

# Agency Service Coordination Manual

## 7.1 Ongoing Monitoring

### Background

The purpose of monitoring and evaluation is to review all aspects of an individual's plan and the services being provided to ensure the individual's needs continue to be met. This includes ensuring:

- planning requirements are relevant, up-to-date, and being followed;
- the level of service and funding is appropriate to the needs of the individual;
- any changes in an individual's circumstances or needs are addressed; and
- health and safety concerns are monitored and addressed in order to mitigate risk.

This procedure outlines roles and responsibilities for agency and department staff regarding ongoing monitoring and evaluation.

### Process

#### Ongoing Monitoring

- The agency designate is required to monitor the implementation of support services which includes:
  - check-ins with individuals, families, and support networks;
  - reviewing submitted reports; and
  - issues management (i.e., mediation with collaterals, crisis response and planning).
- Check-ins with individuals and/or their support networks may differ based on the amount of additional support the individual receives. Individuals with greater supports have additional staff providing “eyes on” the individual and provide more points of contact to be able to advise of the individuals overall wellbeing. The agency designate will provide direct contact with individuals minimally twice every month, with at least one interaction in the individual's place of residence.
  - Increased frequency of contacts may be required dependent on the support needs of the individual.
- The agency designate will continually review an individual's decision making abilities, both where an individual makes decisions independently and where a Substitute Decision Maker (SDM) is appointed.
  - Where appropriate, the agency designate is responsible to initiate an application for Substitute Decision Maker appointment or for the termination, variation, suspension or replacement of an existing Substitute

Decision Maker appointment, as described in the SDM Application section of this manual.

- The agency designate will continue to monitor the services provided to individuals living in a residential care facility.
  - The agency designate is responsible to make regular visits to the home, observing whether or not a facility appears to comply with licensing standards, and may be the first contact for feedback regarding concerns related to licensing.
  - The agency designate forwards any concerns or observations related to residential facilities to Residential Care Licensing staff.

### **Annual Planning**

- Person-Centred Plans are continually reviewed, but at minimum annually, to assess the individual's level of satisfaction with planning efforts and outcomes and to identify any changes required to an individual's service plan.
  - The agency designate discusses the need for further planning efforts with the individual and/or their support team to ensure that the plan remains relevant.
  - If the individual wishes to engage in further planning, the agency designate will take appropriate steps to initiate the process.
  - If the individual is satisfied with the current plan and does not wish to engage in further planning, the agency designate will complete a case note in their file, that contact occurred and the plan has been updated accordingly.
- Situation-specific plans (e.g., Personal Financial Plan, Behaviour Support Plan, Health Care Plan, Individualized Support Plan) are monitored regularly to assess whether further planning efforts are required or if plans remain relevant. Situation-specific plans are updated according to procedure and policy.
- New or ongoing risks to an individual's safety, health or well-being are continually assessed in order to conduct appropriate safety planning and mitigate risk where required.

### **Funding Reviews**

- A component of Person-Centred Planning includes a review of whether current funding for services is appropriate, requires adjustment, or should be discontinued. This review is completed by the agency designate in collaboration with the individual and their support team.
- Funding reviews focus on the following considerations:

- whether the funding has assisted the individual to attain goals identified in the Person-Centred Plan;
- whether funding is appropriate to the most current assessment of the individual's needs;
- progress made toward planned decreases in the level of support to be provided
- explanation of why and at what level funding needs to be continued.
- Where adjustments are required to an individual's funding, appropriate procedures for funding requests and/or funding de-commitments, updated contracts, and case note updates are followed.

### **Incident Reports**

- The agency designate is responsible for monitoring and reviewing the frequency and type of incidents, in order to determine whether a pattern of incidents is occurring. Patterns may be identified related to an individual, a home, a particular program or agency-wide. Incidents should also be reviewed to ensure incident reports are being escalated to appropriate department staff.
- There are some incidents that are not reported to the SSN, as detailed in Table A of the Incident Report Procedure of this manual. In the event more than three incidents of a similar nature, that have not been previously reported to the SSN, occur within a month, the agency designate will inform the SSN. This is to ensure the SSN is aware of any patterns or trends, and can follow-up accordingly.
  - The agency designate will include copies of the incident reports and a description of mitigation strategies that have been and/or will be implemented to reduce the number of incidents.

### **Standards**

- Substitute decision making should be invoked only as a last resort when a decision is required and the vulnerable person is unable to make that decision themselves or with the assistance with their support network.
- The agency designate is responsible for completion of appropriate SDM paperwork, serving required notices to individuals and participating in SDM hearings.
- In the event an individual wishes to appeal a decision made by the Commissioner, the agency designate will support the individual in doing so.
- Any changes to the SDM appointment needs to be communicated to the SSN or CSW within 5 business days.

- In the event an SDM has been granted the power to decide where, with whom and under what conditions a vulnerable person is to live, and the vulnerable person refuses, an Application and Order for Apprehension may be granted. In these circumstances, the agency designate will consult with the SSN or CSW on how to proceed.