



**SENIOR & LONG TERM CARE DIVISION  
COMMUNITY SERVICES BUREAU**

**COMMUNITY FIRST CHOICE  
Policy Manual**

**Section: SERVICE REQUIREMENTS**

**Subject: Service Delivery Records**

*Reference:*

**PURPOSE** The Service Delivery Record (SDR) SLTC-220 documents the provision of Agency Based (AB) Community First Choice/Personal Assistance Services (CFC/PAS). The SDR is used to document specific times, days and types of tasks provided by a personal care attendant (PCA). In addition, the SDR serves to verify the provision of services.

The SDR is a legal document. Misrepresentation on a service delivery record constitutes fraud.

**PROCEDURE**

1. This form is completed when service delivery is concluded. The form is signed by the PCA and the provider agency representative at the end of the time period. SDRs may not be completed or signed prior to the provision of services. The CFC/PAS provider agency representative must sign off on the form prior to billing the service. The signature of the CFC/PAS provider agency representative signifies that the SDR meets the criteria for billing. The signature of the PCA and the provider agency representative signifies that the hours and tasks recorded on the SDR were delivered by the attendant according to program policy.
2. All entries must be legible, and correspond to principles of charting. Refer to CSB 306.
3. The provider agency is responsible for developing a service delivery record that meets the criteria outlined in AB-CFC/PAS 911.
4. The provider agency is responsible for training the worker on the expectations and procedure for proper completion of the SDR.