

# Case Management Roles & Responsibilities

Coming in November 2024 through Memo Series

# Case Management Agency

- Work Quality and Compliance
- Adequate Staffing
- Caseload Size
- Initial and Ongoing Training
- Policies and Procedures
- OHCDs Billing
- Waiting List Management
- Advisory Review Bodies
- Reporting and Deliverables
- Appeals
- Performance and Quality Improvement

# Case Manager

- Referral, Screening, and Intake
- LOC Screening and Eligibility Determination
- Support Planning
- Ongoing Coordination of Services and Supports
- Critical Incident Reporting
- Monitoring
- Complaints, Grievances, and Appeals



# Questions?