August 27, 2019

RE: RRCI Monitoring Summary Report Response

**Findings:**

1. Equipment receipts for assistive technology which was purchased by the State of Utah were missing in two of the files reviewed. An additional two casefiles had equipment receipts, but they were signed prior to the AT being delivered.
2. One of the casefiles reviewed did not contain signatures on the ILP.

**Recommendations:**

1. We reviewed 2 casefiles where it was unclear whether the consumer received AT, though there was an authorization in place. It is our recommendation that the center work to improve casefile documentation, including the results of the AT purchase.
2. It was noted in many of the casefiles we reviewed that the Independent Living Plans were generalized in nature. We recommend that the ILP be more individualized to the consumers’ needs in terms of describing what type of AT is being sought, or what barrier is being overcome.

**Response:**

1. Clarification regarding systems of AT receipt processes have been reviewed with staff. The IL Staff supervisor is following up to ensure that AT receipts are signed and filled as required.
2. At a staff meeting held on February 27, 2019 two examples were provided to staff. regarding incomplete case file notes especially regarding AT documentation. From those examples a discussion was held, training, and guidance provided regarding clear and appropriate case notes. The IL Staff supervisor is following up to ensure that documentation is appropriate.
3. RRCI staff has committed to ‘telling complete stories’ in their case notes to ensure clarity in documentation. The IL Staff supervisor is following up to ensure that documentation is appropriate.