

APPENDIX F-1: SCOPE OF SERVICES IN COMMUNITY RESIDENTIAL SETTINGS

Your contract for community residential services (AFH, CBRF, RCAC) incorporates the services and supports listed below. This list is not all encompassing, but a listing of general categories and examples of costs typically incurred in each category. At the end of this appendix, you will find the most-commonly purchased items and a determination of who is responsible for payment. Community substitute care settings (AFH, CBRF, RCAC) include the following items and supports:

1. Physical Environment

- Physical Space- sleeping accommodations in compliance with facility regulations including access to all areas of facility and grounds.
- Furnishing - all common area furnishings and bedroom furnishings including all of the following: bed, mattress with pad, pillows, bedspreads, blankets, sheets, pillowcases, towels and washcloths, window coverings, floor coverings.
- Equipment- all equipment which becomes a permanent part of the facility, such as grab bars, ramps and other accessibility modifications, door alarms, pull-stations and/or call lights.
- Housekeeping services- including laundry and housekeeping services and supplies including bathroom toilet paper and paper towels.
- Building Maintenance - including interior and exterior structure integrity and upkeep, pest control, and garbage and refuse disposal.
- Grounds Maintenance – including lawn, shrub, and plant maintenance, snow and ice removal.
- Building Protective Equipment- including carpet pads, wall protectors, baseboard protectors.
- Building Support Systems- including heating, cooling, air purifier, water and electrical systems installation, maintenance and utilization costs.
- Fire and Safety Systems- including installation, inspection and maintenance costs.
- Food- 3 meals plus snacks, including any special dietary accommodations, supplements, thickeners and consideration for individual preferences, cultural or religious customs of the individual resident.
- Telephone and Media Access- access to make and receive calls and acquisition of information and news (e.g. television, newspaper, internet).

2. Program Services

- Supervision- adequate qualified staff to meet the scheduled and unscheduled needs of members.
- Personal Care, Assistance with Activities of Daily Living and Daily Living Skills Training.
- Activities, Socialization and Access to Community Activities- including facility Leisure Activities, Community Activities Information and assistance with accessing, and assistance with socialization with family and other social contacts.
- Health Monitoring- including coordination of medical appointments and accompanying members to medical service when necessary.
- Medication Management- including managing or administering medications and the cost associated with delivery, storage, packaging (including bubble packing), documenting and regimen review.
- Behavior Management- including the development and implementation of Behavioral Treatment Plans and Behavioral Intervention Plans which are approved by the Managed Care Organization.
- Facility Supplies and Equipment- including first aid supplies, gauze pads, blood pressure cuffs, stethoscopes, thermometers, cotton balls, medication and specimen cups, and gait belts.
- Personal Protective Equipment for staff use including gloves, gowns, and masks.
- OSHA and Infection Control Systems- including hazardous material bags, Sharps disposal containers, safety syringes and lancets, disposable and/or reusable wash cloths, wipes, mattress pads, air quality - free of unpleasant odors and second hand smoke.

- Transportation - at a minimum, this includes transportation in the member's care plan including but not limited to: to/from medical appointments, hospital stays, work, day programming, family visits and religious service (regardless of distance). Whether coordinated (arranged and paid by provider) or provided directly, transportation is included in the scope of residential services.
- Resident Funds Management – assistance with personal spending funds, not including representative payee services. Funds must be accounted for on a per-member basis and cannot be co-mingled with other members' funds or general facility funds.

3. The following costs are not typically provided by a facility and are costs incurred by the individual member:

- Medication and Medical Care Co-payments.
- Personal Hygiene Supplies- including toothpaste, shampoo, soap, feminine care products.
- Member Clothing- shirts, pants, underclothes, socks, shoes, coats.
- Costs associated with community recreational activities- event fees, movie tickets, other recreational activities of the member's individual choosing.

4. Most commonly purchased items (list is not all-inclusive):

- Responsibility of the Residential Provider (items below also apply to any bariatric equipment needed):
 - Hoyer Lift
 - Sit-to-Stand Lift
 - Grab Bars and Toilet safety frames
 - Bath or shower chair/bench
 - Hand-Held Shower
 - Elevated Toilet Seat/Over the toilet commode
 - Ramps
 - Gait Belts
 - Fall mats
 - Clothing protectors
 - Door Alarms/Locks
 - Bed/Chair Alarms
 - Stair Lifts
 - Home Modifications
 - Call Lights/In-Home Alarm Systems
 - Gloves
 - Wipes
 - Sharps Containers (including disposal)
 - Safety Needles/Lancets
 - Liquid/Food Thickener (i.e. Thick-It)
 - Nutritional Supplement (i.e. Ensure, Boost, Scandi-Shake)
 - Dietary Supplements
 - Enteral Formula
- Responsibility of Community Care:
 - Hospital Bed/Mattress
 - Bedside Commode
 - Specialty/custom shower chairs (ie: tilt, recline, shower/bath transfer systems)
 - Bed Positioning Devices
 - Mobility Devices (i.e. wheelchair, walker, cane)
 - Hoyer/Sit-to-Stand Sling
 - Slide boards and pivot discs
 - Glucometer & Other Diabetic Supplies
 - Personalized, specialized eating utensils
 - Incontinence Supplies
 - Wound Care Supplies
 - G-Tube Supplies