

Community First Choice Services and Personal Care Services

Your Vision, Your Plan, Your Life



Your Pre-Planning Guide to the Community First Choice Services Program



**DEPARTMENT OF
PUBLIC HEALTH &
HUMAN SERVICES**

Senior and Long-Term Care Division
February 1, 2025

Your Vision, Your Plan, Your Life

Important Information

My plan facilitator:

Phone number:

My provider:

Phone number:

My Person-Centered Planning Meeting Information

Date:

Time:

Location of meeting:

Notes:

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Welcome to Community First Choice Services and Personal Assistance Services

Your Vision, Your Plan, Your Life

Getting Started

The State of Montana utilizes a person-centered planning approach when delivering Community First Choice Services/Personal Care Services (CFCS/PCS).

Person-centered planning is a process for learning what is important to you and how you want to live. Planning will focus on your daily activities and how your services will be delivered to you. It uses your strengths and abilities to develop a service plan that will allow you to make choices and participate fully, always with the goal of living independently.

Your plan facilitator will work with you and your provider agency to create a plan for service delivery that reflects your goals, choices, and preferences while ensuring your continued health and safety. Your plan facilitator will contact you soon to set up your service planning meeting. This booklet will help you prepare for the event.



Your Person-Centered Planning Meeting

Inside this booklet you will find information to help you prepare for your planning meeting. You will find places to write your questions or concerns so that you can discuss them with your Plan Facilitator.

Your planning meeting will include you, your Plan Facilitator/Case Manager and a representative from your Provider Agency. You are welcome to invite any other people of your choice to this meeting for additional support and assistance.

You can request a planning meeting at any time if your circumstances change. Your Plan Facilitator will ensure that your planning process reflects your cultural considerations and preferences.

Your Plan Facilitator will be in contact regarding your planning meeting and will work with you to determine a time, date and location that are convenient for you.

I would like to invite the following individual(s) to attend my planning meeting:

Name:

Phone:

Name:

Phone:

Key Terms



Plan Facilitator: The person who guides you through the person-centered planning process

If you receive waiver services, your Case Manager will serve as your Plan Facilitator.

Provider Agency: The entity you select to deliver your daily CFCS/PCS services.

Personal Care Attendant: Person who comes into your home to assist you with daily activities

Mountain Pacific (MP): The organization that provides assessment and counseling for individuals before enrollment to CFCS/PCS services

MP will provide individuals the ability to freely choose from available home and community-based attendant providers and available service-delivery models.

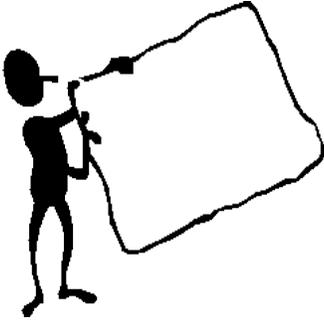
Regional Program Officers (RPOs): CFCS/PCS employees that are responsible for regional implementation of the program

RPOs oversee the care you are provided and serve as a liaison between providers/consumers and other state program staff.

Person-Centered Planning Guidelines

- The most important part of this planning process is YOU! Your goals, dreams, and preferences are important!
- Planning will begin with your input. Planning may include additional information from the people most important to you, and when appropriate, input from professionals.
- The plan of service begins with what you can do for yourself. It then adds supports from your family, neighbors, friends, and other community resources.
- Planning activities will address issues and concerns that you or others close to you have about your health, welfare, and safety.
- Regular feedback from you regarding your interests and needs is essential.





Your Rights and Responsibilities

You have the right to:

- Be treated with dignity and respect.
- Choose where you want to live.
- Make informed choices, including choosing CFCS providers and workers.
- Assist in the creation of your CFCS plan.
- Choose your attendant and your provider agency.
- Refuse any and all services if you choose.
- Be notified of program changes in a timely manner.
- Voice your concerns, and, if necessary, file a complaint through a formal grievance process.
- Be free of all forms of abuse, coercion, and harassment.
- Have your records kept confidential.

You have a responsibility to:

- Treat others with dignity and respect.
- Be an active participant in the planning process.
- Let your plan facilitator know about your concerns and fears.
- Follow the care plan developed during your planning process.
- Let your plan facilitator know if your circumstances change and you need to alter your care plan.
- Maintain a back-up care plan.

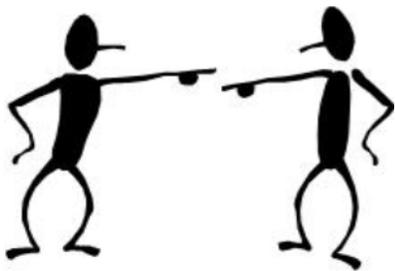
Your Plan Facilitator has a responsibility to:

- Ensure you are treated with dignity and respect.
- Ensure the person-centered planning process is followed during your CFC plan development and service delivery.
- Communicate in a language that is understandable to you and the people who are important in supporting you.
- Provide information, training and assistance so that you may participate in the planning process to the greatest degree possible.

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(Your Plan Facilitators Responsibilities continued from page 8)

- Ensure the initial and annual planning meeting are conducted at a time and location that is convenient to you.
- Ensure your health, safety and service needs are identified and addressed in your CFCS plan.
- Assist you in developing a plan that identifies your needs, goals, priorities, and preferences for CFCS services and supports.
- Provide a process for changing your CFCS plan if circumstances change and assisting you in the development of a personalized back up plan.
- Assist you in identifying community resources that will assist you in living independently.



Conflict Resolution

Differences of opinion and conflicts occur occasionally in all relationships.

Here are some tips to assist you in dealing with conflicts:

- Read your CFCS/PCS Pre-Planning Guide. Make notes if you have questions.

(Continued on page 10)

(Conflict Resolution continued from page 9)

- Ask your plan facilitator to explain anything you don't understand.
- Calmly and honestly communicate your feelings.
- Express your feelings without blaming.
- Give respect to others' opinions and expect respect in return for yours.
- Focus on the issue. Ask questions to assure a clear understanding of the issue.
- Confront the issue, not the person.
- Listen without interrupting.
- Request and work toward a solution.



Grievance Procedures

You have the right to express your concerns to your plan facilitator, personal care assistant, CFCS provider agency, or the Mountain Pacific staff without fear of losing services or being punished in some way. Your plan facilitator will assist you in giving a voice to your concerns. He/She will assist you in identifying solutions to rectify the situation.

If you feel the need to file a complaint, Mountain Pacific, your plan facilitator and your CFCS provider agency are required to have a process for handling

(Continued on page 11)

(Grievance Procedures continued from page 10)

conflict and disagreements. In addition, you have the right to a fair hearing and the right to file a formal complaint with the Department of Public Health and Human Services (DPHHS), Office of Fair Hearings.

Fair Hearing Information

You may request a fair hearing with DPHHS under the following circumstances:

- Reduction in your service level if you disagree.
- Denial of services, based on eligibility criteria.

You must request a fair hearing in writing. Mail the request to:

**Department of Public Health and Human Services
Hearings Officer
PO Box 202953
Helena MT 59620-2953**

A request for a fair hearing must be postmarked or delivered no later than 90 calendar days following the date of notice of determination.

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(Fair Hearing Information Continued from page 11)

RPOs are available to assist you with any questions on the fair hearing process you may have. RPO contact information is provided on page 21.

Anti-Discrimination Information

As a recipient of federal financial assistance and a state or local government agency, DPHHS does not exclude, deny benefits to, or otherwise discriminate against any person based on race, color, national origin, age, physical or mental disability, marital status, religion, creed, sex, sexual orientation, political belief, genetic information, veteran status, culture, social origin or condition, or ancestry.

If you have questions or wish to file a complaint alleging violations, please contact:

Client Discrimination Complaint Coordinator
(406) 444-4211 or
TDD: (866) 735-2968

Office of Civil Rights US DHHS
1961 Stout St., Room 1426
Denver CO 80294-3528
(800) 368-1019 or
TDD: (303) 844-3439



Questions or Concerns for Your Plan Facilitator

Helpful Tools



Before meeting with your plan facilitator, you may want to review and complete the following pre-planning forms. These **OPTIONAL** forms can help you identify your needs, preferences, and goals before making major decisions. A summary of your health status and functional assessment completed by a Mountain Pacific

nurse, along with your personal assistance assessment, will be useful tools for brainstorming the supports and services you need. This summary will be provided to you during your planning meeting.

By completing these pre-planning forms, you will be well prepared to discuss your needs, desires, and goals with your plan facilitator. You may find that developing your plan may be easier because you have already spent time thinking about what you want and need to remain independent. Completed pre-planning documents can also be good communication tools for developing a relationship with your plan facilitator.

Routines and Rituals

Routines and rituals guide us through our days and bring consistency, comfort, and control. These routines and rituals are the little things that determine if we are happy. When these routines and rituals are put in writing, it helps others know how to support us in ways that keep us happy and safe. Examples of routines and rituals include daily routines, mealtime practices, bedtime habits, dealing with illnesses, handling transitions, and celebrating birthdays and other special occasions. Please think about your daily routine and the PCS you utilize, along with the routines and rituals that are important for you. The following questions may help you think about your home routines.



Routines at Home

The way I like to start my day is ...

To me, a good meal at home means ...

When I prepare a meal, I like to ...

My favorite ways to spend an evening at home are ...

The ways I like to spend my weekends are ...

Other things I like to do at home as hobbies or just for fun are ...

How I Like to Keep Myself Well-Groomed and Maintain My Health

Bathing and showering:

Hygiene:

Hair Care:

Clothing care:

Housekeeping:

Other:



Physical and Emotional Well-Being

What are the things you need to do to feel healthy? (Include medications, special diets, adaptive equipment, medical tests, etc.)

What are the things you should stay away from to stay healthy? (Include smoking, specific foods, medications, and/or substances to which you are allergic.)

Do you have any health conditions or concerns that require support?

What are the things you need to do to be happy? (Include medications, counseling, therapies, etc.)

What are some of the things that upset you or make you angry? How do you show you that you are upset?

When you are upset, what helps you feel better?

State Protection and Advocacy Organizations

Aging Services:

Glendive: Area I Agency on Aging Action for Eastern Montana
(406) 377-3564 aemt.org

Roundup: Area II Agency on Aging
(406) 323-1320 area2aging.org

Conrad: Area III Agency on Aging/ North Central AAA
(406) 271-7553 Ncaaafin@3rivers.net

Billings: The Alliance Resource Center of Yellowstone County
(406) 259-5212 allianceyc.org

Helena: Area IV Agency on Aging
(406) 447-1680 rmdc.net/what-we-do/senior-services

Butte: Area V Agency on Aging/ SW Montana Aging and Disability Services
(406) 782-5555 areaivagency.org

Polson: Western Montana Area VI Agency on Aging, Inc.
(406) 883-7284 westernmontanaagingservices.org

Missoula: Area VII Agency on Aging/Missoula Aging Services
(406) 782-7682 missoulaagingservices.org

Great Falls: Area VIII Agency on Aging/Cascade County Aging Services
(406) 454-6990 cascadecountymt.gov/157/Aging-Services

Kalispell: Area IX Agency on Aging ADRC
(406) 758-5730 flathead.mt.gov/departments-directory/agency-aging

Developmental Disabilities:

Anaconda: AWARE Inc.
(800) 432-6145 aware-inc.org

Billings: Montana Council on Developmental Disabilities
(866) 443-4332 mtcdd.org

Helena: Montana Youth Leadership Forum
(406) 442-2576 montanaylf.org

Traumatic Brain Injury:

Missoula: Brain Injury Alliance of Montana
(800) 241-6442 biamt.org

Deaf and Hearing Impaired:

Great Falls: Montana Association of the Deaf
(406) 771-9053 montanadeaf.org

Vision Impaired:

Helena: Blind and Low Vision Services
(406) 444-2590 dphhs.mt.gov/detd/blvs/blvs-vr

Helena: Montana Association for the Blind
(406) 449-3843 mabsop.org

Fair Housing:

Butte: Montana Fair Housing
(800) 929-2611 montanafairhousing.org

Helena: Montana Human Rights Bureau
(800) 542-0807 erd.dli.mt.gov/human-rights

Regional Program Officers

RPOs can assist with policy clarification and general eligibility questions as well as provide information on the process for referring an individual to the CFCS/PCS program. You can connect with an RPO in your area by contacting:

Community First Choice Services/Personal Care Services
Montana DPHHS Senior and Long-Term Care Division
PO Box 4210
Helena MT 59604-4210
(406) 444-4077

My RPO:

Phone:

Additional Notes:

Montana's CFCS/PCS programs are committed to providing services using the least restrictive methods possible, to create opportunities for people with disabilities to live, work, and participate in their communities. Please contact us with any questions about what this means for you and your services.



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