



# STATE OF KANSAS

**Social & Rehabilitation Services**

**Division of Health Care Policy**

**Community Supports & Services**

**Margaret Zillinger  
Director**

**Frank A. Stahl  
Assistant Director**

**Brian Bolen, Quality  
Assurance Program  
Manager**

## POC / PCSP

# MONITORING PROTOCOL

[Reviewed 2-1-2007]

---

**PLAN OF CARE (POC)  
PERSON-CENTERED SUPPORT PLAN (PCSP)**

---

**REVIEW PROTOCOL**

- 
- A. The Quality Assurance staff will review POC/PCSP during on-site Community Service Provider visits. The plans monitored will be selected in the following manner:**
- 

- 1. While conducting the random KLO-II selection for quality monitoring**
- 2. As a priority step during each "Critical Event" investigation / management / monitoring / follow-up activity**
- 3. As a priority step after at Potential Risk or Confirmation finding by SRS/APS for Abuse / Neglect / Exploitation**
- 4. While providing service access / availability assistance / monitoring**
- 5. As a priority step when ICF/MR services are being requested**
- 6. As a priority step when State Mental Retardation Hospital admission is requested**
- 7. As a priority step when an individual receiving services is moved from settings that are more independent, productive, integrated and community inclusive**

---

**B. The Quality Assurance Staff will ensure that the POC/PCSPs address the following:**

---

1. Preferred Lifestyle of the person requesting / receiving services, in all five lifestyle areas
  - a. where the person wants to live
  - b. with whom the person wants to live
  - c. day / work activities desired
  - d. social/recreation/religious/civic/community activities the person desires
  - e. the depth and level of family, friend relationships desired
2. That the person, the person's legal guardian and other people chosen from the person's support network are actively and meaningfully involved in the development.
3. If the person's identified lifestyle cannot be achieved, the plan includes an explanation of barriers to achieving any part of the lifestyle
4. Strategies to overcome the barriers, if present
5. Description of the "Next Best Option", and how that will be achieved.
6. Each of the major lifestyle areas, the plan must identify opportunities for:
  - a. independence
  - b. productivity
  - c. community inclusion
  - d. personal integration
7. The plan must identify necessary:

a. activities

b. training

c. materials

d. equipment

e. assistive technology

f. and services needed

... To assist the person achieve his/her identified lifestyle,  
including

opportunities of independence, productivity, integration and  
inclusion

8. Identification of how health care needs will be addressed
9. Identifications of supports needed in consideration of the person's behavioral needs, and how those needs will be addressed
10. Identification of training needed to cope with significant losses in the persons life
11. Identification of needed supports / services to ensure effective financial management
12. Identification of needed supports / services to ensure effective self-advocacy
13. Identification of needed supports / services to ensure adequate and appropriate personal safety
14. Identification of natural / community / unpaid supports that are available
15. Description of how opportunities of choice are communicated, including a description of the persons effective communication methods.

16. Assurance that the services needed are delivered
17. Assurance that the services delivered are appropriate
18. Assurance that the person, the guardian and/or support team report that the person is making progress in achieving personal:
  - a. independence
  - b. productivity
  - c. personal integration
  - d. community inclusion
19. Assurance that the person, or persons guardian are satisfied with HCBS services

- 
3. The Quality Assurance staff through this on-site monitoring will ensure that the plans are reviewed at least annually by CDDO staff, and that the plans are updated as necessary to reflect the type and level of services and support that is required / desired.
-