

# FOOTHILLS GATEWAY, INC.

## Service Plan Development and Implementation

### POLICY:

It is the policy of Foothills Gateway, Inc. to execute services according to provisions of the rules and regulations of Health Care Policy & Financing (HCPF).

### PROCEDURE:

The service plan will be developed in a person-centered manner by the Case Manager; the person receiving services; the parents of a minor, guardian, or authorized representative and others designated by the individual receiving services. This could include friends, provider staff and direct care professionals and will comprise the Member Identified Team (MIT).

The Service Plan (SP) will:

- Identify the unique constellation of strengths, abilities, needs, desires, and choices of the person receiving or requesting services, prioritize them, and identify the necessary services and supports.
- Provide a consistent and systematic person-centered focus among all services in which the individual is involved.
- Provide a basis for monitoring and evaluating the services and specifying responsibility for the delivery of services.
- Provide documentation of the authorized services and supports funded by HCPF.
- Provide documentation of decisions made by the MIT including any rights modification.
- Ensure that needs identified in the long-term care functional assessment are met.
- Identify a contingency plan for how necessary care will be provided if caregiver is unavailable due to an emergency.
- Describe the results to be obtained from the provision of services and supports identified in the service plan.

#### 1. Assessment and Evaluation

- The case manager will develop the SP within fifteen(15) days program eligibility.
- The SP will be based upon assessments, evaluation data and other information which identifies the strengths, abilities, and needs of the person.
- Formal assessments or evaluations will be conducted as frequently as determined necessary by the MIT.
- Provider agency assessments or evaluations that would be helpful as part of the service planning process, can be submitted to Case Managers at least **5 business days** prior to the SP meeting to allow time to review. Electronic submission for is available by following the Electronic Paperwork Submission process.

#### 2. Written Notice and Rights

The person seeking or receiving services, the Case Manager and others the person designated will be invited to attend and participate in the development of the SP.

- The Case Manager will hold the meeting at a time and place convenient for participation by the person receiving services, parents of a minor, guardian, and/or authorized representative and other invitees.
- The eligible and enrolled person will be offered a choice in providers and assisted in identifying services and supports.
- As a part of the SP process, the Case Manager will provide the person seeking or receiving services, parent of a minor, guardian, or authorized representative with a written and verbal summary of their rights and a description of how to exercise them, as well as the Foothills Gateway Dispute Resolution policy and procedure.

### 3. Member Identified Team (MIT)

- The person receiving services, their Case Manager, legal guardian, parent of a minor and authorized representative will be considered MIT members.
- If the person in services chooses so, the service provider representative will be a member of the MIT.
- Additional participants in the MIT will attend by invitation of the person receiving services.

### 4. SP Development

- The Case Manager will develop the SP in accordance with the rules and regulations of Health Care Policy and Financing (HCPF) and in a person-centered manner. Annual SPs will be signed by the person receiving services and/or their legal guardian and all service providers included in the service plan. Revised service plans will be signed by the person receiving services, and/or their legal guardian and any services providers impacted by the service plan revision.
- The outcomes of the service plan meeting will be documented in the approved HCPF case management system.

### 5. SP Distribution

The SP will be distributed as follows:

- A copy will be sent to the individual receiving services, parents of a minor, guardian, and/or authorized representative. If residing in the same home, one copy may be sent.
- A copy will be sent to each agency selected to provide services/supports to the person. This copy will be electronically distributed to the designated provider agency contact.
- Copies of the complete SP document will be disseminated to those outlined above within 15 working days of the SP meeting.
- The SP document will be made a part of the person's master record at Foothills Gateway, Inc.

### 6. Implementation of the SP

- The Case Manager assigned to the person receiving services will monitor to ensure implementation of the SP, including facilitating admission for the individual into programs and services identified and assisting the person receiving services and supports as needed in the admission process.

- The responsible agency will inform the Case Manager of the progress of the person receiving services in accordance with the rules and regulations of HCPF.

7. SP Review

The SP will remain in effect for a period not to exceed one year and may be reviewed and revised more frequently at the request of the person, parent of a minor or legal guardian.

8/86 ...12/22; 11/23; 3/24; 3/25; 3/26