

PLB Training

Documentation Requirements

September 24, 2008

REQUIRED DOCUMENTATION

- ➡ Individualized Support Plan and/or Person Centered Plan
- ➡ Individual Progress Notes
- ➡ Staff Time Sheet
- ➡ Project Monthly Unit Summary
- ➡ PLB Monthly Invoice

UNIT OF SERVICE DEFINITION FOR ALL SERVICE AREAS

- One hour of face to face service/support directly related to the individual's outcomes as identified in the **individual's support plan and/or person centered plan** as it relates to the PLB funded project.
- For Example:
 - **Billable** = One hour of face to face contact with an individual at work, in their home or in the community.
 - **Non-billable** = One hour of completing paperwork or travel time, etc.

In Addition to the Definition for All Service Areas, the Following Applies to Supported Employment Services Only:

- Billable contact may be made by phone in emergencies and/or limited calls to the employer for retention purposes as documented in the support plan/person centered plan and must be related to the PLB funded project.
- Calls must be fully documented in the progress notes.
- Phone contact for ongoing support is **not** billable.
- **For Example:**
 - **Billable** = Calling the consumers employer to discuss the consumer's work progress towards goals.
 - **Non-billable** = Staff calling Call-a-Ride to schedule transportation for the consumer.

In Addition to the Definition for All Services Areas, the Following Applies to ISLA Services Only:

- Billable contact may be made by phone in emergencies and/or to provide limited services/support as documented in the support plan/person centered plan and must be related to the PLB project.
- Calls must be fully documented in the progress notes.
- Phone contact for ongoing support is **not** billable.
- For Example:
 - **Billable** = Calling the consumer to remind them to take their daily medications while they are developing skills to independently administer their medications.
 - **Non-billable** = Staff calling Call-a-Ride to schedule transportation for the consumer.

PERSON CENTERED PLAN &/OR INDIVIDUALIZED SUPPORT PLAN

- ➡ Agencies will use Person Centered/Individual Support Plans in the delivery of service/supports to consumers.
- ➡ The plan is a written document of services and supports that build upon the individual's ability to live, work, and participate in their community and recognizes the individual's preferences, choices and abilities.
- ➡ Essential elements of the Person Centered Plan &/or Individualized Support Plan:
 - The plan identifies the projected outcomes and support needs of the individual. Outcomes must relate back to the PLB outcomes.**
- ➡ The Agency maintains a person-centered approach to all services and supports.
- ➡ Annually updated to keep the plan current
- ➡ Presence of input from the consumer.
- ➡ Documentation that the plan addresses the medical, employment, socialization, transportation, home and community needs of the consumer.
- ➡ Documentation that the services provided to the consumer includes targets of intensity and timelines.
- ➡ Documentation of clear goals, how progress will be measured, who will be responsible for collecting the data and timelines for completion.
- ➡ This document is completed by the individual and significant people in the individual's life.
- ➡ The plan must identify the need for/extent of the service/support as well as the level/type of support to be provided.
- ➡ The purpose of this quality improvement activity is not to insist on any particular goals for the consumer, but to assure that goals that are developed have outcomes to be achieved and progress is being tracked.
- ➡ The PLB understands that not all agencies have the resources to develop person centered plans.
- ➡ However, the PLB encourages all agencies to participate with their consumers in the person centered planning process through the St. Louis Regional Center, and to access and utilize those person centered plans that have been developed in the agency's service planning for each of their PLB funded consumers.

Guidelines to be followed when writing progress notes:

- ➡ Progress notes are legal documents.
- ➡ Document progress toward achieving outcomes, previously stated.
- ➡ Progress notes must be written following each time a unit is served.
- ➡ Progress notes contain only the proper name of the consumer. When referring to others use first name, title, or initials.
- ➡ Must indicate time in/out, date of service and units provided.
- ➡ Must be signed by the consumer for all one on one support.
- ➡ Group programs must have sign in sheets for the individuals in attendance.
- ➡ Without proper documentation, the service did not occur and will not be reimbursed.
- ➡ Progress notes are a factual account of the activities of the individual.
- ➡ Progress notes should not include staffs judgments, assumptions, and/or thoughts.
- ➡ Progress notes are written in behavioral terms.
- ➡ Progress notes should be person centered and focused on the consumer
- ➡ Progress notes should document specific areas of support that were addressed in the Person Centered Plan or Individual Support Plan.
- ➡ Progress notes must be written legibly and the information must be clear to others who read the document.
- ➡ Progress notes should be written in BLACK or BLUE ink only.
- ➡ White-out may never be used on progress notes or any other documentation. When a mistake or spelling error occurs while writing progress notes, draw one line through the mistake and initial it.
- ➡ Staff must sign, date and indicate length of support, time in/out.
- ➡ Individuals must have access to his or her progress notes.

Remember, if it's not documented...it didn't happen!!!

Staff Time Sheet

- Summarizes the time a staff member worked. (weekly, by-monthly, etc.)
- Includes the staff person's name.
- Includes the name of the individual being supported.
- Includes dates worked.
- Includes time worked, units of service provided.
- Indicates billable and non-billable hours worked.
- Must be signed by staff and dated.
- Must be signed by the supervisor and dated.

***The Agency must reconcile billable staff time worked to units billed**

**PROGRESS
NOTES
UNITS** = **BILLABLE STAFF
TIME** = **BILLABLE
UNITS**

Project Monthly Unit Summary

- List all consumer receiving services during the month
- Billable Units of service provided by week of service
- Total billable units of service provided for the month
- Signature of the person preparing the form
- Signature of the person reviewing and approving the billing