



**NYSARC, Inc., Cattaraugus Niagara Counties Chapter
Cattaraugus Rehabilitation Center, Inc.
(Hereinafter, Intandem)**

Community Habilitation Procedures:

Procedure: Scheduling Services

Discussion of the Individuals availability to participate in the Community Habilitation services begins during the referral process. This may be at the first Life plan meeting the supervisor or program representative attend to introduce the individual to the Community Habilitation Service and begin to develop the Staff Action Plan.

A schedule for services that meets the individuals needs and the program is able to provide is established to begin the services. The benefits of a consistent schedule for the individual as well as the staff is discussed.

The needs of the individual along with the availability of staff to provide Community Habilitation in the area that the individual lives is considered when assigning the individual to a staff's caseload.

Other considerations a supervisor utilizes when assigning caseloads:

Supervisors assign and schedule staff to work with individuals that live in close proximity and/or in the same direction of travel on the same day.

Supervisors assign staff caseloads based on a specific point of reference for that staff; either the office or the staff's home.

Staff that live in other areas of catchment area have individuals assigned to them that live in that area.

The need of the individual is assessed and the amount of service time is scheduled in a maximum block of time to offset the impact of travel.

The supervisor can assess the mileage cost of the staff travel for their caseload verse the use of an agency vehicle. The supervisor will discuss with staff which mode of transportation is most beneficial for the individual and which is most cost effective for each staff to utilize.

Procedure: Program staff expectation

- Once a month staff come to the office for an in person staff meeting.
- The program supervisor coordinates the staff's schedule and caseload based on their employment status, location, and needs of the individuals. The staff review their caseloads and schedules each staff meeting and indicate any changes not yet communicated to the supervisor. The final approval for the change is provided via the supervisor.

- If there is a call off, no show, or the need for the flexing of the individuals services provision in a given week the staff must notify the supervisor. The schedule change is monitored and the final approval given through the supervisor.
- Staff must notify their supervisor, as soon as possible, if they will not be able to complete their service time in a given day so alternate arrangements can be made to provide the service and/or notify the individual of the situation.
- Documentation:
 - Daily note for each service is completed at the end of the service with the individual during billable time. This allows for a more person centered service in which the individual is part of the process:
 - Staff are to drop off their paperwork at the office once per week.

Procedure: Service Productivity

To maintain program validity and quality of service through ensuring that at least 60% of staff's time is spend providing direct service to PWS.

- Productivity will be expected to be at or above 60%. At least 60% of staff's time is to be spent providing direct service to the PWS on their caseload.
- Staff will be required to complete and submit a Productivity form each month to the supervisor.
- Any deviation that would cause a staff to be below the 60% productivity expectation will be at the discretion of the supervisor.