-step or other support groups, etc.
- Willing to sign "Consent for Services" and "Participation Agreement" forms, as well as releases of information to necessary agencies