

# POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0  
[Month, Year]





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[AGENCY NAME]  
[Agency Address]  
[Contact Number]  
[Email Address]  
[Website]



## Introduction

[AGENCY NAME] primary focus is to provide group home residential services to empower individuals to reach their goals. [AGENCY NAME] vows to contribute to our client's quality of life. We strive to deliver the highest quality of care to the clients.

At [AGENCY NAME], we understand that making the best decisions to work with individuals on enhancing and or identifying the skills and resources needed to function to their fullest potential in their community is priority. We assist client by creating a plan of care specific to them. While matching one of our compassionate team members to ensure satisfaction.

## Our Mission

To provide a high-quality residential service to our members by delivering safe, friendly and improved services to empower them to live a happy life. We strive to develop lifelong relationships while providing quality compassionate care to our residents.

## Our Vision

To become the leading service provider with excellent services in residential care to improve their lifestyles with greater satisfaction. Develop trusting relationships with a goal of improving the safety and to live with greater independence.

## Core Values

- ❖ **Trust**-treating residents with honesty and integrity.
- ❖ **Compassion**- treating residents with sympathy and empathy.
- ❖ **Respect**- treating residents with respect and show that we value one another.
- ❖ **Excellence**- empower residents to improve their health and continually strive to improve the services for positive outcomes.

## Statement of Purpose

The purpose of this policy is to define organization-wide processes and activities that maximize the coordination of quality home services to clients at [AGENCY NAME]. The goal of this plan is to coordinate resident's care in a manner that is seamless from the resident's perspective. This policy shall be made available for review, upon request, to clients and their designated representatives and shall be readily available for staff use at all times within [AGENCY NAME].



## Statement of Policy

**[AGENCY NAME]** prohibits discrimination in all its activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, gender identity, genetic information, and any political beliefs.

**[AGENCY NAME]** is consistent with the:

- Federal and State Law of Virginia
- Needs of our members and the community we serve;
- Our mission, goals and strategic objectives;
- Agency policies and procedures;
- Performance Improvement and member Safety Plan; and
- Organizational capability to provide the requisite staffing, facilities and services.

We strongly adhere to compliance requirements stated by Virginia Law, Department of Health and follow the best practices implemented in terms of policies and procedures within **[AGENCY NAME]**.

## Document Control & Approvals

Document Revisions shall be recorded in the table below;

Ver. No.	Rev. No.	Page No.	Description of Amendment	Approved By	Date

Document review and approvals shall be recorded in the table below;

Description	Title	Signature	Date
Prepared By			
Reviewed By			
Approved By			

Note: All policies and procedures shall be reviewed at least annually, with recommended changes submitted to the governing body for approval, as necessary.



## Our Core Service

In alignment with Virginia code 01-001-DD Group Home Service, [AGENCY NAME]' Group Home is dedicated to providing a nurturing, secure, and supportive residential setting for adults with developmental disabilities. Our mission centers on empowering our residents, encouraging them to attain the highest possible level of independence and personal development. We are committed to crafting individualized care plans that respect the personal needs, preferences, and goals of each resident, ensuring a holistic approach to care and support.

Our comprehensive range of services is designed to cover all aspects of living and personal growth within the community, encompassing:

- **Behavioral Services:** Offering targeted support to manage and improve behavioral health, ensuring each resident can participate fully in community and home activities.
- **Specialized Habilitation Services:** Focused on developing and enhancing daily living skills that promote greater independence and self-care.
- **Dental Services:** Providing access to essential dental care, ensuring the oral health of our residents is maintained.
- **Non-Medical Transportation Services:** Facilitating access to community resources, appointments, and social engagements, promoting social inclusion and community participation.
- **Prevocational Services:** Preparing residents for employment opportunities through skill development, training, and work readiness programs.
- **Residential Habilitation:** Tailoring living environments and support systems to meet the individual needs of residents, fostering a sense of home and community belonging.
- **Specialized Medical Equipment and Supplies:** Ensuring that residents have access to necessary medical equipment and supplies, supporting their health and wellbeing.
- **Supported Employment:** Assisting residents in finding and retaining meaningful employment that aligns with their skills, interests, and capabilities.
- **Community Transition Services:** Supporting residents in transitioning from institutional settings to community living, ensuring a smooth and supported move to a more independent lifestyle.

[AGENCY NAME] is dedicated to upholding the principles outlined in the Virginia code 01-001-DD Group Home Service, ensuring that our Group Home is a place of empowerment, inclusion, and growth for adults with developmental disabilities. We are committed to continuous improvement and adherence to best practices in the provision of care and support to our residents, ensuring they lead fulfilling lives within the community.



## Our Program

The program is designed to accommodate up to four residents in a single-family home setting, ensuring a comfortable and homelike atmosphere. Our approach emphasizes respect, dignity, and the promotion of residents' autonomy.

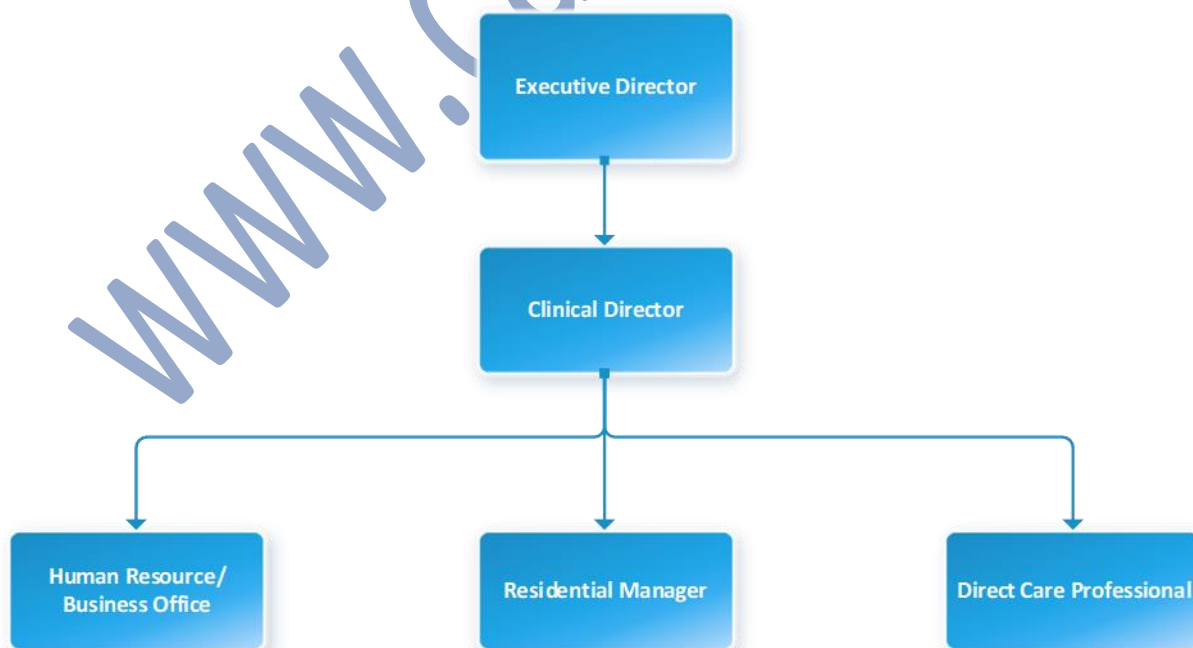
### Key program features include:

- Individual and group therapy sessions
- Life skills training (e.g., financial management, cooking, cleaning)
- Recreational and leisure activities (both in-home and in the community)
- Regularly scheduled family and community engagement events
- Personalized transition planning for residents moving towards more independent living or aging out of the service

### Admission Criteria:

- Diagnosis of a developmental disability
- 18 years of age or older
- Assessment by a healthcare professional recommending group home placement
- Ability to benefit from a group living environment

## Organizational Structure





## Position Descriptions

### **Executive Director**

**Reports to:** Board of Directors

**Position Summary:**

The Executive Director serves as the chief executive officer of [AGENCY NAME] and is responsible for the overall management of the organization. This individual provides strategic leadership and ensures that all service programs are in alignment with the organization's mission and goals.

**Key Responsibilities:**

- Develop and implement strategic plans in collaboration with the Board of Directors.
- Oversee the financial health of the organization, including budget planning and financial reporting.
- Establish and enhance relationships with the community, stakeholders, and funding sources.
- Ensure compliance with all state and federal regulations governing home care services.
- Lead and inspire the organization's staff to maintain high service standards and foster professional growth.
- Evaluate service programs for effectiveness and implement improvements as needed.

**Qualifications:**

- Advanced degree in Business Administration, Health Care Administration, or a related field.
- Significant leadership experience in health care or a similar nonprofit organization.
- Proven track record of strategic planning and execution.
- Exceptional communication and interpersonal skills.

### **Clinical Director**

**Reports to:** Executive Director

**Position Summary:**

The Clinical Director is responsible for the supervision and oversight of the clinical aspects of [AGENCY NAME], including the development and implementation of service plans and the supervision of clinical staff.

**Key Responsibilities:**

- Develop and oversee the implementation of clinical policies and procedures.
- Supervise and evaluate the performance of clinical staff, including Residential Managers and Direct Care Professionals.
- Ensure high-quality care and compliance with all clinical standards and regulations.
- Lead the clinical team in the assessment and planning of resident care.





- Facilitate training and professional development for clinical staff.

**Qualifications:**

- Degree in Nursing, Social Work, Psychology, or a related clinical field.
- Experience in clinical supervision and administration within a health care setting.
- Knowledge of developmental disabilities and home care best practices.

**Residential Manager**

**Reports to:** Clinical Director

**Position Summary:**

The Residential Manager oversees the operation of residential facilities within [AGENCY NAME], ensuring that care is provided in accordance with the organization's standards and regulatory compliance.

**Key Responsibilities:**

- Manage the day-to-day operations of residential facilities.
- Supervise Direct Care Professionals and ensure that care is provided according to individualized service plans.
- Coordinate with the Clinical Director to implement care protocols and interventions.
- Handle administrative tasks such as scheduling, staff training, and maintaining resident records.
- Serve as a point of contact for residents' families and guardians.

**Qualifications:**

- Bachelor's degree in Health Administration, Social Work, or a related field.
- Experience in residential management or direct care in a health care setting.
- Strong leadership and organizational skills.

**Human Resource/Business Office**

**Reports to:** Executive Director

**Position Summary:**

This role encompasses the management of human resources and business operations, ensuring efficient administrative support for [AGENCY NAME].

**Key Responsibilities:**

- Manage recruitment, hiring, onboarding, and training of staff.
- Oversee payroll, benefits administration, and compliance with labor laws.
- Handle financial administration, including billing, accounting, and budgeting.
- Provide administrative support for the Executive Director and other management staff.



- Maintain records and reports pertaining to business operations and human resources.

**Qualifications:**

- Degree in Business Administration, Human Resources, or a related field.
- Experience in human resources and business operations, preferably in a health care setting.
- Knowledge of employment law and health care regulations.

**Direct Care Professional**

**Reports to:** Residential Manager

**Position Summary:**

A Direct Care Professional at [AGENCY NAME] is responsible for providing compassionate care and support to individuals with developmental disabilities (DD) in a home care setting. This role is essential in facilitating daily activities and ensuring the well-being and development of residents.

**Key Responsibilities:**

- Provide daily direct care and support to individuals with developmental disabilities, including assistance with activities of daily living (ADLs) such as bathing, dressing, grooming, and feeding.
- Support the implementation of individualized service plans (ISP) under the guidance of the Clinical Director and Residential Manager.
- Collaborate with the clinical team to monitor and report on the medical and psychological needs of residents.
- Facilitate recreational and social activities to promote engagement and quality of life.
- Assist with medication administration and ensure adherence to prescribed treatments and therapies.
- Maintain accurate and confidential resident records, documenting care provided and significant changes in the resident's condition.
- Foster a safe and nurturing environment, following all state regulations and company policies.
- Communicate effectively with the Residential Manager, Clinical Director, and other team members regarding resident needs and progress.
- Participate in ongoing training and professional development to enhance care delivery and adhere to best practices in DD home care.

**Qualifications:**

- High School Diploma or equivalent; additional certification in health care or direct support is a plus.
- Experience in direct care, particularly with individuals with developmental disabilities, is preferred.
- Strong interpersonal and communication skills, with a compassionate and patient demeanor.
- Ability to follow complex instructions and maintain professional boundaries.
- Knowledge of basic health care and hygiene standards.
- Flexibility to work various shifts, including nights, weekends, and holidays as needed.



## Staffing Plan and Schedule

### Staffing Plan

#### Compliance with 12VAC35-105-590

- Ensuring adequate staffing at all times for the safety and care of residents.
- Staffing levels set to exceed minimum requirements for residential care facilities.

#### Staffing Needs Analysis

- Executive Director: 1 FTE
- Clinical Director: 1 FTE
- Residential Manager: 2 FTE (to cover all shifts)
- Direct Care Professionals: 8 FTE (assuming 2 per shift, over 4 shifts)
- Human Resource/Business Office: 2 FTE

### Staffing Schedule

#### Weekday Schedule

- \*\*Monday to Friday:\*\*
- Executive Director: 9 am - 5 pm
- Clinical Director: 8 am - 4 pm
- Residential Managers: Shift A (7 am - 3 pm), Shift B (3 pm - 11 pm)
- Direct Care Professionals: 4 shifts (7 am - 3 pm, 3 pm - 11 pm, 11 pm - 7 am, floater/overlap shift as needed)
- Human Resource/Business Office: 9 am - 5 pm

#### Weekend Schedule

- Reduced administrative staff, with Executive Director and HR/Business Office on-call.
- Clinical Director: On-call for emergencies.
- Residential Managers: Shift A (7 am - 3 pm), Shift B (3 pm - 11 pm)
- Direct Care Professionals: 4 shifts as weekdays.

## Annual Operating Budget

Category	Estimated Cost
Personnel Salaries	\$200,000
Benefits	\$60,000
Rent/Mortgage	\$24,000
Utilities	\$12,000
Food and Supplies	\$30,000
Transportation	\$10,000
Program Activities	\$8,000
Maintenance/Repairs	\$6,000
Professional Services	\$10,000
Insurance	\$12,000



Miscellaneous	\$5,000
Total	\$377,000

Note: This is a preliminary budget and may need adjustments based on actual quotes and evolving program needs.

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## State Specific Regulations

### Group Home Residential Service (12VAC35-105-580)

#### A. Service Description

[AGENCY NAME] is committed to providing exceptional residential group home services for individuals with developmental disabilities, focusing on personalized care plans, community integration, skill development, and a supportive living environment. This service is designed to promote independence, enhance quality of life, and ensure the safety and well-being of all clients in accordance with the Virginia Administrative Code 12VAC35-105-580 and all applicable state regulations.

#### Service Provided:

- **Client-Centered Care:** Services are tailored to meet the individual needs of each client, taking into account their personal preferences, goals, and developmental requirements. This involves the creation of Individualized Service Plans (ISP) in collaboration with the client, their family, and a multidisciplinary team.
- **Residential Group Home Services:** [AGENCY NAME] operates residential group homes designed to provide a safe, nurturing, and homelike environment for adults with developmental disabilities. Each home is staffed by trained professionals who offer 24-hour support and supervision.
- **Skill Development:** Programs are designed to foster independence through the teaching of daily living skills, social skills, and vocational training, as applicable. This includes, but is not limited to, personal care, household maintenance, money management, and community participation.
- **Community Integration:** Encouraging and facilitating client participation in community activities is a priority. This includes educational opportunities, recreational activities, and social events that promote inclusion and personal growth.
- **Health and Wellness:** Comprehensive healthcare management, including coordination with healthcare providers, routine health monitoring, and emergency care, is provided to ensure the physical and mental well-being of clients.
- **Family and Guardian Engagement:** [AGENCY NAME] values the involvement of family members and guardians in the care process. Regular communication, family meetings, and involvement in care planning are encouraged.
- **Compliance and Quality Assurance:** Services are delivered in strict adherence to state laws and regulations. Continuous quality improvement measures are implemented to ensure the highest standards of care and service delivery.



## **B. Criteria and Allowable Activities**

### 1. Allowable Activities:

As documented in the individual's plan for supports, activities may include:

- Skill-building related to Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).
- Routine supports for the use of community resources, including transportation, shopping, and social activities.
- Behavioral supports to replace challenging behaviors with positive, accepted behaviors.
- Health and medication supports to monitor health conditions and assist with medical needs.
- Transportation supports for accessing community resources.
- General supports as needed, and safety supports to ensure health and safety.

### 2. Skill-building Component:

All services shall include a component that focuses on building the skills necessary for the individual to participate effectively in community living.

## **C. Service Units and Limits**

1. Unit of Service: The unit of service is defined as a day, billable if any portion of the plan for supports is provided during that day.
2. Authorization: Services are authorized for Medicaid reimbursement only as required by the individual in the CL waiver and detailed in the plan for supports.
3. Compliance: All service settings must comply with HCBS setting requirements as per 42 CFR 441.301, including lease or residency agreements that support individual choice.

## **D. Provider Qualifications and Requirements**

1. Licensing: Providers must be licensed by DBHDS as group home residential service providers or approved by local social services for adult foster care. Children's residential providers must be licensed by DBHDS.
2. Agreement: Providers must have a current provider participation agreement with DMAS to render services and bill directly for reimbursement.
3. Staff Training: Staff providing services must meet training and competency requirements as specified by the state.
4. Supervision: Supervision of DSPs must comply with state requirements, with documentation of supervision and oversight available for inspection.



#### E. Service Documentation and Requirements

1. Required Documentation: Providers must maintain comprehensive documentation, including assessment forms, plans for supports, progress notes, and billing documentation. This documentation must be regularly reviewed and updated as necessary, with quarterly and annual reviews conducted and documented.
2. Claims and Reimbursement: Documentation must support all claims submitted for DMAS reimbursement. Claims not supported by adequate documentation may be subject to recovery actions.

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**\*This is only a preview of the Original Document**

**\*For inquiries or assistance, please reach out to us at [www.carepolicy.us](http://www.carepolicy.us)**