



**SENIOR & LONG TERM CARE DIVISION
COMMUNITY SERVICES BUREAU**

**HOME AND COMMUNITY BASED
WAIVER
Policy Manual**

**Section: CASE MANAGEMENT
SYSTEM**

Subject: Member Input

PURPOSE

Each case management team must develop a process to obtain member input concerning the HCBS Program and to provide members an active voice in the direction of long term care services in their communities. This input may be obtained in a variety of ways.

1. Member Advisory Council—which is an effective mechanism for obtaining member input. The council must be representative of the CMTs caseload and advise the team on the provision of HCBS services, long term care services, and general issues impacting them and their community. Each council may be unique and reflect the needs of the members served by that particular team.

Council members are to be individuals who were previously, or are currently, on the case management team’s caseload; or a family member of an individual served. Council must meet a minimum of twice times a year.

The advisory council must develop a mission statement, an explanation of its role vis-à-vis the program and frequency of meetings. The council must keep minutes of each meeting and submit them to the HCBS Program Manager and Regional Program Officer.

2. If a CMT is not able to develop an effective Member Advisory Council they may develop their own process. Listed below are suggestions for gathering input which should be used in addition to the annual survey. The survey alone is not sufficient to meet this requirement.

Section: HOME AND COMMUNITY
BASED WAIVER POLICY
MANUAL

Subject: **Member Input**

- Conference Calls;
- Blogs;
- Interactive newsletters;
- Member attendance at Community Services Bureau Conference with follow-up by case managers to obtain input; and
- Other innovative ideas as developed by the CMT

REQUIREMENT

As a part of the Quality Assurance review, the CMT will be required to provide documentation of their process, including input received and their efforts to utilize the information to improve services. See HCBS 608.

SANCTIONS

CMTs may be sanctioned if they fail to meet this requirement.