

# Documenting Home and Community Based Services

Training for Agency with Choice:  
Support Service Workers & Managing Employers



# Training Objectives:

1. **Support Services Worker (SSW)** to understand the difference between the types of services and correct documentation for *Home and Community Habilitation, Companion, Respite*.
2. **Managing Employers** to correctly manage the daily activities of the SSW and ensure outcomes and action plans of the Individual Support Plan (ISP) are met.



# Documentation.

## *What? How? Why?*

### *What?*

- Support, Assistance and Activities

### *How?*

- Participant's Involvement, Response and Achievement

### *Why?*

- Track outcome achievement
- Verification of use of government funding





# Individual Support Plan (ISP) Outcomes

- Outcomes = Goals
- Individualized
- Individual Support Plan (ISP) Training
  - Upon Hire
  - As Needed



# Service Types

## Most Common

- Respite
  - 15 minute
  - 24 hour
- Companion
- Home and Community Habilitation



# Respite

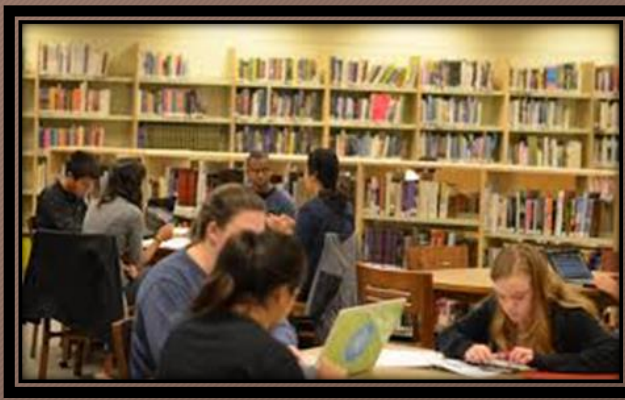
- Primary Caregiver break
- Assure needs are met
- Usual daily routine
- 24 hour or Day respite=16 hrs. or more
- 15 minute respite=less than 16 hours
- In-Home vs. Out-of-Home





# Companion

- Supervision and Assistance
- Health and Safety Focused
- Used when not working on Skill Building

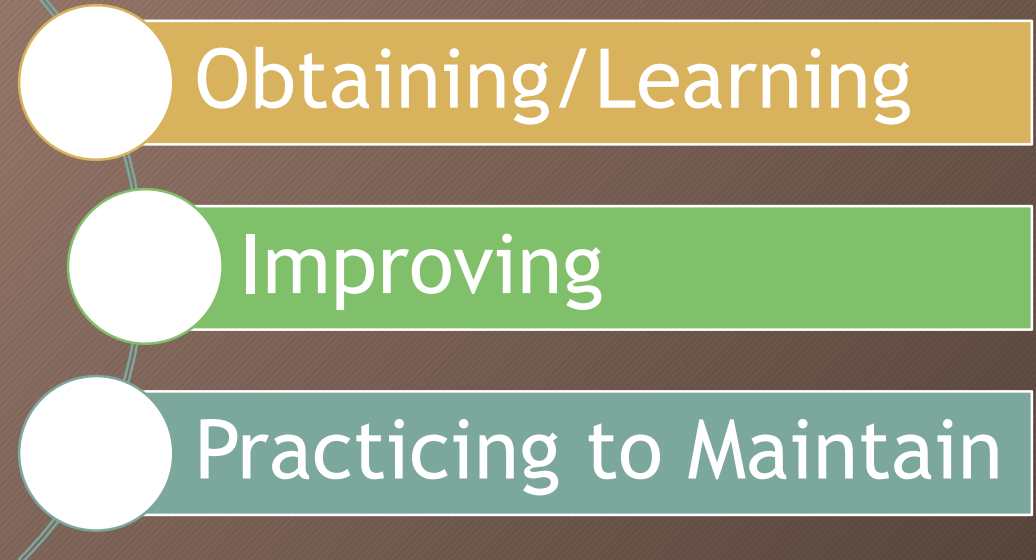


# Habilitation



- Independent Living Skills

- Self care
- Household activities
- Money management
- Transportation
- Communication
- Community participation





# Documentation Requirements

- Participant Name
- SSW Name
- SSW name, title and signature
- Service Type
- Amount/Frequency/Duration
- Outcome
- Description of service delivery



# Documentation Do's and Don'ts

## Do

- ✓ Be simple and straightforward
- ✓ Be Objective
- ✓ Brief Summary
- ✓ Participant Focused
- ✓ Progress, Achievements

## Don't

- ✓ Make it Complicated
- ✓ Include personal opinions
- ✓ Write everything you did every 15 minutes
- ✓ Write notes about others



# Documentation Example

## Not so Good

### *Respite*

- Took care of Mary while her parents were away.

### *Companion*

- Assured Mary's health and safety

## Better

### *Respite*

- Mary ate dinner. We watched her favorite movie. I assisted her with bath and bedtime routine.

### *Companion*

- Completed Mary's morning hygiene, assisted with eating breakfast and lunch, played with stimulation toys, walked to library to check out books, read a book, napped. Active, pleasant mood, cooperative.





# Documentation Example

## Not so Good

### *Habilitation*

- I helped Mary pick an appropriate outfit for participating in the charity walk.

## Better

### *Habilitation*

- I laid out 3 different outfits and asked Mary to pick out the best choice for entering a charity walk on a warm, sunny day. She was able to choose the best outfit with only 1 prompt.



# Documentation Example

12/2/16 8:00am-2:00pm

Day started with morning care routine. Mary washed her face, arms and chest with only verbal prompts. She needed hand over hand asst. to brush teeth. She chose how she wanted her hair styled. She chose an appropriate outfit with one prompt. She chose her breakfast and lunch today and ate independently. She took her dishes to the sink after each meal independently. She folded towels herself after I modeled how. We went to the animal rescue where Mary volunteers once a week.



# Important!



- Do not exceed authorization
- Submit daily logs every week
- Daily Logs must be complete
- Services to be provided in the Participant's home and local community





# Wrap Up



- Understanding what, why and how of documentation
- Keep it simple and objective
- Purpose-measure participant's progress
- Follow the ISP
- Don't exceed authorized hours of service
- Make sure your paperwork is complete, signed and submitted on time.



# AWC Contact Info.

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As a reminder, please complete the quiz to receive training credit.

