



Imagine! ~Program Approved Service Agencies ~ Host Home Provider Agreements May, 2011

Imagine! and its network of providers want to ensure that the highest ethical processes are followed when a change in service providers is requested.

Principles

Program Approved Service Agencies (PASAs) in the Imagine! catchment area agree to the following principles:

- Respect consumer and guardian choice;
- Respect relationships developed between the consumer, their family, legal representatives and host home providers;
- Respect and follow the processes developed to ensure *ethical* behavior (PASAs, HHPs);
- Respect choices and integrity of providers;
- Respect needs of Program Approved Service Agencies and the consumers they serve.

Following established principles will help to ensure that choices are responsible, follow process, are to the benefit of the consumer and do not create risk to the consumer, other consumers served or the family/legal representation for the consumer. In addition, principles and process will:

- Ensure the best interest of the consumer is considered and paramount (including showing benefit to the consumer);
- Ensure responsible choices are made, utilizing authorized representation, advocacy if needed;
- Ensure the protection of confidentiality and privacy;
- Ensure no risk to any party involved (no negative impact to consumer(s); ensure communication about the history of the provider with the former PASA, especially in cases where Mistreatment, Abuse, Neglect or Exploitation might be involved).

Assurances/Agreements

By following processes delineated, Imagine!, the Imagine! provider network and consumers, families and legal representation will assure that:

- Change in PASA is based on consumer and/or guardian choice and interest;
- Change in PASA should be for the benefit of the consumer;
- Change in PASA cannot be for the convenience of the host home provider or serve the personal interest of the PASA or host home provider.
- Program Approved Service Agencies will not actively solicit new business or recruit consumers or host home providers to their agency. PASAs agree not to coerce, bribe or coach consumers, their guardians or existing host home providers.

- Program approved service agencies may provide information to a prospective consumer and/or legal representative if approached, but will not enter into any agreement to provide service without first engaging the Interdisciplinary Team (IDT) and the Request for Proposal (RFP) process.

Processes

- All Case Managers will ensure that they are familiar with Imagine!'s *Consumer Choice in Providers* procedure.
- The *Consumer Choice in Providers* procedure will be provided to consumers and/or their legal representation at each annual Service Plan meeting and during IDT meetings, if relevant. The consumer and or their legal representation will sign off that they have received the process information.
- The *Consumer Choice in Providers* procedure will be provided to all Program Approved Service Agencies (PASAs) who will share the process with their host home providers.

Imagine!'s *Consumer Choice in Providers* procedure (see below) delineates steps for a consumer or his/her guardian to follow should they desire a change in Program Approved Service Agencies. To initiate the process:

1. If a Program Approved Service Agency is approached to provide services, without an RFP, the PASA will refer the consumer, family, legal representative and/or host home provider to the IDT to follow Imagine! process for changing providers. The PASA may provide information about its services to a consumer and/or guardian if approached, but will not enter into any agreement to provide services without engaging the IDT and RFP process.
2. The IDT will begin the process as delineated in the *Consumer Choice in Providers* procedure.
3. If the consumer and/or legal representative continue to have an interest in changing PASAs, the Request For Proposal (RFP) process will be initiated through the Imagine! Case Management department.
4. Information about existing PASAs in the Imagine! catchment area will be provided to the consumer and/or legal representative. If interested, information about all Division for Developmental Disabilities providers will also be provided.
5. The consumer and/or legal representative have the option to waive the full RFP process. This will be documented through the Case Management department. If the RFP process is waived, the waiver shall be provided to the PASA being approached to provide services. PASAs shall not proceed without written evidence of this waiver. Documentation may be provided by the individual's Case Manager, consumer and/or legal representative.
6. Use of Informed Choice and RFP forms will be used to document the process.



CONSUMER CHOICE IN PROVIDERS Effective November 1, 2010

Individuals who access services through IMAGINE! will be afforded the opportunity to choose the provider(s) that they feel best meets their needs. IMAGINE! is committed to respecting individual choice and facilitating reasonable and feasible changes, when possible, and when it is in the best interests of the person receiving services.

When someone is dissatisfied with the services they are currently receiving, the Interdisciplinary Team (IDT), facilitated by the Case Manager, is responsible for making all reasonable attempts to resolve the issues between the service recipient and the current service provider. It is the responsibility of the person receiving services, the guardian or an individual designated as an authorized representative for the person receiving services to make the Case Manager for the individual aware that there is dissatisfaction with the current services being provided. The Case Manager will convene an IDT meeting to discuss the issues and to put in place a plan to address those issues. The IDT will set a timeframe within which the issues must be successfully resolved. If resolution does not occur the individual, guardian or authorized representative for the individual will provide at least 30 days notice, in writing, to the current service provider that they intend to transfer their services and funding to another provider. **The request for and notice of transfer may come only from a consumer, a guardian or authorized representative, or the IDT. It may not come from a service provider agency or direct care provider.**

If the individual/guardian/authorized representative does not have a specific alternative provider in mind the case manager will request that IMAGINE! start the Request for Proposal (RFP) process. If the individual/guardian/authorized representative has a specific provider in mind and the provider is willing to accept that individual, the Case Manager will facilitate the transfer and request that the individual/guardian/authorized representative complete and sign the **Verification of Consumer/Guardian Choice Options When Engaging Service Providers** form.

Service providers do not need to accept for services every person who expresses an interest in receiving services from them. In some cases Imagine! may ask for further discussion with the provider when access to services has been denied. **Service providers will not recruit people currently receiving services from other organizations**, but may supply general information about services at the request of the individual/guardian/authorized representative.

When someone wants to change service providers, but does not have any specific issues with the current provider that need resolution, Imagine! can help to facilitate the change in a manner that is not detrimental to the individual, either provider, or other service recipients of the providers involved. The change should occur as soon as reasonably possible, but no later than 6 months after the request.

Choices that jeopardize services for other individuals will be negotiated to achieve the best outcome for all involved.

Provider changes that are requested due to gross incompatibility, as determined by the IDT, or verified issues of MANE will be facilitated as quickly as possible.