

POLICY AND PROCEDURE

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Individual Therapy and Case Management Procedure

Partial Hospitalization Program (PHP)

Effective Date: 08/15/2025

Approved By: Director of Medical and Clinical Services

Review Schedule: Annually or as Needed

Applies To: All Programs — Outpatient MH/SUD, IOP, PHP, and Integrated Primary Care/Behavioral Health

Purpose

To outline procedures for providing individual therapy and case management services within the Partial Hospitalization Program (PHP). These services support individualized treatment, address barriers to recovery, and ensure coordination of care across providers and community resources.

Policy

Individuals enrolled in the Partial Hospitalization Program receive individualized therapeutic support and care coordination services as clinically indicated. Individual therapy and case management complement structured group programming and address personal treatment goals, crisis needs, and community functioning.

Services are delivered in accordance with CARF behavioral health standards, trauma-informed care principles, and person-centered recovery practices.

Individual Therapy Services

Individual therapy provides focused therapeutic intervention addressing the specific clinical needs of the individual served.

Individual sessions may address:

- Symptom management

POLICY AND PROCEDURE

REACH for Tomorrow

- Emotional regulation
- Trauma processing when appropriate
- Crisis stabilization
- Development of coping strategies
- Progress toward treatment plan goals

Frequency of individual therapy is determined based on clinical need and treatment plan goals.

Case Management Services

Case management services assist individuals in accessing resources and support necessary for recovery and community stability.

Case management activities may include:

- Coordination with medical providers
- Housing or transportation assistance
- Linkage to community resources
- Employment or education support
- Coordination with probation, courts, or other agencies when applicable
- Assistance navigating benefits and services

Procedure for Individual Therapy

1. The clinician reviews the individualized treatment plan and identifies therapeutic goals.
2. Individual therapy sessions are scheduled based on clinical need.
3. The clinician provides therapeutic interventions aligned with evidence-informed practices.
4. Progress toward treatment goals is reviewed and documented.
5. Safety concerns or significant clinical changes are addressed immediately and communicated to the treatment team when necessary.

POLICY AND PROCEDURE

REACH for Tomorrow

Procedure for Case Management

1. The clinician or case manager assesses barriers to treatment engagement and recovery.
2. Necessary referrals and service linkages are identified.
3. Staff coordinate with internal and external providers to facilitate continuity of care.
4. Progress in resolving barriers or accessing services is monitored.
5. Coordination efforts and outcomes are documented in the clinical record.

Care Coordination

Individual therapy and case management services are integrated with the overall treatment team process. Staff collaborate through multidisciplinary communication, treatment plan reviews, and care coordination activities to ensure services remain aligned with the needs of the individual served.

Documentation Requirements

All individual therapy and case management services must be documented in the electronic health record and include:

- Date and duration of service
- Type of service provided
- Interventions delivered
- Progress toward treatment goals
- Coordination activities when applicable
- Clinician signature and credentials

POLICY AND PROCEDURE

REACH for Tomorrow

Quality Monitoring

The organization monitors individual therapy and case management services through routine chart audits and program evaluation activities to ensure:

- Appropriate service delivery
- Alignment with treatment plans
- Adequate care coordination
- Compliance with program and regulatory standards