

# MEMORANDUM



TO: CHAIN Technical Review Team, NYCDOHMH  
FROM: Peter Messeri, Gunjeong Lee, & David Abramson  
RE: **Utilization of Case Management by CHAIN Respondents**  
DATE: April 19, 2005

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Over the past decade, CHAIN has produced a number of reports that have either explicitly featured analyses and examinations of case management, or that have analyzed service utilization and service gaps related to various case management functions (such as counseling, medical care referral, and comprehensive planning and entitlement assurance)<sup>1</sup>. This briefing memo examines case management utilization data from two NYC cohorts of HIV+ adults – CHAIN NYC I (1994-2002) and CHAIN NYC II (2002-2005). It is intended to provide a very broad overview of case management utilization and trends, as reported by CHAIN respondents.

This memo explores four questions:

1. What proportion of the respondents in the cohorts reported **any** case management, and what were the trends over time?
2. How many total case managers did respondents report?
3. What was the average number of case managers reported by respondents in each round of interviewing?
4. Given that an individual might have multiple case managers within a single agency (particularly if they operate as a case management team), what was the average number of distinct agencies providing case management services as reported by respondents?

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<sup>1</sup> Among the former are **Technical Report #9: HIV Case Management Services in NYC - Quality and Outcomes** (May 1996) and **Update Report #7: Matching Client Needs and Intensity of Case Management - A Methodology for Planning and Evaluation** (May 1997). Among the latter are **Technical Report #15: Accessing Medical and Social Services - Barriers and Strategies for Improving HIV Care Infrastructure** (June 1996), **Update Report #30: The Impact of Ancillary Services on Entry and Retention to HIV Medical Care in NYC** (Apr 2000), **Update Report #35: Assessing the Impact of Ryan White CARE Act on Health Outcomes in NYC** (May 2001), **Update Report #38: Ancillary Services and Adherence** (July 2001), and **Report 2004\_1: Service Gaps and Utilization in the Continuum of Care in NYC** (May 2003).

## **Proportion reporting any case management**

Figure 1 illustrates the proportion of CHAIN respondents at each wave of interviewing who reported having had a case manager (regardless as to whether the case manager helped them or not). Including DAS/DASIS/HASA case managers, it ranged from 53% to 71% for the original cohort, 62% to 82% for the refresher cohort, and approximately 70% for the new cohort. When the data are restricted to case managers **not including** DAS/DASIS/ HASA, the original cohort ranged from 42% to 52% reporting a case manager, the refresher cohort reporting 50% to 72% with a case manager, and the new cohort reporting 70%.

## **Number of case managers**

Figure 2 illustrates the number of case managers reported by respondents at each wave of interviewing. Among respondents who have have a case manager, the vast majority – 60% - 75% across waves – had only one case manager. An additional 20% to 25% reported having two case managers, and fewer than 10% reported having three or more case managers.

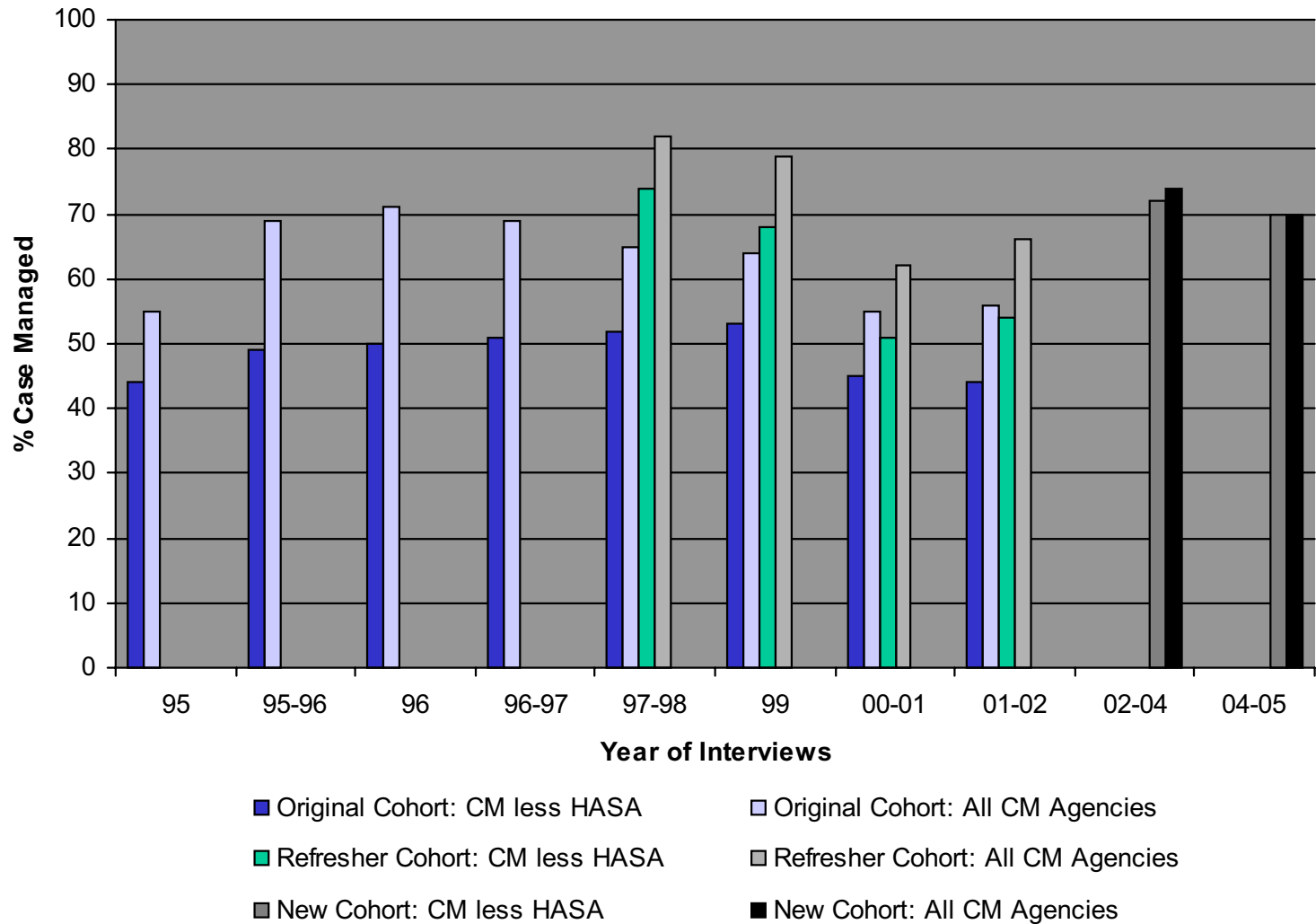
## **Mean number of case managers**

Figure 3 illustrates the average number of case managers reported by respondents at each wave, among those who had any case manager. Among the original cohort, the mean number of case managers displays a downward trend, moving from approximately 1.5 case manager to 1.3 case managers by the eighth round of interviewing. The refresher cohort shows a relatively stable average of approximately 1.3 case managers. Among respondents in the new cohort, there are approximately 1.5 case managers per respondent.

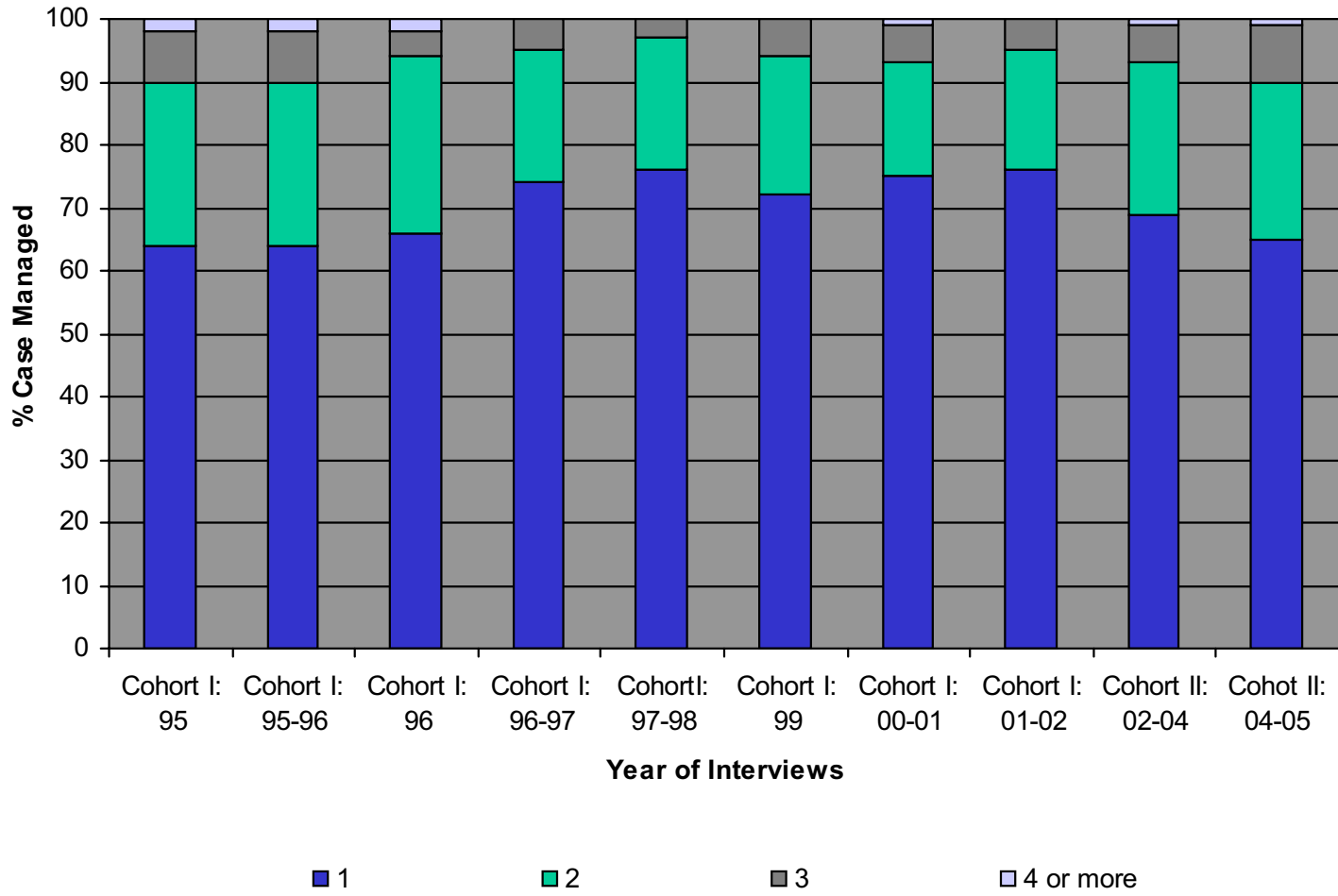
## **Mean number of case management agencies**

The trend line for the average number of distinct case management organizations reported by each respondent corresponds closely to the mean number of case managers, suggesting that most respondents are not reporting multiple case managers at the same agency.

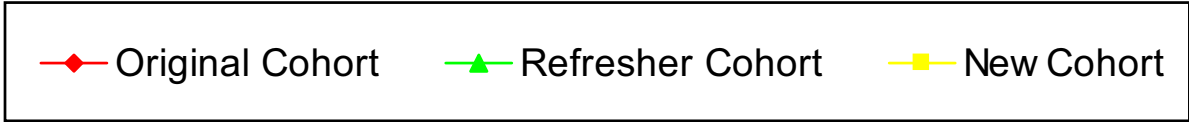
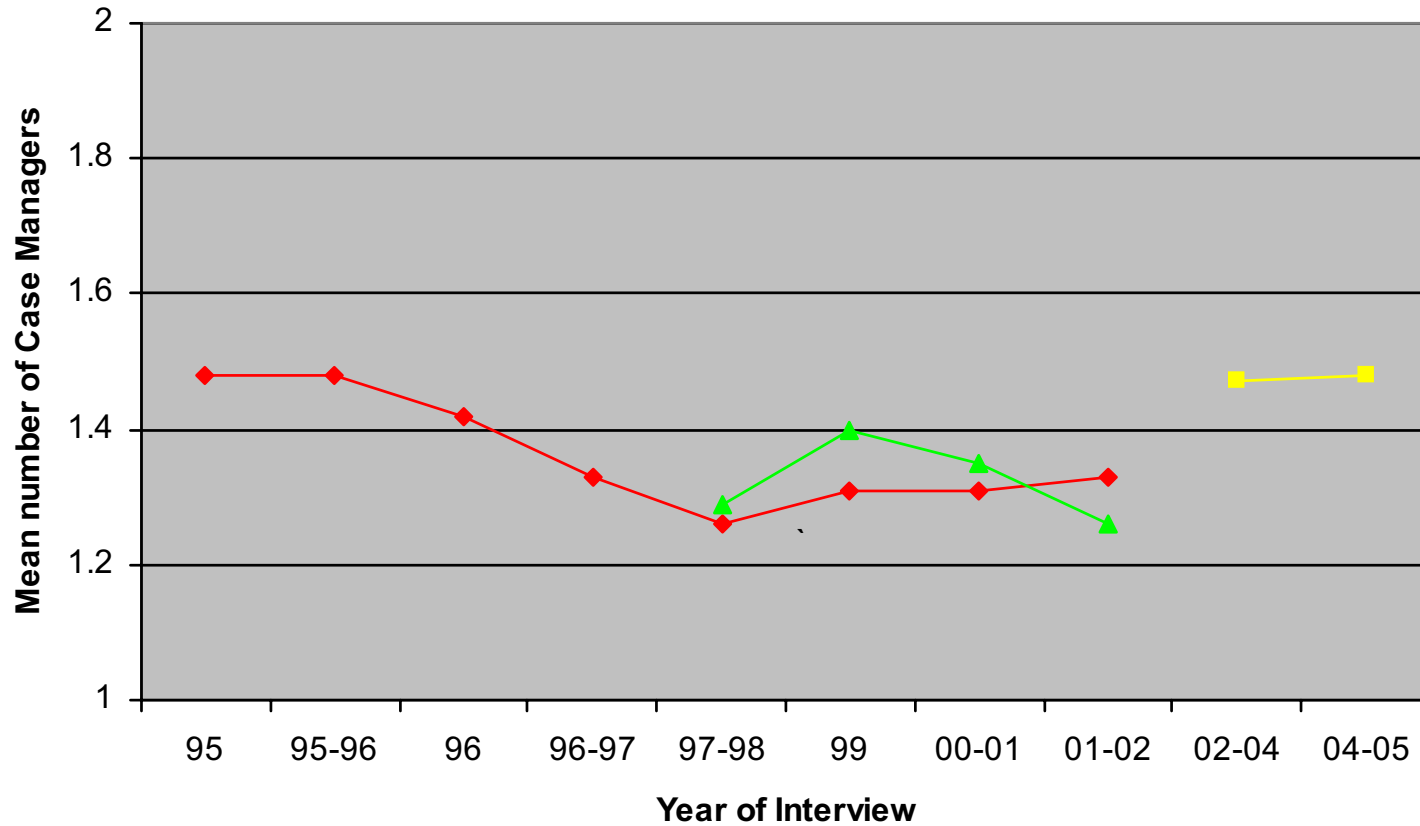
# Fig. 1 Case Managed CHAIN Participants



# Fig. 2 Number of Case Managers



# Fig. 3 Mean Number of Case Managers



# Fig. 4 Mean Number of Case Management Agencies

