



*Our mission is to reunite people
living with physical disabilities
with the community.*

POLICY: SERVICE PROVISION TRACKING

EFFECTIVE: August 2011

PURPOSE: The purpose of this policy is to provide a guide for the effective tracking of all service provisions. Effective tracking of all waiver and non-waiver services enhances the effectiveness for the delivery of services (approved by the current individual service plan) to the participant.

It is the responsibility of the Service Coordinator to secure the proper provision of waiver services through record keeping for each provider.

Service Coordination must maintain a high level of gatekeeping for all waiver services approved and provided by other providers.

PROCESS: The Service Coordinator will maintain consistent contact with the Participant by meeting face to face at least once a month and should maintain phone contact at least once every two weeks with the participant. During the home visit, the service coordinator should inquire about the other services received through the waiver by asking Participants: how they feel about the providers, the level of services they receive, and whether they have any complaints or thoughts to share regarding their service.

The Service Coordinator should exercise additional effort to ensure that services are being provided as noted in the approved Notice of Decision (NOD) and the approved schedule that is attached to the Service Plan.

The Service Coordinator should monitor provision of services by arranging a Team Meeting with all waiver providers before the next scheduled revision of the service plan. Service Coordinator will be afforded copies of the individual service plan and individual service reports (ISR) from each provider.