

FOOTHILLS GATEWAY, INC.

Client Change

Supported Living Services (SLS)/Children's Extensive Supports (CES) Program Approved Service Agency (PASA) and Independent Contractors (IC)

PROCEDURE:

Changing PASAs or Independent Contractors (IC): Client/Guardian Initiated

1. If an SLS/CES client or guardian is encountering difficulties with a PASA or Independent Contractor (IC) and is considering a change, the client should contact his or her Case Manager. The Case Manager will encourage the individual or guardian to talk with the IC or the agency representative.
2. The Case Manager should schedule an Interdisciplinary Team (IDT) meeting--if requested--within 10 working days.
3. At the IDT, the team will discuss the issues for change. All attempts to resolve the issue will be made by the team.
4. At the conclusion of the IDT, if the individual in services or guardian wants to make the change, the service provider will complete and serve notice per Division for Developmental Disabilities (DDD) rules and regulations or an agreed upon date determined by the IDT. Services will continue during this time period unless the SLS/CES participant or guardian waives the continuation of services with the current PASA/IC.
5. If the individual/family declines to meet and discuss the concerns then the concerns and the desired outcome must be documented by the Case Manager.
6. The individual or guardian will follow the SLS/CES Referral for Provider procedure or contact the preferred PASA, or IC to determine whether that PASA/IC will provide the services.
7. The individual's Case Manager will give the participant and parent or guardian the opportunity to interview PASAs and ICs advertised in the Referral for Provider booklet. If a release is signed the PASA/IC will contact the family/individual directly after the Resource Coordination Assistant emails the PASA/IC a profile.

Changing PASAs or Independent Contractors (IC): PASA/IC Initiated

1. If the PASA/IC is encountering difficulties with an individual in services, the agency should contact the individual's Case Manager.

2. If requested, the Case Manager will attempt to schedule an Interdisciplinary Team meeting (IDT) within 10 working days.
3. At the IDT, the team will discuss the relevant issues and reasons for the change. All attempts to resolve the issue will be made by the team.
4. At the conclusion of the IDT, if the PASA/IC wants to terminate services, the service provider will complete and serve notice per Division for Developmental Disabilities (DDD) rules and regulations or an agreed upon date determined by the IDT. Services will continue during this time period unless the SLS/CES participant or guardian waives the continuation of services with the current PASA/IC.
5. The Case Manager will assist the individual or guardian in selecting a new agency or IC (see above).

9/04; 7/05; 2/07; 4/08; 1/10; 7/11