

Chapter 5 : OhioKAN Service Delivery

Before Following Up

Prior to dialing the OhioKAN Participant's number or sending an email, the navigator reviews the documentation for the service episode, paying specific attention to the needs identified on the BASICS assessment and the household composition. Navigators are encouraged to use names of household members whenever possible. For example, instead of saying, "how is your niece doing in her transition to the new school?" say, "how is Brittany doing in her transition to the new school?"