

PERSONAL ASSISTANCE POLICY

I. **Purpose:** It is the intent of San Andreas Regional Center to support the maximum development of an individual's potential by providing care and supervision to the individual in the home and the community, in compliance with all state and federal laws, regulations, and court decisions.

II. **Definitions:**

• **Consumer, individual, and person served are used interchangeably in regional center policy and the Lanterman Developmental Disabilities Services Act, and mean a person who has been found eligible and receives services from the regional center.**

• *Personal Assistance* means a continuum of support, care and supervision in the person's home and/or a variety of settings to enable or maintain integration in the community. Personal Assistance focuses on keeping individuals safe while providing direct support in a variety of settings, including work, appointments, community activities, and in their own home.

III. **Policy:** It is the policy of San Andreas Regional Center to assist with the safety and supervision of individuals at home and in the community to encourage choice, inclusion, and independence.

Personal assistance is typically provided to individuals who require additional support either at home or in a community setting. This can include personal care, daily living skills, attending appointments, medication reminders, household activities, support, and supervision. The Planning Team, having utilized all available generic resources and current services and supports, including natural supports, determines the amount of personal assistance hours needed.

IV. **Purchase of Service Standard:** Hours are based on the needs of the individual identified in the Individual Program Plan process.

The Individual Program Plan (IPP) must identify specific needs requiring Personal Assistance. The need for Personal Assistance hours will be reviewed no less than annually to support the needs of the individual.

- V. **Exception Process:** The executive director has full discretion to authorize purchases of service which are exceptions to the board-adopted purchase of service policies and standards.

The executive director has designated that the Director and Associate Directors of Consumer Services are authorized to grant an exception in the executive director's stead; these individuals are referred to as director's designees.

The first formal discussion of a request for service takes place at the planning team meeting. If the request falls within the service policy, the request is granted.

If the request for service is not consistent with the policy, the service coordinator starts the exception review process by exploring the basis for the request. A timeline for the director's exception review is set by agreement between the individual/family and the service coordinator but the timeline may not exceed fifteen (15) days. Within that time, another planning team meeting will be convened. In the meantime, the coordinator presents the information to the manager to determine whether a director's exception may be warranted. At the scheduled planning team meeting the decision will be made. The director's designee will attend the planning team meeting if necessary. If the exception is granted, the service coordinator amends the person-centered individual program plan, notifies the individual/family, and gives a copy of the amended plan to the individual/family.

- VI. **Notice of Action:** If the exception is not granted, the service coordinator promptly informs the individual/family that it has not been granted, informs the individual/family of their appeal rights, and sends a notice of action and a fair hearing form.

If a decision is made to deny, reduce, or cancel the service without the agreement of the individual or the individual's representative, a Notice of Action will be sent.

DDS Approved May 2, 2019

Board Adopted May 20, 2019