**Section 686.1240 Program and Service Requirements**

a) When HSP refers a Customer to a provider for services, the provider shall notify HSP, in writing, of the disposition of the referral within 15 calendar days after receipt of the referral. This notification shall include the expected date after admission and any pertinent information regarding the Customer's entry into the program.

b) All Customers referred for services shall receive a personal interview that includes an explanation of why the individual was referred, service opportunities available to the individual, and the right to appeal services under 89 Ill. Adm. Code 510.

c) Customers on waiting lists shall be contacted monthly, apprised of their status, and given sufficient information to decide whether to remain on the waiting list or seek services elsewhere.

d) There shall be clearly written entrance and exit criteria for each service offered by the agency.

e) Customer case records shall be kept secure, confidential, and available only to authorized personnel. Customers referred for services shall be notified in writing of their acceptance or non-acceptance into the program.

f) Assessment methods, techniques, and work sites shall be relevant to the Customer's needs.

g) Each Customer served by the provider shall receive a Brain Injury Habilitation Assessment and participate in the provider's development of his/her Habilitation Plan.

1) Each Customer shall be provided goal and service options that assist him/her in choosing a habilitation goal.

2) Each Customer shall be enabled to choose his/her habilitation goals and services and express his/her degree of satisfaction with the results achieved.

3) A written report or narrative of the Brain Injury Habilitation Assessment shall include:

A) background information regarding the person;

B) interpersonal/personal observations made by agency staff;

C) a life skills appraisal of the person;

D) a recommended habilitation goal;

E) recommended objectives and services to attain the stated habilitation goal; and

F) a summary of the conference or staffing conducted, including Customer comments.

4) The Habilitation Plan shall identify:

A) a habilitation goal;

B) understandable, measurable objectives to achieve the habilitation goal;

C) services needed to meet the objectives;

D) time frames to achieve the goal and objectives;

E) measures to assess the outcome of objectives, including review dates; and

F) the persons responsible for implementing the plan.

5) All persons involved in the plan development shall receive a copy of the service plan within five State working days after the plan's development.

h) Services purchased by HSP on a full time weekly basis shall offer at least 25 hours of program time per week. The program hours must relate to the Customer's needs and activities as outlined in the Customer's Habilitation Plan.

i) Staffings shall be held on a scheduled basis to allow for review and discussion of the Customer's progress towards achieving his/her habilitation goal and objectives, as follows:

1) at the completion of the Brain Injury Assessment; and

2) at least once every eight weeks for habilitation training services, up to the date of completion of program objectives.

j) All persons identified in the Habilitation Plan shall receive a copy of each staffing report within 10 State working days after the staffing.

k) Customer habilitation trainings shall include individually designed services that meet the Customer's specific needs and desires and enable the Customer to achieve his/her habilitation goal as a direct result of service provided.

(Source: Added at 43 Ill. Reg. 2133, effective January 24, 2019)