

**SOCIALLY NECESSARY SERVICES TOOL**  
**Case Management**  
**(400)**

**Purpose:** The *Review Tool* is a part of an integrative review process that evaluates/assesses technical compliance and the administrative application of Socially Necessary Services (SNS) by contracted providers. The *Review Tool* is a resource utilized to further enhance the collaborative efforts of the Bureau for Social Services (BSS), Acentra Health, and the SNS provider community in the delivery of quality services. The *Review Process* is applicable to **all** SNS providers and all BSS case types.

1.	During the period under review, are records of the service kept? (NOTE: If zero, then all questions are scored zero)	1	0	
2.	For the period under review does the service meet Admission Criteria? <ul style="list-style-type: none"> <li>Is there documentation supporting that the client was given the option of whether to utilize case management services?</li> <li>Is there documentation from BSS Regional Manager approving case management service? <b><i>Referrals from PATH for this service may only be made by the BSS Supervisor after receiving BSS Regional Program Manager approval.</i></b></li> </ul>	3	1.5	0
3.	For the period under review, does the service being provided meet the criteria of the services guideline definition? <ul style="list-style-type: none"> <li>During the period under review, did the provider successfully link the client to needed services in her/his area that would assist in maintaining the safety of children?</li> <li>During the period under review, is there documentation that the provider met with the client in the home?</li> <li>Is there documentation indicating that the provider attempted contact with the referred client within 72 hours of acceptance of the referral?</li> </ul>	3	1.5	0
4.	Is there a copy of the referral for services in the record?	1	0	
5.	During the period under review, is the documentation of each service provided specific to the client receiving the service?	4	2	0
6.	During the period under review are all documents signed by appropriately licensed/credentialed staff?	3	0	
7.	During the period under review, does the documentation support the duration and frequency of the service provided?	6	3	0
8.	During the period under review, is service appropriate to meet identified need?	3	0	

9.	Is there documentation indicating that a completed copy of the associated Needs Assessment and Service Plan was transmitted to the referring BSS worker/Supervisor within 30 days of initial contact with client(s)?	3	1	0
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