

**\*\*\*\*DRAFT \*\*\*\***

**8/09**

## **Program Assistant Fact Sheet**

DBCDS consumers need assistance in developing a Service and Budget Agreement.

To the extent that experience shows that a consumer cannot develop their own goals for independence, or cannot monitor/manage the implementation of their service plan, the consumer can be required to work closely with their DHHS case manager or another option is to hire a program assistant, with DBCDSP dollars, to help them do this.

If this is not an option for the consumer, they can be removed from the program and be provided with assistance in finding a more traditional program that may be able to help them.

If needed, a Program Assistant under the direction and supervision of the DBCDS program consumer is accountable for consumer support services which provide guidance and assistance to a consumer in the development and maintenance of daily and community living skills, community integration and staffing service support assistance.

Services may include but are not limited to assisting consumers to identify and develop services and supports in their Service and Budget Agreements in ways that are meaningful to the consumer.

### Qualifications:

1. Have completed the necessary paperwork to be an employee of PICS (employer of record).
2. Possess a general knowledge of combined hearing and vision loss that may affect a person's ability to live independently in the community.
3. Possess the ability to read, write, and carry out directions.
4. Possess the maturity to deal effectively with the demands of the job.
5. Have demonstrated dependability, tact and ability to follow orders.

### Specific Functions/Responsibilities:

1. Assist the person with the development of their Service and Budget Agreement.
2. Assist the person with the implementation of their Service and Budget Agreement.

3. Provide program assistance services directed at the development and maintenance of community living skills and community integration.
4. Report changes in the consumer's condition and needs to the case manager/service coordinator.
5. Complete the appropriate and accurate records to document cares given and the person's activities and other pertinent observations.
6. Respond and attend to the person's requests promptly.
7. Maintain consumer confidentiality, according to Data Privacy statutes and regulations.
8. Assure that client rights are observed.
9. Work closely as needed with the consumer and the DHHS case manager.

Follow the job description and negotiate any new responsibilities requested, which may include:

- Facilitate development of a person centered community support plan
- Monitor and assist with revisions to the community support plan.
- Assist in recruiting, screening, hiring, training, scheduling, monitoring and paying workers.

#### Tips for completing Service and Budget Agreement

- Ask the consumer clarifying questions to identify this or her needs and desires related to the allowable services of the pilot program.
- Ensure each *Service and Budget Agreement* contains outcomes determined by the consumer to be personally desirable.
- Ensure each *Service and Budget Agreement* contains a budget that the consumer determines is reasonable.
- Ensure each *Service and Budget Agreement* identifies the service providers selected by the consumer.
- Document specific training, experience or education standards that the participant determines should be required of the selected service provider(s).
- As needed, discuss with the consumer any concerns regarding how the proposed plan might negatively impact the participant's rights, health and safety.
- Ensure all required paperwork is completed.
- Ensure that program funds are used only as a payment of last resort; i.e. ensure that grant dollars are not used to pay for services that could be paid for by other funding sources.
- Monitor that spending is consistent with the *Service and Budget Agreement*.
- Make sure the consumer is following rules of the program.