

ADMINISTRATIVE POLICY

- 1 All persons served by OPTIONS will have a single internal case manager assigned according to the program or services in which each client is served. OPTIONS case managers will work under the direct supervision of the OPTIONS Chief Operating Officer. Case manager assignments are listed below:
 - 1.1 Residential Program: Program Manager/QMRP assigned to Residential Programs. The Program Manager/QMRP will perform all case management duties related to functions outlined by the Department of Health Services (see Program Manager/QMRP Job Description, attached).
 - 1.2 Supported Living Program: Program Manager assigned to the Supported Living Program.
 - 1.3 Community Integration Services (CIS): Program Manager assigned to Community Integration Services. If a person is served by both Community Integration Services and OPTIONS Residential or Supported Living Program, the Supported Living Program Manager will be assigned as the internal case manager as specified in such documents as the Individual Service Plan, Individual Program Plan, Individual Education Plan, etc. The CIS Program Manager will be responsible for coordination with the internal case manager.
 - 1.4 Supported Employment Services: The Program Manager assigned to Supported Employment Services. If a person is served by both Supported Employment Services and OPTIONS Residential or Supported Living Program, the Supported Living Program Manager will be assigned as the internal case manager as specified in such documents as the Individual Service Plan, Individual Program Plan, Individual Education Plan, etc. The Supported Employment Program Manager will be responsible for coordination with the internal case manager.
 - 1.5 Crisis services: The program manager of Crisis Services. If a person receives services in other departments, the program Manager of Crisis Services will be the internal case manager.
 - 1.6 Traumatic Brain Injury: The program manager of the TBI Program. If a person receives services in another department, than that deparment manager will be the primary internal case manager.
- 2 The duties of the OPTIONS internal case manager will be as follows:

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- 2.1 Maintain all relevant supported persons case records.
- 2.2 Coordinate with funding sources and related agencies.
- 2.3 Ensure that supported persons receive appropriate individual services as specified in each supported persons Individual Service Plan, and coordinate with all professional service providers designated in the plans.
- 2.4 Meet with supported persons at least once each week to discuss progress toward individual goals and objectives identified in each person's Individual Service Plan.
- 2.5 Ensure that each supported person is safe, secure and receiving quality services as assessed by each client's referral and/or funding source.
- 2.6 Participate in OPTIONS Quality Assurance Committee.
- 2.7 Participate in OPTIONS Human Rights Committee.

POLICY DATE: February 1996

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