

Catholic Charities Diocese of Palm Beach, Inc.

Policy and Procedures Manual

No. of Policy 9004

SUBJECT: CASE MANAGEMENT COORDINATION

POLICY: Catholic Charities assumes case coordination responsibility in situations in which it is appropriate to the needs of the persons served or type and intensity of service.

PROCEDURES:

- 1) Catholic Charities assumes a coordinating role in carrying out the service plan in those cases in which:
 - a) Need, type of service, or lack of adequate service coordination by multiple providers indicate the necessity of such a role;
 - b) Catholic Charities is the most appropriate organization to assume such a role;
 - c) Catholic Charities has authority to do so; and
 - d) No other organization has assumed the responsibility.
- 2) Initial screening to determine eligibility occurs within 10 working days of application.
- 3) Assessment is conducted within 30 working days after the initial screening and any exceptions are documented as the result of the request of the person receiving services or a sudden change in the condition of that person.
- 4) Case coordination activities include the following:
 - a) Sharing, planning, and coordinating with the person or family served as fully as possible;
 - b) Arrangement for direct provision of services identified in the case plan by securing services elsewhere when needed services are not offered by the organization;
 - c) Periodically reassessing the service plan with any cooperating service providers and the person served;
 - d) Ongoing communication, including written agreements, where needed, with other involved providers regarding status, level of functioning, or emerging needs of the person served; and
 - e) Arranging for termination, referral, and follow-up.

AUTHORIZED DATE: 12/06/00

REVISED DATE: 04/29/05