

Examples of Service Documentation

Benefits Planning

“Had an initial meeting with Johnny to review his current benefits and discuss his financial goals. Johnny stated he wants to apply for Supplemental Security Income (SSI). I went over the process for applying for SSI and scheduled a meeting with Johnny next week to start the paperwork.”

Care Coordination

“Had a quarterly meeting with Jane to review her services (peer support and housing supports) on her plan of care. She advised she needs to continue to work with her peer support in her recovery and her housing supports to help maintain her housing. I asked if the frequency she meets with these providers is sufficient to help her obtain her goals. Jane advised she is on track with her goals with the current frequency of services.”

Family Peer Support

“Met with Joey’s mother, Lee, to help brainstorm ideas for addressing challenging behavior related to Joey’s Autism diagnosis. I provided emotional support and reinforced Lee to not blame herself. I advised Lee of a parenting class I found helpful and informed her I would go with her if she wanted to attend.”

Housing Supports

“Met with Jennifer to help her start looking for apartments and apply for housing assistance. Jennifer is wanting to move into an apartment in the next 3 months and needs assistance to do so. We are meeting next week to discuss what assistance she qualifies for and if she has made any decisions on where she would like to live.”

Non-Medical Transportation

“Round-trip travel from Zoey’s apartment to AA meeting.”

Peer Support

“Accompanied Joey to the connect group at the local church where members meet to discuss personal issues or struggles. During the group, participants shared their struggles with feeling anxious in public and how they overcome their fear as well as shared stories of recovery from drugs, alcohol, etc. Joey will be attending this group weekly and has set a goal to verbally participate in the group sometime within the next 3 meetings.”

“Observed Joey had only junk food (chips, chocolate, soda, etc.) when conducting a home visit. Accompanied Joey to the grocery store. During the trip, discussed several important items. First, the importance of buying healthy food for nutrition. Second, where to find healthy items in the grocery store. Third, provided resources for healthy meal ideas.”

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Prevocational Training

“Met with Bobby to work on soft skills. Specifically, we went over critical thinking and problem-solving in the workplace. We will be meeting again next week to continue working on soft skills.”

Respite

“Provided respite for Barbara’s mother, Debbie, at her home. I served Barbara eggs and bacon for breakfast, assisted her with a shower, getting dressed, brushing her teeth, and combing her hair. Barbara then watched TV and played on her iPad for an hour while I prepped sandwiches for lunch. I cleaned up the kitchen afterward.”

Supported Education

“Met with Brooke to discuss her goals. She stated she would like math tutoring as she struggles in this area. I asked how she would like a tutoring schedule set up, and she thought twice a week for 30 minutes would be sufficient. I informed her of her tutoring options, and she will begin within the next two weeks.”

Supported Employment

“Met with Johnny to discuss his goals. He advised he is looking for a full-time job as soon as possible as he doesn’t have any income. Together we searched the Bismarck Tribune, Job Service, and Indeed to see the available options based on his qualifications. Johnny doesn’t have a degree but has prior experience in the fast food industry. He will pick his top three choices, and we will work on applying next week during our scheduled meeting.”

Training and Supports for Unpaid Caregivers

“Met with Barbara’s mother, Debbie, to go over coping and de-escalation skills. Debbie stated reading is her best copy strategy as it gets her mind off of things and helps her to relax. I suggested she may try meditation or getting outside to walk may help as well. We reviewed de-escalation techniques such as active listening and effective communication, use of open-ended questions, and respect of Barbara’s personal space.”