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17—21.13(231) Monitoring. In order to ensure consumer health, safety and welfare, the case manager shall:

- 1. Monitor the provision of services on an ongoing basis;
- 2. Hold an individual face-to-face meeting with the consumer at least quarterly to review the service plan and services provided; and
- Document in the consumer's case files all contacts and case management activities undertaken on behalf of the consumer. [ARC 8489B, IAB 1/27/10, effective 1/7/10]