

10A NCAC 27G .5903 OPERATIONS

(a) Provision Of Case Management. The case management process shall begin at the time the individual is accepted as a client and shall continue through the termination of the client/agency relationship.

(b) Case Management Activities:

- (1) Case management activities shall include:
 - (A) comprehensive assessment of the client's treatment/habilitation needs or problem areas;
 - (B) the allocation of responsibilities for implementation and monitoring of the treatment/habilitation plan;
 - (C) establishment of separate and joint responsibilities among staff and service agencies involved in helping the individual;
 - (D) planning for need or problem resolution through the identification or development of an appropriate service network inclusive of all available resources;
 - (E) assessment or determination of outcomes; and
 - (F) when minors are served, informing families of the availability of advocacy services.
- (2) When infants and toddlers are served, the following additional activities are included:
 - (A) developing transition plans in conjunction with the family related to entry into preschools which are the responsibility of the Department of Public Instruction or other involved public or private service providers;
 - (B) facilitating and participating in development, review and evaluation of individualized family service plans;
 - (C) coordinating with medical and health providers; and
 - (D) assisting parents of eligible children in gaining access to the early intervention services and other services identified in the individualized family services plan.

*History Note: Authority G.S. 143B-147;
Eff. May 1, 1996;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019.*