Hardin County Board of Developmental Disabilities
POLICY

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Title: Service and Support Administration Records		
Regulatory Authority: ORC 5123:2-1-11(A), (B), (H)		
Effective Date: 5/18/21 Annual Review Date: May 20, 2025		
Reviewer/Job Title: SSA Manager or designee		

RECORDS
SERVICE AND SUPPORT ADMINISTRATION

(A) PURPOSE

(1) The purpose of Service and Support Administration Policy is to define the responsibilities of the Hardin County Board of Developmental Disabilities (HCBDD) for service and support administration and establishes a process for eligible individuals to receive service and support administration and have an identified service and support administrator (service consultant) who is the primary point of coordination for each individual.

(B) DEFINITIONS

"**Alternative Services**" mean the various programs, services, and supports, regardless of funding source, other than home and community-based services, that exist as part of the developmental disabilities service system and other service systems including, but not limited to:

1. Services provided directly by the HCBDD;
2. Services by non-county board providers and funded by the County Board;
3. Services provided and funded outside the developmental disabilities system; or
4. Services provided at the state level.

"**Assessment**" means the individualized gathering of comprehensive information concerning each individual's preference, personal goals, needs, and abilities, health status and other available supports.

"**Budget for Services**" means the projected cost required to implement the Individual Service Plan (ISP) regardless of funding source.

"**DODD**" mean the Ohio Department of Developmental Disabilities.

"**Guardian**" means the legal guardian of a minor or adult individual. If no guardian of the person has been appointed for a minor, "guardian" means either parent of a minor unless the parents are separated or divorced or their marriage has been dissolved or annulled, in which case "guardian" means the parent who is the residential parent and legal custodian of the minor. If no guardian of the person has been appointed for a minor and the minor is in the legal or permanent custody of a person or government agency, "guardian" means that person or government agency.

"**Home and community-based services waiver**" means a Medicaid waiver and includes an Individual Options Waiver (I/O), a Level One Waiver, a Self-Empowered Life Funding Waiver (SELF), and the Transitions Developmental Disabilities (TDD) Waiver.

"**Individual**" means an eligible individual of the HCBDD.

"**Individual Service Plan**" means the written description of services, supports, and activities to be provided to an individual.

"**Natural Supports**" mean the personal associations and relationships typically developed in the community that enhance the quality of life for individuals. Natural supports may include family members, friends, neighbors, and others in the community or organizations that serve the general public who provide voluntary support to help an individual achieve agreed upon outcomes through the individual service plan development.

"**Person-centered planning**" means on ongoing process directed by an individual and others chosen by the individual to identify the individual's unique strengths, interests, abilities, preferences, resources, and desired outcomes as they relate to the individual's support needs.

"**Primary point of coordination**" means the identified service and support administrator (service consultant) who is responsible to an individual for the effective development, implementation, and coordination of the individual service plan (ISP).

"**Service and Support Administration**" or SSA means a set of mandated functions to be provided by the HCBDD. SSA supports individuals in determining and pursuing goals and maintains the individual as the focus while coordinating services across multiple systems.

"**Service Consultant**" means a person employed by the HCBDD to perform the functions of service and support administration and who holds the appropriate certification.

"**Single Point of Accountability**" means the identified service consultant responsible to an individual for the effective implementation and coordination of the ISP process.

"**Team**" means the individual's natural supports, the service consultant, the designated advocate, direct support staff, providers, licensed or certified professionals, guardian, if applicable, and other persons chosen by the individual to help the individual think through possibilities and decisions.

(C) SERVICE AND SUPPORT ADMINISTRATION RECORDS

(1) Paper or electronic records shall be maintained for individuals receiving

service and support administration and shall include, at a minimum:

(a) Identifying data;

(b) Information identifying guardianship, an adult whom the individual has identified as an advocate, trusteeship, or protectorship;

(c) Date of request for services from the HCBDD;

(d) Evidence of eligibility for HCBDD services;

(e) Assessment information relevant for services and the ISP process for supports and services;

(f) Current ISP;

(g) Current budget for services;

(h) Documentation that the individual exercised freedom of choice in the provider selection process;

(i) Documentation of unusual incidents;

(j) Major unusual incident investigation summary reports;

(k) The name of the service consultant;

(l) Emergency information;

(m) Personal financial information, when appropriate;

(n) Release of information and consent forms;

(o) Case notes which include coordination of services and supports and continuous review process activities; and

(p) Documentation that the individual was afforded due process, including appropriate prior notice of any action to deny, reduce, or terminate services and an opportunity for a hearing.

(2) When the HCBDD uses electronic record keeping and electronic signatures, the HCBDD shall establish policies and procedures for verifying and maintaining such records.