

## **Frequency of contact/best practice guidelines**

- Overall, were the counselor's efforts timely?
- Frequent and regular contact between the counselor and client is essential to good casework. Such contact must be documented in the record of services.
- Frequency of contact should be determined by individual circumstances and at critical points in the rehabilitation process.
- As a general rule, contact on a monthly basis is appropriate. More frequent contact should typically happen during assessment for eligibility, Individualized Plan for Employment (IPE) development, initiation of services, and when employment begins. Less frequent contact might reasonably occur after the client has stabilized in longer term services, such as when an individual has established good performance in a training program.