

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8144300

Intensive Case Manager, Grade 22	8144300
Coordinator Intensive Case Management Services, Grade 25	5293500

Brief Description of Class Series

Positions in this class provide or supervise the provision of intensive case management services in the community to a caseload of culturally diverse individuals with Severe Mental Illness (SMI) or individuals or children with Serious Emotional Disturbance (SED) with two or more chronic conditions including co-occurring medical conditions, substance use disorders, and mental illness on a 24-hour, on-call basis. Incumbents assess individuals' needs; identify available resources; and advocate for and assist individuals in accessing and obtaining psychiatric services and other supports (e.g., medical, vocational, educational, recreational, rehabilitation, housing, transportation, legal, and financial services) essential to living successfully in the community.

Positions are classified in the Office of Mental Health.

Distinguishing Characteristics

Intensive Case Manager: full performance level; under the general direction of a Coordinator Intensive Case Management Services, provides intensive case management and care coordination services to a caseload of individuals with SMI or children with SED in the community.

Coordinator Intensive Case Management Services: supervisory level; supervises a team of Intensive Case Managers; and oversees, monitors, and evaluates intensive case management program operations within an assigned geographic area.

Illustrative Duties

Intensive Case Manager

Provides intensive case management and care coordination services to a caseload of individuals with SMI or children with SED who may have a co-occurring disorder, such as substance use, and/or current or past forensic involvement in the community.

- Assesses individuals' strengths, abilities, and skill deficits; develops individual care plans; determines necessary resources; and advocates for and assists individuals in accessing and obtaining services to meet their needs.
- Contacts service providers to determine appropriate placements and referrals; and notifies and discusses service and resource options with individuals and families.
- Reviews benefits and entitlements with individuals and families; assists them in application processes; and follows-up to ensure that services are approved.
- Links, coordinates, and purchases emergency and essential psychiatric services and other supports, such as food/meals, medical, vocational, educational, recreational, rehabilitation, housing, transportation, legal, and financial services with involvement and planning with individuals; and ensures appropriate use and accurate tracking and reporting of funds and expenditures.
- Facilitates service delivery; assists individuals in scheduling appointments; and may accompany and/or arrange for others to accompany individuals to appointments.
- Attends planning meetings with service providers to coordinate treatment and service plans and ensure that an integrated care plan is implemented.
- Educates individuals in the use of medication, fiscal resources, and community services; and provides and/or arranges for self-management and wellness education, or peer and other support groups.
- Monitors individual rehabilitation participation, goals, and progress; identifies barriers preventing medication compliance and/or participation in services; and develops and discusses potential solutions with individuals.
- Provides crisis intervention services to maximize individuals' stability in the community and prevent unnecessary hospitalizations and inpatient admissions.
- Completes, maintains, and updates individual case records and reports, which includes utilizing the required health information technology to facilitate interdisciplinary collaboration among providers, the enrollee, family, caregivers, and local supports.
- Provides peer review of individuals' case records.
- Provides support and education to the community regarding mental illness and the services provided through the intensive case management program; and

advises public authorities and emergency departments about individuals enrolled in the program.

- Communicates with individuals' providers in inpatient and community settings to ensure efficient hospital discharge and care transition goes smoothly; and transport clients in the community to appointments, meetings, stores, etc.
- Provides on-call coverage on a rotating basis.

Coordinator Intensive Case Management Services

Plans, coordinates, and supervises a team of Intensive Case Managers; determines staff assignments; monitors time and attendance; evaluates staff performance; and identifies training needs and arranges for the provision of training.

Monitors, reviews, and evaluates the effectiveness of intensive case management program operations; identifies deficiencies; implements improvement measures; and ensures quality compliance.

Coordinates intensive case management services with community providers; and manages the public relations aspects of the program by meeting with community groups, planning boards, and residential program providers to facilitate placements for individuals.

Collaborates with partnered Health Home leadership; ensures Health Home eligible clients are identified and enrolled by the Intensive Case Manager; and ensures the Intensive Case Managers are adhering to the Health Home's policies and procedures.

Leads the program in Health Home program audits and follows-up on any identified plans of corrective action when needed.

Minimum Qualifications

Intensive Case Manager

Open Competitive: a bachelor's degree in a human services field and four years of experience either providing direct services to individuals* or linking individuals* to a broad range of services essential to living successfully in a community. One year of experience must have included working with individuals, 50% of whom have a primary diagnosis of mental illness.

*50% of whom have been diagnosed with mental illness, developmental disabilities, and/or substance use disorder.

Coordinator Intensive Case Management Services

Promotion: one year of service as an Intensive Case Manager.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualifications for appointment or examination.

Date: 3/2026

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