



Puzzle Pieces

Support Services

Puzzle Pieces Support Services is a Targeted Case Management agency and we have been providing services in the community since 2011. We are dedicated to assisting individuals with gaining access to services and resources to address identified needs. We aim to empower individuals to increase their overall quality of life by building upon identified strengths and assisting them with developing necessary skills to foster independence.

About TCM:

Mental Health Targeted Case Management (TCM) is a Medicaid-funded service for individuals who have a qualifying mental health diagnosis and unmet needs.

TCM is a comprehensive service that coordinates and monitors the needed services for **children** and **adults**.

TCM is geared toward effective coordination and management of multiple resources for the benefit of program participants.

Who is Eligible for TCM?

Any Child or Adult who receives **Medicaid** and:

- ~Has a mental health disability and requires ongoing assistance to access or maintain needed services;
- ~Needs service coordination from multiple services providers;
- ~Requires services to assist in attaining self-sufficiency in the living, learning, work and social environments; and
- ~Requires advocacy and coordination of care to maintain or improve level of functioning.

Targeted Case Managers can:

-Advocate for youth in the school system, attend IEP meetings, and provide resources such as tutoring and IQ testing to promote educational success.

-Assist participants and/or their caregiver with securing employment by providing information on job fairs and linking them to employers, as well as, helping them access training and resources to increase employability skills.

-Assist participants and/or their caregiver's ability to provide basic needs such as proper nutrition and clothing, and also apply for entitlement programs (Financial assistance, Medicaid, Food stamps, SSI).

-Assist participants with forming healthy peer relationships by linking to youth programs and mentoring services.

-Assist participants with developing natural and community supports and increasing involvement in extra-curricular and community activities to increase social skills.

-Assist participants and/or their caregivers with identifying and accessing available services and supports needed to maintain good mental and physical health, such as coordinating, linking and monitoring therapy services, medication management, psychiatric services, medical appointments and substance abuse treatment.

-Assist participants and their families with obtaining safe, affordable housing by linking them to rental agencies, subsidized housing programs, transitional housing programs, residential treatment facilities and assisted living facilities.

-Assist participants with maintaining housing to prevent homelessness by linking to financial resources.

-Assist participants with supporting the success of the family by linking them to parenting classes, respite providers and mental health support groups.

How can an individual access services?

To begin the process, complete a Request for Services form, which can be obtained from our website, www.puzzlepiecesfl.org. Please fax the Request for Services to 1-888-790-7002 or email request form to referrals@puzzlepiecesfl.org.

A representative will contact you to gather additional information. Please call 813-605-5555 if you have any questions regarding the program.