

ADMINISTRATIVE POLICY

- 1 All persons served by OPTIONS will have a single internal case manager assigned or supervisor according to the program or services in which each person is served. OPTIONS case managers will work under the direct supervision of an OPTIONS Program Director or administrative designee. Case manager assignments are listed below:
 - 1.1 Residential Program: The internal case manager will be the Program Manager/QIDP assigned to the Residential Programs. The Program Manager/QIDP will perform all case management duties related to functions outlined by the California Department of Public Health (CDPH) (see Program Manager/QIDP Job Description).
 - 1.2 Supported Living Services: The internal case manager will be the Program Manager or Program Supervisor assigned to the Supported Living Services Department.
 - 1.3 Community Integration Services (CIS): The internal case manager will be the Program Supervisor assigned to Community Integration Services. If a person is served by both Community Integration Services and OPTIONS Residential or Supported Living Services, the Residential or 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 Supervisor will be responsible for coordination with the internal case manager.
 - 1.4 Supported Employment Services: The internal case manager will be the Program Supervisor assigned to Vocational Services. If a person is served by both Supported Employment Services and OPTIONS Residential or Supported Living Services, then the Supported Living Services or Residential 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 Vocational Services Supervisor will be responsible for coordination with the internal case manager.
 - 1.5 Crisis Services: If a person receives services in other departments, the Program Manager of Crisis Services will be the internal case manager.
 - 1.6 Private Pay: The internal case manager will be assigned based upon the services provided and may vary based upon the need of each individual.
- 2 The duties of the OPTIONS internal case manager will be as follows:

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

POLICY DATE: February 1996
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