

**441—172.33 (234) Monitoring of service delivery.**

**172.33(1) *Case management.*** When the agency approves a child and family to receive one or more family-centered supportive service components, the child's agency worker shall be responsible for providing case management. Case management shall include maintaining contact with the child, the family, and the contractor to ensure that approved services:

- a.* Are delivered in a manner that will be most effective; and
- b.* Are helping to achieve identified goals and objectives.

**172.33(2) *Contractor progress reports.*** The agency shall establish and define mandated contractor reporting requirements for each family-centered supportive service component and include these requirements in the agency's request for proposals and contracts developed as a result of the procurement process.

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