

# Case Management Services

## What is Case Management?

Youth Case Management services provide a link for at-risk, seriously emotionally disturbed, and/or substance using youth and their families to psychiatric, medical, social, educational, vocational, and other needed programs in their community. These services are provided in order to help maintain youth in their home and community.

## Who is Case Management for?

To be eligible for Youth Case Management services, individuals must live within the Mount Rogers Community Services service area of Smyth, Wythe, Bland, Carroll, and Grayson counties and the city of Galax. Individuals must also meet enrollment criteria for Youth Case Management services.

## How much does Case Management Cost?

Medicaid and FAMIS currently fund Case Management services. Individuals who are not covered by one of these payers will have a monthly fee determined by the individual and/or families income and household size.

# Contact Information

Case Management services are delivered in community, home, and school environments.

Program intakes are provided during Same-Day Access hours Monday through Friday from 8:30-10:30 a.m.

## Wythe Youth & Family

Serves Wythe & Bland Counties  
540 West Main Street  
Wytheville, VA 24382  
(276) 223-3291  
(276) 223-1004

## Fernwood Center

Serves Carroll County and Galax  
6999 Carrollton Pike  
Suite 2  
Galax, VA 24333  
(276) 238-5600

## Riverchase

Serves Smyth County  
121 Broad Street  
Marion, VA 24354  
(276) 781-5900

## Grayson Youth & Family

Serves Grayson County  
108 Bedwell Street  
Independence, VA 24348  
(276) 773-3515

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[mountrogers.org](http://mountrogers.org)



**Mount Rogers**  
COMMUNITY SERVICES



**Youth Mental Health  
& Substance Abuse  
Case Management**

# Eligibility Requirements

## Mental Health Case Management

Diagnosed Serious Emotional Disturbance in children ages 0-17 or all of the following:

- Problems in personality development and social functioning exhibited over the last year.
- Problems which are significantly disabling based upon the social functioning of most children their age.
- Problems that become more disabling over time.
- Service needs that require significant intervention by more than one agency.

At-Risk of Serious Emotional Disturbance in children ages 0-7 who meet one of the following:

- Exhibit behavior or maturity that is significantly different from most children their age, and is not the result of developmental disabilities.
- Have parents or persons responsible for care with predisposing factors that could result in the youth developing serious emotional or behavioral problems.
- Have experienced physical or psychological stressors which put them at risk for serious emotional or behavioral problems.

## Substance Use Case Management

There must be documentation of the presence of a diagnosed substance-related disorder. The individual must be receiving at least one SA

# Case Management Staff

All Case Management staff are credentialed by the Virginia Department of Behavioral Health and Developmental Services.

**Advocacy:** The case manager will assist the youth and family in identifying and overcoming barriers to services or resources. The case manager may intervene on the youths and family's behalf at their request.

**Monitoring:** The case manager will check on the youth and the services they are receiving. The youth and family will discuss progress and satisfaction with services as well as any additional needs.

**Education/Support:** The case manager will provide ongoing education and support about community resources, treatment recommendations, coping, family preservation, and academic services.

# Case Management Steps

**Assessment:** The youth will be assessed by a qualified mental health professional to determine their need for services and to identify mental health issues.

**Treatment Planning:** The case manager will work with the youth and their family to develop an individualized treatment plan that reflects the specific needs and goals that they wish to accomplish. The case manager will regularly talk with the youth and family about progress towards reaching these goals.

**Referral:** Case Management staff will assist the youth and their family in obtaining services or resources that are available and meet the family's needs.

