

## 16.14 Case Management

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to ensure that effective program coordination occurs between staff and participants by using an interdisciplinary team process.

### Procedure:

Program participants are assigned to an assigned Career Services staff member.

The Career Services staff member is responsible for intake and orientation.

Participants are introduced to other appropriate individuals/staff.

The assigned staff member will develop an IP for each program with the participant's input. Goals are set and limitations reviewed. The participant acknowledges the plan by signing. In the event the individual has previously participated in the program, the Individual Plan is updated and new goals are developed.

Participant services are reviewed and amended and the Individual Plan is modified as needed.

The assigned staff member submits log notes to officially record significant incidents occurring in the participant's program.

The assigned staff member provides input to referral sources as appropriate. The assigned staff member's supervisor also provides input as needed.

The assigned staff member is the liaison between the program and the referral source and will provide services as requested and appropriate.