

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

### **Preparing to Check In**

Prior to initiating a check-in with the OhioKAN caregiver or parent, the Navigator reviews the documentation for the case, paying specific attention to the needs identified on the BASICS and the Support Plan, notes from the previous check-in on the Support Plan, the household composition, and the family strengths and supports. Navigators are encouraged to use names of household members and ask strengths-based open-ended questions whenever possible. For example, instead of saying, "Does your niece like the new school?" say, "How is Brittany doing with her transition to the new school?"