



**What is the Service Plan?** The Service Plan is your guide to “person-centered” services that are geared towards your unique needs. Expect your Case Manager to help you with the planning. The Service Plan will address:

- What kind of help you need.
- When and how you need it.
- What types of services you need.
- How often services are provided.
- What kind of supports or resources that you need.

**What is an informal support?** It is a family or friend(s) who will help you when your worker is not in the home.

**What is a contact?** It is the person that you want to be contacted when you cannot be reached. Be sure the person is available and the phone number is correct.

**What are “available resources”?** Tell the Case Manager if you have family, friends or other community resources available to provide your transportation.

**What is the Plan of Care?** The Plan of Care lists personal care tasks that you need such as help with bathing, dressing, grooming, transferring, walking, etc. Tell your Nurse if you need help with light housekeeping and meals so it is included on your Plan of Care, too. You will need to list specifically what you want to happen with your community activities or essential errands (how often and what day you prefer it). **Example:** grocery shopping one time per week on Friday. Ask your Nurse or Case Manager if the activities meet policy and are

reasonable. The Plan of Care is a guide for your worker and it lets you know what to expect from your services. Remember that frequent changes could affect your services. There are some activities the worker cannot do for you such as give you medicine, heavy house cleaning, etc.

**Why do we ask so many questions?**

It is important for the Nurse and Case Manager to have correct information about your health, your specific needs, goals for the program, personal safety risks and individual preferences. We want to help you eliminate any barriers to living safely in your own home.

**Why do we do planning?** To ensure that your needs are met, that your health and welfare is taken care of, and to meet your personal goals for the program. You will see that your needs are listed on your assessments.

**Why is it important that we follow the plan?** We want to make sure that you are getting the services that you need.

**How do I change my plan?** Contact your Case Manager or your Nurse.

**What happens next?** Your Case Manager will contact you at least once a month. Both your Case Manager and Nurse will visit you at least every six months to update your Service Plan and Plan of Care. Visits may occur more often when you have a change in your needs. Expect your worker to provide the care that is listed on your Service Plan and on the Plan of Care. If you notice any problems, you should contact your Case Manager or Nurse to let them know.

**Case Manager/Phone:** \_\_\_\_\_

**Nurse/Phone:** \_\_\_\_\_