

Erie County Board of Mental Retardation and Developmental Disabilities

Programs and Services

October 2006

Service and Support Administration Assignment Policy

I. PURPOSE

It shall be the policy of the Erie County Board of MR/DD to ensure that procedures are in place to establish access to Service and Support Administration services which are to be delivered in accordance with section 5123:2-1-11 of the Ohio Administrative Code and section 5126.15 of the Revised Code. The purpose for this policy is to establish a process for individuals who will receive Service and Support Administration to have an identified Service and Support ADMINISTRATOR (SSA) who is a single point of accountability. Furthermore, it shall be the policy of the Erie County Board of MR/DD to ensure the availability of Service and Support Administration.

II. APPLICATION

This policy applies to all individuals who are eligible for Service and Support Administration. The Erie County Board of MR/DD shall provide Service and Support Administration to the following:

- (1) Each individual, regardless of age, who is applying for or enrolled in an HCBS waiver;
- (2) Each individual three (3) years of age or older who is eligible for county board services, and requests, or a person on the individual's behalf requests service and support administration;
- (3) An individual residing in an ICF/MR is eligible for service and support administration related to moving the individual from the ICF/MR to a non-ICF/MR community setting.

III. PROCEDURES

A. Requesting Service and Support Administration

1. Each individual applying for, or enrolled on, an HCBS waiver will be assigned an SSA. This service is required and **MUST** be provided in order to be enrolled, or continue enrollment, in an HCBS waiver.
2. All others for whom this policy applies may request Service and Support Administration by contacting the Director of Service and Support Administration/Medicaid Services at the Erie County Board of MR/DD.

B. Assignment of a Service and Support Administrator

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1. When an individual requires or requests Service and Support Administration, the Director of Service and Support Administration/Medicaid Services will review and consider the following information:

- a. The individual's current or proposed residential setting, and
- b. The current caseload status of each SSA with consideration given to the number of individuals being served and the funding source of the individual's services (i.e. waiver vs. non-waiver).
- c. The age of the individual (child or adult)
- d. Other functions necessary to insure the continuity of services.
- e. Preference of the individual and/or family when it does not conflict with paragraph B (2 a.-d.) and B (3).

3. Individuals residing in the same congregate living situation will be assigned a single SSA. Additionally, when an individual has the opportunity to move into an established congregate living situation, he/she will do so with the understanding that their Service and Support Administration will be provided by the SSA already assigned to their chosen housemates.

C. Requesting a Change of Service and Support Administrator (SSA)

1. At any time, an individual or guardian may request a change of SSA by contacting the Service and Support/Medicaid Director.

2. The Service and Support/Medicaid Director will determine whether the individual/guardian's request is based upon the SSA's commission of any of the following;

- a. failure to assure health and safety,
- b. failure to perform essential functions of an SSA,
- c. violating Board's written policy and procedures, or
- d. MUI towards that individual

If any of these conditions were found to exist, the individual will receive a new SSA in accordance with the procedures outlined in paragraph B.

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3. If the individual/guardian's request is determined to be based solely on a personality conflict, the individual will be offered assistance to resolve the conflict.
4. At any time during this process the individual/guardian may initiate the Board's Conflict Resolution proceedings.

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