## Service Animal Acquisition Procedure

**References:** ARM: 37.40.1487

1. **Member requests service animal from their case manager/CM.**

2. **Pre Work Member Interest Phase:**
   - CM and member develop the POC which includes a request for a service animal.
   - CM explains HCBS 899-24 Stewardship Agreement.
   - CM sends the member the service animal packet.

3. **Pre Work/Service Provider Bid Phase:**
   - Member selects at minimum two service animal providers and requests a bid from each. Bid requests should be made by the member, if possible, as a service animal requires evidence of committed ownership.

4. **Pre Assessment Phase:**
   - CM assists the member with any acquisition/documentation questions.
   - CM provides support to member throughout this process.

5. **Collaborative Decision Phase:**
   - CM works with the local RPO and service animal provider to begin coordination towards the acquisition process.
   - CM obtains approval for the service animal from the local RPO.
   - Partial payment of the service animal begins with local RPO approval.

6. **Training Phase:**
   - Member works with the service animal provider during the training phase on specific handler tasks, expectations and responsibilities.

7. **Placement Phase:**
   - Service provider notifies CM and member of actual placement date of service animal once training is nearing completion.
   - Service animal provider places the service animal with the member and provides for any additional training needs, adjustments, and/or education.

8. **Adjustment Phase:**
   - Member works with their new service animal and the training organization for a period of time and notifies the CM if any issues arise.

9. **Post Assessment Evaluation Phase:** Complete training organization post assessment.

10. **Finalization:**
    - *Authorization from local RPO to release second phase of payment is given.*