

Service Delivery Plan Requirements for Dental Services - Service Code 715

Descriptions should use examples of tools and be stated in measurable terms. Include a copy of any non-standardized assessment tools you may utilize.

Statement of Purpose

1. Program philosophy/purpose/goals
2. Areas of expertise and/or experience
3. Anticipated results

Anticipated Client Outcomes

1. Overview of service delivery incorporating routine based practices.

Program Administration

A. Demographics/Areas Served

1. Define geographic area to be served
2. Location(s) served
3. Staffing ratio
4. Hours of operation
5. Ages to be served
6. Number of Clients to be served
7. Specify session length (e.g. "clinical hour")
8. Provider Language fluencies, if any other than English (optional)
9. Compliance with Title 17

B. Referral/Intake Process

1. Describe the process for initial intake and referrals to the service
2. Method for Client referral process
3. Identify client referral document needed from case management (if any)

C. Evaluation Procedures and Assessment Process

1. Assessment procedures and timelines
2. Instruments/tools used and how it is applicable in assessing client needs
3. Utilization of assessment data to define individual service plans per Client
4. Specify services and specialties
5. Ongoing evaluation procedures

E. Report Writing Requirements

1. It is expected that reports will be submitted per your Service Code's applicable "Service Standard".
 - a. Include a sample of assessment and ongoing reports as appendices.
2. Reports will be submitted free of errors (addressing correct client, grammatical, format, etc.).
3. Special Incident Reporting (SIR) requirements.

F. Record Keeping

1. Describe record-keeping practices
2. Client records

3. Interactions with local regional centers, parents, or other related programs, if applicable

Entrance/Exit Criteria

1. Entrance criteria:
 - a. Ambulatory/non-ambulatory status
 - b. Regional Center referral
 - c. Use of ID Team
 - d. Other pre-requisites required for participation in the service/program
 - e. Level of skills and ability development needed for service/program:
 - i. Self-help skills.
 - f. Physical and medical conditions, to include Restricted Health Care Conditions.
 - g. Behavioral characteristics.
 - h. Pursuant with T17
2. Exit criteria:
 - a. Client's non-participation in the program.
 - b. Client chooses to leave program.
 - c. ID Team determines during review that program no longer meets the client's needs.

Attendance Policy

1. Attendance Policy
2. Requirement for attendance
3. Effort made to assure attendance
4. ACRC best practice would be notification provided to the client's Service Coordinator (SC) after the 2nd consecutive unplanned absence (NOTE: Notification to RC by minimum of fifth consecutive day of unplanned absence [Title 17, Section 56712])

Grievance Procedure

1. Written policy and procedure for complaint process for Client and family
2. Annual review of policy/procedure

Process for Service Delivery Plan Modifications [See Title 17, §56712 (b)]

1. If changes in the type of services provided, submit a revised service delivery plan at least 30 days prior to the change to the following:
 - a. Client and/or authorized representative
 - b. Vendoring regional center
2. Revised service delivery plan is required for the following:
 - a. Locations in which service occurs
 - b. Approved service code
 - c. Entrance and/or exit criteria
 - d. Hours of service provided
 - e. Any modification of the approved service delivery plan

Termination of Services and Change of Ownership of the Practice

1. Written notification to ACRC's Community Services and Supports Department 30 days prior to any change in ownership; location; license; registration; certificate or permit [Title 17, §54330].
2. Written notification to ACRC Service Coordinator and Client's authorized representative 30 days prior to discontinuation of services to any single Client [Title 17, §56718(c)].

3. Written notification to ACRC's Community Services and Supports Department and all user regional centers at least 60 days prior to discontinuation or termination of services to all regional center Clients [Title 17, §54330].

APPENDICES

1. Include any forms or documents you refer to in the Service Delivery Plan (i.e. grievance procedures, handbooks, consent forms, sample reports, etc.).
2. Each appendix must be labeled by their corresponding appendix label as they are referenced in the Service Delivery Plan.

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