



The Hilltop Institute

analysis to advance the health of vulnerable populations



Case Manager/Supports Planners: Person-Centered Planning

The Centers for Medicare and Medicaid Services (CMS) is requiring states to review and evaluate current Home and Community-Based Settings (HCBS). There are new rules to make sure that individuals who get Medicaid waiver services and supports have full access to the benefits of community living.

More information about the rule may be found at:

<http://www.medicaid.gov/MedicaidCHIPProgramInformation/ByTopics/LongTermServicesandSupports/HomeandCommunityBasedServices/HomeandCommunityBasedServices.html>

This survey asks about participants' service plans and the process used for writing those plans. Please answer the following questions based on what generally happens when a service plan is written. The term service plan will be used throughout the survey to refer to plans of service, person-centered plans, or individual plans.

The surveys will be used to assist the Maryland Department of Health and Mental Hygiene (DHMH) write its transition plan for CMS.

If you have questions about the plan you may contact DHMH by email at: dhmh.hcbssetting@maryland.gov.

You may also send questions to:

DHMH
201 W. Preston Street
Baltimore, MD 21201
Attn: Rebecca VanAmburg

If you have any questions about this survey, please contact MaryAnn Mood, Policy Analyst at The Hilltop Institute, 410-455-6395, mamood@hilltop.umbc.edu.

This survey should take you approximately 15 minutes to complete. There is space at the end of the survey for additional comments.

Please return the completed survey to:

UMBC
The Hilltop Institute, 3rd Floor Sondheim Hall
1000 Hilltop Circle
Baltimore, MD 21250
Attn: MaryAnn Mood

All surveys must be RECEIVED by October 31, 2014 to be included in the analysis.

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Background Information

1. Please provide information about the person completing the survey below.

Name: _____

Company: _____

Address: _____

City/Town: _____

State: _____

Zip: _____

Email address: _____

Phone number: _____

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Person-Centered Planning

Please choose one answer—by filling in the circle—for each question. Please answer the following questions based on what generally happens when a service plan is written.

The term service plan will be used throughout the survey to refer to plans of service, person-centered plans, or individual plans.

2. What waiver are individuals on that you are assisting?

- Autism Waiver
- Community Options Waiver
- Community Pathways Waiver
- Traumatic Brain Injury (TBI) Waiver

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Person-Centered Planning

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3. Are individuals informed of all the services they are eligible to receive?
 - Yes
 - No

4. Are individuals informed of their different provider options?
 - Yes
 - No

5. Do the service plans clearly list the choices that individuals were given regarding provider options?
 - Yes
 - No
 - Does not apply. Different options are not presented to individuals.

6. Do individuals pick their service providers?
 - Yes, all of their providers
 - Some of their providers
 - No, none of their providers

7. Do individuals know how to make a request for a new service provider(s)?
 - Yes
 - No

8. Do individuals pick who participates in writing their service plan?
 - Yes, individuals pick all of the participants
 - Individuals pick some of the participants
 - No, individuals do not pick any of the participants

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Person-Centered Planning

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9. Do individuals pick the time of day for the meetings regarding their service plan?
 - Yes
 - No

10. Do individuals pick the location for the meetings regarding their service plan?
 - Yes
 - No

11. Are individuals given an opportunity to ask questions when writing their service plan?
 - Yes
 - No

12. Are the individuals' needs correctly identified in their service plan?
 - Yes
 - No

13. Do individuals pick the goals for their service plan?
 - Yes, all of them
 - Some of them
 - No, none of them

14. Are individuals' strengths identified in their service plan?
 - Yes
 - No

15. Are there items in individuals' service plans to lower any risks identified in their risk assessments?
 - Yes
 - No
 - Does not apply. Risk assessments are not completed.

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Person-Centered Planning

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16. Are service plans written in plain language so that individuals can easily understand their plans?

Yes

No

17. Do individuals' service plans include how paid providers will help them reach their goals?

Yes

No

18. Do individuals' service plans include how unpaid providers (unpaid family members, for example) will help them reach their goals?

Yes

No

19. Are individuals able to request a time to update their service plans, outside of annual reviews?

Yes

No

20. Are the persons responsible for monitoring individuals' service plans identified in those plans?

Yes

No

21. Are individuals told how to file a complaint if they do not agree with their service plan?

Yes

No

22. Are individuals given a copy of their service plan?

Yes

No

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Person-Centered Planning

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23. Are individuals asked to sign their service plan?

- Yes
- No

24. Are service providers given copies of the individuals' service plans?

- Yes
- No

25. Do service providers sign the service plans for individuals they are providing services to?

- Yes
- No

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Comments

26. Comments or questions?

Thank you for completing this survey!

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