Service Provider Communication Guide:
Client Services and Supports

Who is my primary contact in Client Services and Supports?
The client's assigned Service Coordinator (SC) is your primary contact person.

What is the SC's primary role and activities?
The SC primary responsibility is to prepare, implement, and monitor IPP, secure and coordinate client services and supports, and provide placement and monitoring activities. (WIC 4640.6(d)). Service coordination includes activities necessary to implement the IPP, including, but not limited to, participation in the IPP process; assurance that the planning team considers all appropriate options for meeting each IPP objective; securing, through purchasing or by obtaining from generic agencies or other resources, services and supports specified in the IPP; coordination of service and support programs; collection and dissemination of information; and monitoring the plan to ascertain that objectives have been fulfilled and to assist in revising the plan as necessary. (WIC 4647(a))

What is the role of the planning team and who does it include?
The planning team jointly prepares the IPP, which is centered on the individual, considering their needs and preferences while promoting community integration, independent and productive, normal lives in healthy, stable environments. (W&I 4646) Members of the planning team include: the individual with developmental disabilities, (if applicable) the parent or legally appointed guardian of a minor client, the legally appointed conservator of an adult client, or the authorized representative, regional center representative(s) including the service coordinator, any individual, including a service provider, invited by the consumer, including a minor's decision-maker. (W&I 4512(j)) IPP meetings should be held in person unless the client requests a virtual meeting. Service providers must be available for emergency Planning Team meetings as needed.

How is a Purchase of Service (POS) secured? The SC secures POS based on planning team agreement.

How do I confirm a POS has been authorized?
The SC can confirm that they have submitted the POS, and whether it has been approved by their manager, but not that is has been processed. At the time of vendorization, a service provider designates a representative contact for all POS authorizations. This representative automatically receives each POS authorization from automail@altaregional.org. If you are not receiving these automatic emails, contact your Fiscal Assistant who will send you the appropriate form to update your contact. You can find your Fiscal Assistant at this link.
If an SC confirms they submitted for a POS and your contact did not receive the authorization, you should email pos@altaregional.org. You must provide the client name and UCI along with the vendor number relevant to the POS.

What should I do if a POS is expiring?
A service provider is not authorized for payment of services without a POS authorization. If the planning team agrees for the service to continue, SCs renew the POS before expiration. If you have not been contacted by the SC, reach out before the POS expires. If the SC does not respond within two business days, contact the unit manager. The unit manager is identified in each SC's signature line and can be found on the org chart linked here. If the unit manager

does not respond within two business days, reach out to their director who can also be found on the org chart.

What if the client is unassigned?

When an SC departs their caseload, clients are temporarily assigned by a Client Services Manager. If you do not know who the client is temporarily assigned to, call 916-978-6400 or ask the Client Services Manager who can be found as outlined in the answer above. After business hours, the ACRC On-Call Manager responds to urgent situations.

What if I receive a copy of the IPP that I did not attend?

ACRC's best practice is to share IPPs with service providers. Meeting attendees sign the services and supports page of the IPP. If service provider input is needed for an IPP, they should attend the meeting. If the service provider has not been invited to an IPP meeting (typically held during the birth month of the client) reach out to the SC for assistance navigating the circumstances. If the IPP or IPP addendum contains incorrect information, contact the SC.

When should I contact the SC? When there are questions about client services or supports. If an SC does not respond to contacts within two business days, contact their manager as outlined above.

When do SCs visit clients?

Most clients are seen annual for their IPP meeting. Clients who live independently or in a residential placement setting are seen quarterly. Providers must communicate any events of significance via shared information or Special Incident Reporting (SIR) according to the procedures of each report type.