

OC Program Case Flow

Options Counseling is a short-term, person-centered service designed to assist individuals in exploring options, making informed decisions, and connecting to community-based services and supports within 30 days or less.

1. Referral Received

- *Within 2 business days*
- Contact consumer and schedule assessment

2. OC Assessment

- *Within 5 business days of referral receipt*
- Complete person-centered OC assessment and identify goals

3. OC Check-In

- *Within 5 business days after assessment*
- Review progress, barriers, and next steps

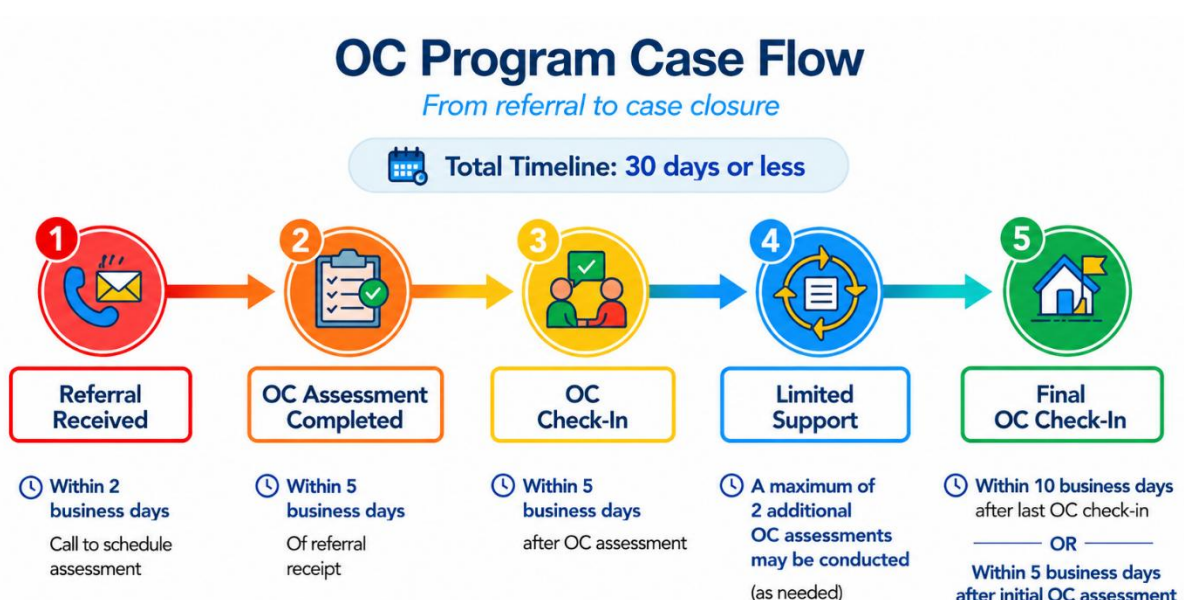
4. Limited Support

- *Up to 2 additional contacts/assessments*
- Provide short-term decision support, coordination, and referrals
(Please remember not ongoing case management)

5. Final Check-In

- *Within 10 business days of initial assessment OR within 5 business days of the last support contact*
- Review outcomes, confirm service connections, and close case

6. Mail OC Survey



 *Timely follow-up ensures consistent case progression*