



Choice of Who Provides Direct Supports

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I. Purpose

UCP of Maine is dedicated that each Residential Individual receiving services will be able to choose who provides direct supports to them and involvement in the recruiting and hiring process.

II. Policy/Procedure

For waiver home applicant interviews, the hiring manager will include a home tour and introductions to residents for the home(s) for which the applicant is being considered. Following completion of the interview, the hiring manager will solicit feedback from residents about their interactions and comfort with the applicants

Residents are able to give choice of staff supports/home support choices during the PCP Planning Survey. Sit down with Resident to review and answer questions of satisfaction of services provided by staff members. Discuss choice of home support options also.

If a Resident is unhappy with a particular staff person, residents can request a change in staff or mediation process to take place at any time by notifying the House Manager.

If a resolution can not be found with a resident not wanting a particular staff working with them then an attempt will be made at finding an alternate staff to work with them. If no other staff are currently available and the resident wishes to continue to have the provider operating the setting provide his/her services, then it will continue.

UCP of Maine will not violate any local, state, or federal labor laws with decisions about staff not being allowed to work.

Residents can accept a staff person on a temporary basis to evaluate whether the staff person is a good match.



Scott Tash, CEO

10-15-21

Date