

PERSONAL EMERGENCY RESPONSE SYSTEM (PERS)

Definition: PERS is an electronic device that enables individuals at high risk of institutionalization to secure help in an emergency. The individual may wear a portable “help” button to allow for mobility. The system is connected to the person’s phone and programmed to signal a response center once a “help” button is activated. The response center is staffed by trained professionals. PERS services are limited to those individuals who live alone, or are alone in their own home for three or more hours of the day/night, and who would otherwise require supervision.

Providers: PERS services are provided by companies who are enrolled with SCDHHS as PERS providers.

Arranging for and Authorizing Services: Individuals assessed to meet the need for PERS must be alone for at least three (3) or more hours per day, three (3) or more days per week and otherwise require routine supervision. Once it is determined that PERS is needed, the need must be documented in the individual’s Support Plan. The Support Plan must clearly indicate that the individual needs help should an emergency situation occur and that he/she lives alone or is alone for three or more hours of the day or night. You must offer a choice of providers and document that offering in the individual’s file. Once a provider is chosen, the budget information can be entered in the Waiver Tracking System. Once the service is approved, you should authorize PERS services, according to the type of provider selected, using the Authorization for PERS (Community Supports Form PERS-A).

Notes:

- The **installation** of PERS will be authorized as a one-time service. **PERS monitoring** will be authorized as a monthly service.
- The waiver will not be responsible for funding any needed telephone or telephone services solely in order to provide the PERS.
- The PERS service is intended for the benefit of the waiver participant, not the general household. If the waiver participant relocates or dies, you must notify the provider.

Monitoring Services: You must monitor the service for effectiveness, usefulness and individual satisfaction. Information gathered during monitoring may lead to a change in the service, such as a change of provider, change to a more appropriate service, etc. The following guidelines should be followed when monitoring PERS services:

- Services should be monitored at least once during the first month of service.
- Services should be monitored at least once during the second month of service.
- Services should be monitored at least quarterly (i.e. within 3 months of the previous monitoring) thereafter.
- Monitoring should start over any time there is a change of provider.
- This service may be monitored during a contact with the individual/representative or with the service provider.

Include the following questions during your monitoring:

- ❖ Is the individual receiving PERS services as authorized?

- ❖ Has the individual used the PERS since your last contact? If so, what was the response from the PERS provider?
- ❖ Does the individual continue to be left alone at home for significant periods of time (i.e. 3 or more hours per day, 3 or more days per week)?
- ❖ Does the service need to continue?
- ❖ Is the individual pleased with the service being provided, or is assistance needed in obtaining a new provider?

Reduction, Suspension or Termination of Services: If services are to be reduced, suspended or terminated, a written notice must be sent to the individual/representative including the details regarding the change(s) in service, the allowance for appeal, and a ten (10) calendar day waiting period (from the date that the reduction/suspension/termination form is completed and sent to the individual/legal guardian) before the reduction, suspension or termination of the waiver service(s) takes effect. See *Chapter 8* for specific details and procedures.

