

## FOOTHILLS GATEWAY, INC.

### Movement/Individual Change Comprehensive Services (HCBS-DD)

#### **PROCEDURE:**

Individuals who receive HCBS-DD (Comprehensive services) through Foothills Gateway, Inc. (FGI) and the Program Approved Service Agencies (PASA) should be afforded the opportunity to choose the PASA or Host Home Provider (HHP) they feel best meets their needs. Foothills Gateway is committed to respecting individual choice and facilitating reasonable and feasible changes in the best interest of the individual/family involved. Changes may be limited by the ability of the Community Centered Board and PASAs to provide alternatives.

**To achieve the best outcome for all involved, the Case Manager is responsible for notifying the Placement Coordinator and the Case Management Director of all issues that may result in changes. Notification should occur immediately. Notification of PASA Directors is necessary as well.**

Policies and procedures for Waiting List Management and Requests for Proposals (RFP) should be used as needed and appropriate to facilitate changes of PASAs.

Additional guidelines and considerations for the following situations:

- Person receiving services requests a different HHP.
  - HHP wishes to move from one PASA to another and continue to serve the same person in service.
  - HHP wishes to provide services with contracts from two different PASAs.
  - PASA wishes to terminate an HHP contract and continue to serve the individual.
1. When the individual receiving services is dissatisfied with their current services, the Interdisciplinary Team (IDT) will meet to discuss and attempt to resolve differences between the individual and current provider, to preserve the existing relationship if possible, and to assist the individual in completing the agency grievance procedure if necessary.
    - The Case Manager (CM) will notify the Director of the PASA prior to the IDT meeting and will communicate the results of the meeting afterwards.
  2. Requests for PASA or HHP changes resulting from documented incompatibility should be addressed immediately by the current PASA/HHP within timeframes established by the IDT. Mistreatment, Abuse, Neglect, Exploitation (MANE) incidents must be addressed immediately.

3. If the HHP has concerns regarding their relationship with the PASA, the HHP must initiate a meeting with the PASA Director or designee, discuss the concerns and afford the PASA the opportunity to address the concerns. The Case Manager will not be involved initially and will refer the HHP back to the PASA Director unless there is concern for the individual's safety or well being during the resolution of conflicts.
  - It is recommended that each PASA include expectations around non-solicitation and recruitment of individuals within their contract with each HHP.
4. If resolution does not occur between the involved parties, the IDT will meet and recommend alternative solutions that may involve in priority order:
  - A change from one HHP to another with the same PASA.
  - A move to a different type of residential service (example: group home, staffed setting) to be provided by the same PASA.
  - A plan for the PASA to relinquish the resource, terminate the HHP contract and transfer the individual to another PASA.
  - The IDT may suggest the individual remain with the current HHP and request a new PASA. The current PASA will need to relinquish the resource.
  - During a transfer of services from either one HHP to another HHP or from one PASA to another PASA, the following must occur (per the IDT):
    - The new PASA should complete a personal needs account audit within 15 days after the final transfer occurs.
    - A personal possessions inventory must be completed prior to the day of the transfer.
    - Doctor's orders and medications must be transferred immediately.
    - Transfer of a reasonable amount (to be determined by IDT) of personal needs money and all possessions should occur immediately.
    - The remaining personal needs money must be transferred to the receiving PASA within 60 days of the transfer if the PASA is responsible for personal needs accounting.
  - The HHP will give notice of termination as specified in their contract with the PASA (usually 30 days). The termination date should coincide with the date the new HHP or PASA begins providing services.
  - Any plan for change will also include the expectation that current services as outlined in the Service Plan (SP) will continue uninterrupted during the transition to a new setting.
  - The new PASA is responsible for moving the individual and all his/her possessions.
5. If an individual or family wants to change HHPs, the change shall be facilitated in a manner that is not detrimental to the individual, either provider or other individuals. The request for a change should be submitted to the Case Manager in writing and include the reason and desired outcome.
  - Upon receipt of the letter from the individual, the Case Manager will notify the PASA Director, who will follow up with the current HHP and family prior to requesting an IDT.

- If needed, the Case Manager will convene an IDT meeting to discuss the reason for the change and develop a plan for new services.
  - The HHP will be given notice based upon the PASA contract with the HHP and the individual needs.
6. When a PASA or HHP is contacted by an individual who is currently receiving services from another PASA or HHP, they should direct the individual to contact their Case Manager and follow the procedure for changing service providers. The PASA or HHP may supply general information about their services upon request.
  7. The PASA and HHP do not need to accept every person for services who expresses an interest in receiving services from them.

12/00..... 3/16; 2/17; 4/18