

# MONITORING OF SERVICES

## Policy and Procedure

---

### POLICY

(Ref. 10 CCR 2505-10 8.609.5)

Individuals receiving services from Metro Support Services, Inc. (MSS) have the right to an environment that is safe and meets the individual's needs while promoting health and happiness.

To ensure this environment, regular monitoring of the following occurs through:

- Private conversation with the individual receiving services, host home provider, or direct support person, and guardian if applicable;
- Observation of host home provider or direct support person and individual receiving services;
- Review of documentation in Therap/Residential file and completion of Home Visit monitoring report;
- Completion of follow-up as needed;
- Satisfaction survey form.

A report summarizing monitoring is completed. This report identifies trends and states actions to be taken. Cumulative trends are reviewed throughout the year(s) to evaluate ongoing provision of quality services. In addition, when available, an outside professional will be utilized to monitor services and submit a report to MSS for additional monitoring purposes.

### PROCEDURE

- Program Coordinators will conduct monitoring visits 10-12 times per year, to include announced and unannounced visits at the provider/individual's home.
  - Unannounced visits will be conducted at a minimum of twice annually, but may occur at any time as necessary.
- Nursing home visits shall occur every 1-3 months, or more frequently as needed.
- Both Program Coordinator and Residential Nurse will complete a Therap report following visit that summarizes the individual's appearance, interaction with provider and others, community integration, financial status of personal needs, medical issues/concerns, etc.
  - Follow-up will be requested of and completed by provider immediately, but not to exceed 14 days from the date of monitoring visit.