

Policy

It is the policy of Catholic Charities of Los Angeles, Inc., that client service planning is recognized as the crux of case management effort; planning involves tailoring a package of programs and services that reflect the client's identified needs, preferences, and strengths. The planning process is treated as an opportunity to develop problem-solving skills as well as a vehicle for growth. Clients' service plans are dynamic and should be modified when necessary to reflect the client's wishes and status or changes in the resource capacities of the environment. Service plans need to be client driven to the extent possible.



A. Service Planning Guidelines

1. A service plan consistent with the mission of the agency will be developed with clients served through its programs. An appropriate service plan will be developed based on the specific needs of the individual, and family.
2. Clients that are known by count only or by list/rosters do not have individualized client service plans; e.g., clients receiving food, clothing distribution, transportation, athletics, and group education.
3. Clients who are receiving case management services and therapeutic interventions all have a basic and comprehensive assessment that contributes to the formulation of the individualized service plan.
4. Initial service plan goals and objectives are based on identified needs and problems derived from the intake assessment. Client objectives are constantly reassessed depending on client progress and change of status. Client objectives shall be written in outcome measurable terms.
5. Catholic Charities recognizes that participation of the client and retention of client responsibility are key elements in the development of a service plan. The plan will reflect a relationship to the desires, needs, strengths, and limitations documented in the assessment. Clients and/or their legal representative shall sign the service plan document indicating their participation and agreement with the mutually developed plan. All individuals party to the development of the service plan will be given access to the service plan. Client service planning will address the client's transitional and aftercare needs as well as the most immediate service requirements.

POLICY #

CS105

SUBJECT:

***Service
Planning***

Page 1 of 4

**Approved by the
Executive Director:**

A handwritten signature in black ink, appearing to read "M. Lopez", is written over a horizontal line.

EFFECTIVE DATE

**DATE ADOPTED
BY BOARD**

**SUPERCEDES
CS 202**

POLICY #

CS105

SUBJECT:

*Service
Planning*

Page 2 of 4

B. Contents of the Service Plan

1. The service plan, which must be in writing, will outline the problem, need and planned service response. It should be completed within ten working days of completion of the assessment. The service plan should clearly specify:
 - a. the services needed
 - b. the services to be provided by Catholic Charities
 - c. the services to be obtained from other agencies
 - d. goals and objectives, written in measurable terms
 - e. assignment of individual responsibility for goal accomplishment
 - f. time frames for completion and/or review of goals and objectives
 - g. preliminary plans for termination, transition (aftercare) and any needed follow up
 - h. any fees to be charged or any payment arrangement for the services to be received
2. Clients living in residential care receive a full comprehensive assessment within 30 days of intake and in most cases, within two weeks of their arrival.

C. Maximizing Client Participation in Service Planning

1. Client centered planning includes the individual and when the client is a minor, Catholic Charities will involve the parent(s) and/or legal guardian(s) in the process.
2. Children that are in involuntary residential care, are actively encouraged to participate in their individualized therapeutic prescriptive plans; their family is invited and encouraged to participate in planning and case conferences including matters that require special incident reporting.
3. Progress of clients will be reviewed by the case manager and quarterly progress notes shall be documented regarding the client's service plan objectives; and shall do so more frequently, if determined necessary by the clients service plan or changes in client status. Annual reassessments occur from the date that the client was declared eligible for Catholic Charities services. The reassessment is to review client progress in meeting the objectives and to ensure the effective and timely provision of services. When changes in the service plan are called for, Catholic Charities will once again encourage client participation, including the client's parent or legal guardian in case of a minor client, in determining the adjustments or revisions that need to be made and ensure that the client is in agreement with these changes. The progress of the client and any changes in the service plan must be properly documented and kept in the client file.

4. All clients, including the parents or legal guardians of minors, are informed at the time of intake for services, the benefits and alternatives to the services provided by Catholic Charities. Minors are never accepted for clinical or residential treatment services without the legal consent of the parent, legal guardian or legal authority placing the client. Parents, legal guardians, and next of kin of children living in residence at the shelter for runaway and homeless youth are informed of the child's residence within 72 hours. Clients, parents or legal guardians of minors not able to participate fully in the service planning process are informed in advance about the benefits, risks, and alternatives to planned services. Good faith efforts shall be made by correspondence and telephone to contact legal representatives of the minor and these efforts shall be documented in the client file.
5. Catholic Charities case management and service planning practice never uses or recommends restrictive or intrusive plans to achieve client goals and objectives. Residential services do implement behavior management programs for clients who are out of control or who are acting out with negative behaviors. When behavioral intervention strategies are used, documentation in the client's file is noted, describing the reasons, intervention, and outcomes of the intervention.

POLICY #

CS105

SUBJECT:

***Service
Planning***

Page 3 of 4

D. Supports for Family Relationships

1. One of the highest priorities for Catholic Charities is to help support and maintain the family as "the first and vital cell of society." ⁱ
 - a. "The family has vital and organic links with society since it is its foundation and nourishes it continually through its role of service to life." ⁱⁱ
 - b. The primary role of the service planning process is to conjointly develop with the family, and family members outcome based objectives that strengthen family relationships which enable and empower each member to assume their role in the family and in society.
2. Families of clients are offered services and/or are included in the service planning process if indicated and with client consent. Attempts to include family members are documented.

POLICY #

CS105

SUBJECT:

***Service
Planning***

Page 4 of 4

3. A child that receives services from individual or group therapy, and out of home care, is an active participant in the service planning process, along with family members, if so indicated. The service plan is family centered with the primary goal for family reintegration of the child. The family centered service plan includes the following:
 - a. identification of the family's service needs
 - b. plans for maintaining or strengthening the parent-child relationship
 - c. plans for the maintenance or resumption of parental responsibility to the maximum extent possible
 - d. preparation for the return home, for adoption, for the most family-like permanent living arrangement for the child which has been in out-of-home care
 - e. preparation for independent living, as appropriate to the service plan
4. Aftercare plans will include the services stated in the Policy/Procedure CS110 on "Service Plan, Termination and Aftercare" that are applicable to this circumstance. Duration of aftercare follow-up depends on the standards for the program.

ⁱ *Second Vatican Council, AA, 11.*

ⁱⁱ *"On the Family"* Apostolic Exhortation Familiaris Consortio, Pope John Paul II