



# Memo

**To:** DDS Case Managers and Qualified Providers  
**From:** Robert Smith, Program Manager for Aging and Case Management Services  
**Date:** July 17, 2015  
**Re:** Procedure to ensure Timely Documentation

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Documentation for the development and implementation of individual plans for the people we serve is critically important. Too often this information is missing in DDS or Provider records. Starting July 1, 2015 this process will be followed to reduce the number of late or missing Reports, Individual Plans and Individual Progress Reviews.

## **Procedure for Timely Documentation**

Individual Plans (IP) are to be written up and ready for review 14 business days after the IP meeting. The final product is due for distribution within 30 days of the IP meeting.

**See attached "A Guide to Individual Planning" (pages 6, 7, 8, 9).**

Individual Progress Reviews are the responsibility of the service provider and are due for distribution to the team at the 6 month mark from the IP meeting and 2 weeks prior to the upcoming IP. Any other reports and assessments to be used for developing the IP are due in this same time period.

### **For Providers:**

If IP is not received within the 30 day period: an email will be sent to Case Manager with copy to the CM Supervisor. Providers should maintain this documentation for their records.

If there is no response and no documentation received within two weeks from last email, resend email with a copy to that Division's ARD. Providers should maintain this documentation for their records.

If there is no response and no documentation received within one week, resend email with a copy to the DDS Regional Director. Providers should maintain this documentation for their records.

**DDS Case Managers:**

For annual Individual Plans: if documentation is not received within 30 days an email should go to the provider responsible for its completion. This correspondence needs to be documented in the individual's case notes.

If there is no response and documents do not arrive within two weeks from last email, the email is forwarded to that agency's Executive Director with a copy to the Resource Manager and the Case Management Supervisor. A case note is done for this action.

If still no documentation or response within a week, this email is re-sent to Agency Executive Director and others with copy to DDS Resource Administrator and DDS ARD. A case note is done for this action.

This same procedure will be done for missing Individual Progress Reports or other necessary reports due at the 6 month mark.

**For Individual Progress Reports, and any other necessary reports or assessments, prior to the IP:** if the reports are not received within one week prior to the IP, the case manager will email the provider with a copy to the Resource Manager.

If the reports are not received by the time of the IP the missing reports are noted in the IP 4 "Assessments" section of the IP as "Needed" and an action plan included in the IP 5 outlining the plan for submission within 30 days.