

3325.0240 INDEPENDENT LIVING CUSTOMER SERVICE RECORD (ILCSR).

Subpart 1. **Preparation of ILCSR.** After a thorough evaluation is completed, the eligible individual and the SSB direct service staff shall jointly prepare an independent living customer service record (ILCSR). The ILCSR is primarily an electronic record of all documentation regarding SSB's communications with and services provided to eligible individuals.

Subp. 2. **Contents of ILCSR.** The ILCSR must contain the following information:

A. The independent living rehabilitation goals that the SSB direct service staff and eligible individual have agreed to pursue.

B. The specific rehabilitation services that the eligible individual must receive in order to achieve the independent living rehabilitation goals.

Subp. 3. **Basis for contents of the ILCSR.** The independent living rehabilitation goals and services identified in an eligible individual's ILCSR must be based on and supported by information obtained in the preliminary and thorough assessments and any subsequent information developed during the rehabilitation process in assessing the eligible individual's rehabilitation potential and service needs, and consistent with the eligible individual's informed choice.

Subp. 4. **Assessment of progress.** The eligible individual and the SSB direct service staff shall assess progress towards the independent living rehabilitation goals as frequently as necessary, but at least once a year.

Subp. 5. **Amendment to ILCSR.** An eligible individual's ILCSR must be amended jointly by the eligible individual and the SSB direct service staff at any time when necessary to reflect changes in the service needs, health, or independent living rehabilitation goals.

Statutory Authority: *MS s 248.07*

History: *11 SR 1784; 36 SR 33; 39 SR 513*

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