

Family Peer Support Services Writing Medicaid Reimbursable Progress Notes

Be sure your work fits within the Allowable Service Categories

- ✓ Engagement, Bridging and Transition Support
- ✓ Self-Advocacy, Self-Efficacy and Empowerment
- ✓ Community Connections and Natural Supports
- ✓ Parent Skill Development

Sample Action Statements for Family Peer Support Services

- **Provided** support to the family at initial stage of...
- **Educated** the family about...
- **Role modeled** for family on...
- **Located** resources to support....
- **Developed** a strategy with the family to....
- **Provided** the family the opportunity to...
- **Reinforced** the family's ability to....
- **Assisted** the family to prepare for....
- **Assisted** the family to participate in....
- **Supported** the family's decision to...
- **Advocated** with the family regarding...
- **Talked** with the family to discover their strengths
- **Discussed** options for...
- **Supported** the family to develop a team to...
- **Advised** the family of rights related to...
- **Helped** the family develop the courage to...
- **Encouraged** the family to...
- **Reinforced** the family's decision to...
- **Guided** the family to implement their plan by....
- **Coached** the family in self-advocacy skills by...
- **Assisted** the family to write....
- **Provided** intensive support after crisis intervention....
- **Connected** the family to services for basic needs....
- **Shared** ideas about how to cope with feelings of...
- **Helped** the family prioritize....
- **Connected** the parent to other parents for support....
- **Followed up** to ensure the family...
- **Facilitated** a meeting with family and provider...
- **Taught** the family new skills.

You are not limited to these phrases.

This a resource to help you capture the engaging, empowering, supportive work you do with families!

Progress Note Quality Checklist

- ✓ Written in clear, grammatically correct, complete sentences.
- ✓ Succinct and does not include extraneous information.
- ✓ Avoids acronyms or abbreviations, except those that would be universally understood.
- ✓ References the goals in the child's treatment plan that your work with the parent relates to.
- ✓ Explains how your work with the parent will benefit the child.
- ✓ States the reasons for your visit and who you met with.
- ✓ Includes what you observed, not speculation.
- ✓ Describes what you did, the skills taught or practiced and the outcomes of your activity.
- ✓ Includes the perspective of the parent/family member.
- ✓ Outlines planned next steps and timeframes.
- ✓ Uses person-first, respectful, non-stigmatizing, non-judgement language.
- ✓ Signed, dated and includes the time and duration of the visit.

Be sure that the statements in your notes always include a **reason for your activity**.
That reason should **relate to the child’s goals and objectives**.

No	Yes!
Informed the parent(s) of their rights.	Informed the parent(s) of their rights under Individuals with Disabilities Education Act (IDEA) to help them understand them so they can ensure their child receives a timely evaluation.
Accompanied the parent(s) to a meeting with probation.	Accompanied the parent(s) to meeting with probation officer to support the family in advocating for changes in their son’s alternatives to detention program.
Talked with the parent(s) about their concerns.	Talked with the parent(s) about their concerns around their child being discharged and assisted them to make a list they can use when they meet with the hospital next week.
Actively listened to the parent(s).	Actively listened to the parent(s) concerns about seeking an evaluation for their daughter to help them weigh pros and cons and address barriers.

Progress FANS Goals, Child Goals, and Progress Notes

The Family Assessment of Needs and Strengths (FANS) is a 19-question scale. The FANS tool is scored based on the parent/caregiver’s perception of his/her needs and strengths. If your organization uses FANS, the tool will help you and the parent will set priorities for the work you do together. In your notes, be sure to closely link any work you do with the parent to goals and objectives for the child. Here is an example:

FANS Item	Child’s Goal	Example
Caregiver’s Involvement: This item describes the degree to which the parent / caregiver wants or IS involved in the supporting care and treatment as a partner with providers in services.	Goal: Improve management of Derek’s anxiety. Objective: Derek’s parents will observe Derek over the next week to identify triggers that increase Derek’s anxiety and detail 2-3 strategies that were effective in reducing symptoms of anxiety and improve coping skills.	Worked with Mr. & Mrs. Craig to articulate Derek’s triggers to his increased anxiety and strategies that serve to reduce his symptoms. This information was included in a binder with all of Derek’s evaluations, medical records, and Individualized Education Program (IEP) documents, so the family will be able to share this information in upcoming school meetings to improve management of her Derek’s anxiety at school.

Non-Billable Services

- Your time will include a combination of billable and non-billable activities. For example, the time you spend in staff meetings and training is not billable. Nor are general community outreach activities.
- There may also be activities you do with families that not reimbursable by Medicaid.
- Work with your supervisor to understand and follow your agency’s policies for how to track your time.