

## 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 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 Manager or 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 Manager will be responsible for coordination with the internal case manager.
  - 1.4 Supported Employment Services: The internal case manager will be the Program Manager or 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 Manager or 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:

## ADMINISTRATIVE POLICY

- 2.1 Maintain all relevant case records.
- 2.2 Coordinate with funding sources and related agencies.
- 2.3 Ensure that persons 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 supported person 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  
Revised: April 2004  
Revised: August 2007  
Revised: May 2012  
Revised: August 2014  
Revised: August 2015  
Revised: September 2016  
Reviewed: October 2017  
Revised: October 2018  
Revised: November 2019  
Revised: November 2020