

## **Chapter 5 : OhioKAN Service Delivery**

# **Providing the Support Plan to the Family and Completing Documentation**

The Support Plan is completed and provided to the parent or caregiver within two business days of the contact where the Support Plan was developed. Any additional referrals or relevant documentation such as activity logs should be completed within the same timeframe. The Support Plan should be sent via the parent or caregiver's preferred method of communication (email, text, or mail) and Navigators are advised to include the date and time of the next scheduled contact in the body of the message so that the parent or caregiver can reference it quickly without having to open the file.