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**CHAPTER 30: PERSONAL CARE SERVICES**

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**SECTION 30.9: LT-PCS - QUALITY ASSURANCE****PAGE(S) 1**

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### **QUALITY ASSURANCE**

All providers must have a written quality assurance (QA) plan as part of the agency's operational manual. The QA plan must include a process for obtaining input from the recipient, personal representative and/or family members regarding level of satisfaction with the service delivery. The quality assurance plan should include a description of the supervisory staff's role in monitoring the direct care worker. The provider must also include a description of the back-up plan to assure that there is sufficient coverage when a direct care worker is unable to provide services at any given time.

**NOTE:** Individuals who provide coverage in the LT-PCS worker's absence must meet all staffing requirements for the LT-PCS worker or supervisor as described in Section 30.6 of this manual chapter.