

Wood County Board of Developmental Disabilities

PROCEDURE

Procedure #: 02-ALL-ALL-0244 (SS) **Subject:** Quality Assurance for Service and Support Administration
Effective Date: 02-21-89 **Last Revision:** 12-11-17
Person Responsible: Director of Service and Support Administration
Approvals/Date: Brent Olson 12/19/17 *Mandi R. Ryland* 12/15/17
Superintendent, WCBDD Date Department Director Date

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| 1. There shall be bi-weekly Service and Support Administration (SSA) staff meetings to discuss individual case needs. |
| 2. The Director of Service and Support Administration and Service and Support Administration Coordinators shall be available to meet and discuss with individual Service Coordinators as needed. |
| 3. The Service Coordinator shall identify the continuous review process tailored to each individual to monitor services received as identified in their ISP, for each individual on their caseload to ensure satisfaction and appropriateness. This will occur through review of documentation, review of written reports and correspondence, verbal reports, face to face visits and home visits as needed. |
| 4. When receiving HCBS Waiver service, if waiver services are not received at least monthly, the SSA shall monitor monthly that health and safety needs are being met and be documented in a TCM note. |
| 5. The Service and Support Administration Coordinators shall conduct an annual performance evaluation of Service and Support Administration staff. |

References: OAC 5123:2-1-11, 5123:2-2-03, 5160-40-01
42 CFR 440.169

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