Intensive Training Policy 12 – Obtaining the Client’s Signature on the ISS

Effective immediately obtaining a client’s signature on the ISS prior to the Supervisor approving/denying a case is forbidden. The case manager should initial the ISS then forward to the Supervisor for approval. The ISS must be approved by the Supervisor before obtaining a client’s signature. After the Supervisor has approved/denied the case, then the case manager can notify the client of the decision, and make the necessary arrangements to obtain the clients signature if the case has been approved.

Intensive Training Policy 12 – Obtaining the Client’s Signature on the ISS – effective date December 14, 2009

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