Langley Intensive Case Management (ICM) Team

The Langley ICM team* provides health and social services, focusing on client engagement, housing stability, and brokering services, including provision of and access to health care. They work with clients to create a plan to improve and stabilize their lives. Clients are engaged through multi-disciplinary teams and services are tailored to the needs of clients.

Team includes

| Clinicians/Case managers (4) | Nurses (2) | Nurse Practitioner (1 day a week) |
| Addiction Specialist (1) | Psychiatrist (1 day a week) | Housing Specialist (1) |

Services are provided 7 days a week, 12 hours a day, including:

- Housing brokerage and support
- Substance use counselling and/or access to treatment
- Accessing vocational rehabilitation support
- Supporting and encouraging: healthy lifestyle choices, personal hygiene, short and long-term goal setting and money management
- Provide up to 30 rent supplements
- Life skills support/skill building
- Connecting the person to community resources
- Connecting clients to income assistance services
- Assessing need for and facilitating access to medical care, including primary care (NP/GP), dental care and specialist care
- Grocery shopping with staff
- Transporting/accompanying clients to appointments
- Assisting clients to manage their medication if required
- Social and recreational events

Clients must be:

- 19 years of age or older
- Have problematic substance use or chronic dependence, with or without mental illness, concurrent disorders (substance use and mental illness) or co-existing functional impairment.
- Face complex challenges related to health, housing (e.g. being homeless or unstably housed), and poverty.
- Require more intensive services than are available in the traditional health and substance use system of care and often fall through gaps in health and social systems and have unmet health needs.

* The ICM team has been formed, but needs a permanent operational space. The top floor of the proposed supportive housing building could accommodate the space needed.

Langley Community Services Society – leads program working with 3 partner service providers: