

**Project Name:**  
**Prepared by:**

**Special Needs Case Management**  
**Kristine Cooper, Family Resource Specialist**

**Job Description, Typing, Filing, Transcription of Correspondence into case note format, Data entry into database.**

**Knowledge of Microsoft Office Systems and Programs**

**Skills required—Excellent Organization, typing 40 wpm, legible printing, HIPAA and Privacy Act training Completion within first week of hire.**

**Overall Project Goal:** To meet the needs of our Special Needs families by providing annual contact, inquiry, resources and referrals to Work-Life services or to community support services. A special needs case management intern will be able to apply on a daily basis their knowledge and skills of social services through interfacing with Coast Guard members or their dependents that are enrolled in the Coast Guard's Special Needs Program.

### **Tasks**

1. The intern will work under the direct guidance and supervision of the Family Resource Specialist (FRS) and consult with the FRS regarding actions applied to each Special Needs Case Record.
2. The intern within a 10 week period will review as necessary approximately 200+ Special Needs Case Records to review for compliance and apply corrective actions as identified by the FRS.
3. The intern will manually type case note transcriptions as provided by FRS, ensure Case File Organization, populate excel spreadsheet to ensure case file compliance. .

**Expected outcome or form of deliverable service:** It is expected that each special needs family will have at least one documented contact from the FRS annually.

**Learning Objective:** The individual will learn the Coast Guard's procedures and policies as they relate to and govern the Special Needs Program. The intern will learn how manage and input information into a confidential special needs database. At the end of 10 weeks, the intern will be able to produce from the database a detailed report indicating the Special Needs Program compliance status of each special needs family. It is expected that the intern will be able to apply and practice their professional social welfare/service skills of inquiry, assessment, action and follow-up as they interface with special needs families and their supervising Family Resource Specialist.

Tasks 1-3 Due dates: (TBD)