

# Service and Support Administration

## Delaware County Board of Developmental Disabilities

Board Resolution #	Effective Date	Board Review Date
17-02-22	February 17, 2017	February 16, 2017

**Purpose:**

To outline the role of service and support administration s for the individuals served by Delaware County Board of Developmental Disabilities (DCBDD), and in accordance with Ohio Administrative Code (OAC) 5123:2-1-11.

**Service and Support Administration:**

Services and supports are designed to inspire, empower, and support people to achieve their full potential.

A service and support administrator (SSA) shall be assigned as the primary point of coordination to persons who are DCBDD eligible and are three years of age and older. Persons receiving Home and Community Based Services through a Medicaid waiver, regardless of age or eligibility, shall also be assigned an SSA as their primary point of coordination. As referenced in OAC 5123:2-1-11, “primary point of coordination” means the identified support administrator who is responsible to an individual for the effective development, implementation, and coordination of the Individual Support Plan (ISP).

**Accessing Services:**

Individuals must meet eligibility criteria as specified in DCBDD Eligibility Policy prior to accessing DCBDD services. All services are individual/(or guardian as applicable) directed, based on outcomes and needs related to the disability, and are developed through a person-centered ISP. The individual (or guardian as applicable) should direct where and when the ISP development meeting takes place and who should attend.

**Supports provided:**

DCBDD supports must not supplant educational services as outlined in IDEIA, or as provided by other public funding. Services and supports are to ensure the achievement of outcomes that are important to and for the individual. Services and supports should also identify and address any risks to an individual’s health and welfare, and are to include appropriate supports to prevent or minimize those risks.

The SSA conducts assessments and assists the individual/ family in developing an ISP. The ISP is a written description of the chosen supports, services, and activities to be provided to the individual. The planning process is person-centered, focusing on self-determination principles.

- Supports are developed in order to promote:
  - Individual rights
  - Physical well-being
  - Emotional well-being
  - Material well-being
  - Personal development
  - Interpersonal relationships
  - Social inclusion

- Supports encourage the involvement of family, friends, neighbors and others in the individual's community.
- Supports encourage the individual to be more independent and help to remove barriers at home and in their community.
- Person centered planning for persons age 14 and up must also include outcomes for community employment.

**E. Ongoing Communication**

The SSA will have ongoing communication with the individual and team to ensure supports are being provided in accordance with the ISP. The SSA will identify what is working and what is not working for the individual . The SSA is responsible for assuring the ISP is an accurate reflection of current needs and services.

The SSA will review the ISP outcomes and progress with the individual and his or her team members at least annually.

The SSA will ensure the individual and appropriate team members have a copy of the ISP 15 days prior to the implementation of service delivery. If extenuating circumstances require that services begin prior to the 15 day timeline services can be provided upon the agreement of the individual's team. .

The ISP specifies the setting where the service will be delivered, and the provider of each identified support. The SSA needs to ensure there is no conflict across environments, promote team communication, and ensure cohesive outcomes with regard to the service delivery aspects.

Providers will be chosen in compliance with the Free Choice of Provider requirements delineated in OAC 5123:2-1-11 and 5123:2-9-11.

**F. Emergency Response**

The county board shall, in coordination with the provision of support administration, make an on-call emergency response system available twenty-four-hours per day, seven days per week to provide immediate response to unanticipated events that pose an immediate threat to an individual's health and welfare.

**G. Records**

The record for an Individual's services and supports shall be maintained in the DCBDD electronic record system in accordance with OAC 5123:2-1-11(H).

**H. Due Process and Resolution of Complaints:**

Due process shall be afforded to each individual receiving DCBDD supports, pursuant to rule 5123:2-1-12 of the Administrative Code for services other than services funded by a home and community-based services waiver and targeted case management services.

Please refer to the DCBDD *Resolution of Complaints* policy for complaint resolution information.