



Connecting Individuals with Disabilities to Their Community

May 13, 2011

To Our Service Provider Agencies:

Beginning 7/1/10 Community Bridges will institute a revised process for the number of service review meetings required each year. Specifically, we will no longer require 4 quarterly service review meetings per year in addition to the service agreement meeting. Rather, we will require **3** quarterly service review meetings per year in addition to the annual service agreement meeting. This is in keeping with the minimum standard outlined in He-M 503.

We will continue to recommend that the 3rd quarter review meeting be utilized as a preparation for the annual service agreement meeting, as has been our practice since August of last year. Please see the attached document which outlines expectations for the 3rd quarter service review meeting, the annual service agreement meeting, and expectations for completing administrative tasks in between these two meetings.

The intent of this process remains:

- To reach consensus about focus and specific wording of new ISP goals for the upcoming ISP cycle, prior to the ISP meeting
- To more effectively, and earlier, gather necessary annual documentation
- To improve completion timeframes for ISPs to meet regulatory standards
- To promote better advance scheduling of meetings to accommodate and include all parties
- To increase communication regarding planning for the individuals broad personal goals as well as service related goals, leading to more meaningful and appropriate individualized goal creation
- To promote better management of administrative tasks
Ensure that the service agreement meeting will be more tailored to the needs and goals of the individuals we mutually support, rather than to manage paperwork

We welcome your commentary about this revised process and your on-going feedback as to its efficacy. We will be unveiling this process with our Service Coordinators this month, and expect implementation by July 1.

Please do not hesitate to contact us with questions!
Sincerely,

Individual and Family Support Supervisors

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3rd Quarter Review and Preparation for Annual ISP Development, Documentation, and Planning

3 rd Quarter Review	...Between 3 rd and ISP meeting...	At least one month prior to scheduled ISP meeting	ISP
<p>IFSC Facilitates Meeting</p> <ul style="list-style-type: none"> • Full team, guardian, family, etc • Review current goals – status, progress, resolution • Review year in general (“looking back?”) • Envision future direction (“looking forward?”) <ul style="list-style-type: none"> – holistic, not just formal services but broader personal / life goals and who can assist • As a team begin to discuss focus of new service goals, specific wording of service goals • Discuss clinical / behavioral needs, services, review / assess current supervision needs, • Complete 3rd Q QRS AND last page • Review SC choice Options • Set ISP date, time, place, invitees, topics • Begin ISP Prep checklist • Annual SC paperwork • Collect signatures on releases, rights, etc. • Update face sheets, R & B, etc • Remind service provider to submit completed annual paperwork at least one month prior to ISP • Annual summary • New goal recommendations • BDS health form • Annual physical / health assessment <p>Give last page to IFS Program Assistant</p> <p>IFS Program Assistant – QA of ISP prep checklist to determine what is in file, what needs update</p>	<p>IFSC - Determine agenda for facilitating future planning discussion, brainstorm actions and roles based on current situation and priorities, individual and team requests, etc</p> <p>Reminder to service provider / family / guardian to send annual paperwork – annual summary, current physical information, BDS Health form</p>	<p>Service Provider agency / family / guardian – send required annual docs to IFSC</p> <p>IFSC e-mail goals to service provider agency for review – specifics re: statement, method & timeline, documentation requirements – through communication revise as needed</p> <p>IFSC - Receive annual paperwork –</p> <p>Submit BDS Health form, annual summary, annual physical to IFS Program Assistant</p> <p>Verify receipt of annual paperwork from service provider on tracking sheet</p>	<p>IFSC Facilitates</p> <ul style="list-style-type: none"> • Person-centered discussion re: reflections, personal goals, • Action plans for achieving goals • Include residential providers, family, guardian (and individual!) in roles and responsibilities • Confirm agreed upon formal goals – statement, method and timeline, documentation and start date - for new goals • Collect any outstanding documents / paperwork (BUT – there should not be anything outstanding at this point!!!) • Set dates for Q1 and Q2, or 30 day review if new services, monthly meeting needed, etc