

Conflict Free Case Management Frequently Asked Questions
July 2019

22.

Question:

This question as submitted has two parts:

- A.** Within a provider agency who chooses to provide CFCM and Direct Services but not for the same person, can CM Supervisor and Supervisor of Direct Services Supervisor be the same person?
- B.** If an exemption is granted for an agency, would the supervision, in this example be of issue? For example, in cases in which an agency provides crisis services or if rare cases that both services must be provided by the same agency where there are geographic limitations or only one willing and able provider.

Response:

- A. Yes, the CM Supervisor and Supervisor of Direct Services Supervisor can be the same person. Case Management and Direct Service Provision cannot be provided by the same agency for the individual and as such, will avoid the conflict of having the same supervisor as two different agencies are involved.**
 - B. Agencies must also ensure that the Case Manager is not in a position of referring the individual to their agency's direct service provision and ensure that the Case Manager does not provide any direct service. Given that, it is recommended that the immediate supervisor of direct services (both professional and paraprofessional) and Case Management be different to the extent possible. A firewall must be in place and is a proactive measure by the agency to avoid the conflict which occurs if both CM and direct services have oversight by the same immediate supervisor in the event the agency is in a position to submit an exception application for a geographic and/or cultural limitation.**
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