

Catholic Charities Diocese of Palm Beach, Inc.

Policy and Procedures Manual

No. of Policy 8006

SUBJECT: SERVICE PLAN FOR CASE MANAGEMENT

POLICY: For case management cases, service plans are developed within 10 working days of the completion of the assessment.

PROCEDURES:

- 1) Service plans are based on the assessment of need.
- 2) Family members, informal caregivers and significant others are involved in development of the plan for service, whenever possible.
- 3) The service plan should specify the following:
 - a) All needs;
 - b) All services and under what auspices they are to be provided;
 - c) Goal, amount, scope, and expected duration of each service element; and
 - d) Scheduled delivery of service.
- 4) A copy of the service plan should be provided to the person receiving services or his/her authorized legal guardian, or parent who signs the plan. The signed copy remains in the record.
- 5) Persons served are actively asked what they wish to achieve and are helped to understand that there are options which may be available to them the consequences of different choices, and how the organization can help them achieve their choices.

AUTHORIZED DATE: 01/11/01

REVISED DATE: 06/25/09