

REGIONAL CENTER OF THE EAST BAY

PROCEDURE MEMO 3400

Revised: 10/2010

CASE MANAGEMENT GUIDELINES – CONSUMER SERVICES STANDARDS

GENERAL GUIDELINES

The following guidelines apply to all purchases:

1. The planning team, at the minimum, is composed of the consumer and the case manager. If the consumer is a minor, the team is composed, at a minimum, of the consumer's parent(s) or guardian(s) and case manager. If the consumer has a conservator, the conservator is part of the planning team. Individual purchase of service standards may specify additional planning team members.
2. All purchases must address the goals specified in the Individual Program Plan (IPP)/Individual Service Family Plan (ISFP) and there must be documentation to justify the expenditure of public funds. The case manager must write an addendum to the IPP/IFSP for any (Regional Center of the East Bay) RCEB purchases if it is noted already in that document.
3. All members of the planning team must agree upon the proposed purchases.
4. One of the roles of the case manager is to represent the policies of RCEB. Unless otherwise specified in the individual service policy, the case manager is RCEB's qualified professional to assess needs.
5. The purchase must not supplant any generic resource or natural support. These include SSI/SSP, Social Security Benefits, third party resources, such as insurance, trusts, or moneys awarded through legal action for the consumer's care, supervisor or treatment, etc.
6. Service may only be purchased from a vendorized source, except when purchasing transportation from a company licensed by the PUC and when purchasing respite with a voucher. There may be no supplementing of the established rates. Rates shall be limited to the schedule of maximum allowances (SMA).
7. Welfare and Institutions Code section 4682 requires that the cost of services for consumers living out-of-home may not exceed the average cost of placement and services in a State Developmental Center. The RCEB Board has established the same policy for all consumers living in their family home.

8. Services must show evidence that they result in consumer empowerment, integration and self-sufficiency. Moreover, all purchases must fit within at least of the following criteria:
 - A. To enable the consumer to approximate the patterns of everyday living of nondisabled persons and to lead a more independent life in the community; or
 - B. Maintain a child in the family home; or
 - C. Prevent or minimize the incidence of a developmental disability; or
 - D. Prevent State Developmental Center placement or the consumer's movement into a more restrictive environment.
9. The cost of providing services or supports of comparable quality by different providers, if available, shall be reviewed, and the least costly available provider of comparable service, including the cost of transportation, who is able to accomplish all or part of the consumer's individual program plan (IPP), shall be selected. In determining the least costly provider, the availability of federal financial participation shall be considered. The consumer shall not be required to use the least costly provider if it will result in the consumer moving from an existing provider of services or supports to more restrictive or less integrated services or supports. Welf. & Inst. Code Section 4648, subd. (a)(6)(D)
10. Services may be continued when the planning team is satisfied that planned services and supports have been provided and reasonable progress has been made toward the objectives.
11. The clinical judgment of the professional consultants will prevail in the field of their expertise.
12. Any disagreement about a purchase, which results in a denial, must be followed by a written notice to the consumer regarding the decision and his/her appeal rights.
13. The Executive Director or designee may review and authorize service requests that do not meet these general standards if warranted by individual circumstances.
14. RCEB will "not purchase experimental treatments, therapeutic services or devices that have not been clinically determined or scientifically proven to be effective or safe or for which risk and complications are unknown." Welf. & Inst. Code section 4648, subd.(a)(15)