

# 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)  
Peer Support Worker (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 		
	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:

