

Family & Community Supports Monitoring Procedures

The SSS is the person identified in the ORC who is the single point of contact for the individual. They must know the individual well enough to ensure that health and safety issues are adequately addressed, desired outcomes are achieved as efficiently and effectively as possible, and the individual is living a life of his/her choice and design. There are a number of tools available that will assist the SSS in monitoring issues of health, welfare, and satisfaction of the individual as well as monitoring provider service delivery. Monitoring should be scheduled throughout an individual's span and incorporated as part of the contact each SSS is expected to have with each individual on his or her caseload.

There is a Service Monitoring form attached to this procedure. There are many other mechanisms used for monitoring purposes such as the assessment portion of the ISP, team meetings and various contacts with the individual, family and providers.

Service Monitoring

This tool is to be used two times during each person's span with each provider. First, at the time the SSS meets with the individual to review their ISP and gain consent for services during the first two weeks of the span and again near the mid point of the span. Those items to be reviewed at the beginning of the span are lightly shaded. If the individual has a residential provider, the visit should be in the person's home in order to ensure that the necessary documentation is present.

Midway through the span the tool should be used to monitor all sites at which the individual receives services. When serious issues emerge with the individual and/or provider, more frequent monitoring may be warranted.

If issues are noted during the monitoring visit that require corrective action by the provider, that request should be accompanied with a timeline for completion. A notation is to be made in one of the boxes on the back of the tool regarding the specifics of the request. The SSS should follow up to determine if the correction was made within the specified time frame. If not, a FCS Coordinator is to be notified via a copy of the monitoring tool. The issue will then be discussed at a FCS management team meeting to determine if there are similar issues in other units.

Tips for monitoring:

Prepare for the monitoring visit by reviewing the ISP, Review and Special Team meeting minutes. Formulate questions from those notes to answer from the records you plan to review at the monitoring visit.

Review medical records from the date of the last annual ISP meeting. Verify that the services, supports and/or issues identified in the ISP or other communication has been followed up. Determine whether routine medical appointments such as annual dental and medical exams have been completed. Note recommendations for follow up from medical providers to determine if the follow up has been completed and/or if recommendations should be discussed at future team meetings.

Review the past two months of personal finances using the checklist.