PHHS-DDP-200 STATE OF MONTANA AGENCY CODE: 6901

(Rev 04/98) DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

REQUEST FOR CLARIFICATION/INTERPRETATION

TO:		FROM:	
	Name and Title: Jannis Conselyea		Name and Title: Donna Haggerty
	Organizational Unit: DDP Bureau Chief		Organizational Unit: Quality Life Concepts
	Address: DDP Central Office - Helena		Address: Great Falls

1. TYPE OF REQUEST: ☐ Follow-up to Verbal Request - Date of Verbal Request: Click here to enter text. X ☐ Written Request

2. STATEMENT OF QUESTION OR ISSUE: QLC is requesting clarification in reference to the PSP Procedure Manual dated April 1, 2013, found on your website.

1. On page 14, in the Actions section, it states that all action statements would begin with the person's name or and "I" statement. When would this be different?
2. On page 17, in the Case Manager Signature section, it states that all services listed on the person's cost plan are identified in actions. All clients served have a transportation item in their ICP's, so should we have actions that state, "I will be provided transportation by staff as needed"?
3. We have a base rate supported living client whose Vision is "I want to live in my apartment". The outcome is "I will live in my apartment". Can you provide examples of what the actions could be to support the person?
4. We are contracted to provide supports for the person for medication administration assistance, medical appointments, grooming and hygiene, housekeeping, laundry, etc. Would we need to have actions that are in measurable terms and state how these supports will be provided? If not how do we document that these supports have been provided for Case Management, Auditors, and the State?

3. ANSWER: (1) Follow the guidelines in the PSP Procedure Manual, dated April 1, 2013, page 14, use either the service recipient's name, "Bill will," or you could use an "I" statement "I, Bill will…."
(2) Yes, you will need a statement and you should be specific, follow the instructions on page 14 of the PSP Manual. "We, QLC (provider) will provide transportation 3 times a week to the community for integration and socialization.
(3) QLC, supported living coordinator will help Carrie with money management, shopping and housekeeping every day, 4 hours a day in order for her to achieve her vision and maintain her desired outcome of living in her own apartment.
(4) Yes, you need to have measurable, documented actions pertaining to the supports provided, relating how they will be provided, who will provide them and when they will be provided.

Approved and Issued by: /s/ (Program Director)

Date: 2-14-14

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