

Behavior Support Services

Definition: Services which use current, empirically validated practices to identify functions of target behaviors, prevent the occurrence of problem behavior, teach appropriate, functionally equivalent replacement behavior and react therapeutically to problematic behavior. These services include:

- Initial behavioral assessment for determining the need for and appropriateness of Behavior Support Services and for determining the function of the behaviors. Behavioral assessment (i.e., functional assessment and/or analysis) includes direct observation and collection of antecedent-behavior-consequence data, an interview of key persons, a preference assessment, collection of objective data (including antecedent-behavior-consequence data) and analysis of behavioral/functional assessment data to determine the function of the behaviors
- Behavioral intervention (including staff/caregiver training), based on the functional assessment, that is primarily focused on replacement and prevention of the problem behavior(s) based on their function; and
- An assessment of the success of the intervention through progress monitoring that includes analysis of behavioral data, any changes (including medication) and any needed modifications.

Service Limits: No more than sixteen (16) units of Behavior Support Services may be provided per day. The unit of service is thirty (30) minutes. Participants receiving Residential Habilitation services may not receive Behavior Support Services funded by the ID/RD Waiver.

Providers: Behavior Support Services are provided by qualified professionals enrolled with the Department of Health and Human Services as providers of Behavior Support Services after SCDDSN verifies the qualifications and approves the provider.

Conflict Free Case Management

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging for and Authorizing Services: If the Waiver Case Manager determines that a participant needs Behavior Support Services, then the need for a Functional Assessment/Analysis will be documented in the Support Plan. The participant/legal guardian must be offered a choice of provider. The offering of choice of provider must be clearly documented. Once the provider is chosen, the Waiver Case Manager will contact the chosen provider and inquire about the standard length for a Functional Assessment/Analysis (one unit equals 30 minutes of service). The request must be sent to the SCDDSN Waiver Administration Division. To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider.

If ongoing Behavior Support Services are to be authorized, the specific need for services must be requested to the SCDDSN Waiver Administration Division. Again, one unit equals 30 minutes of service. To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider. Ongoing Services must be authorized annually at the time of the Support Plan, and as changes are made to the service throughout the plan year. The provider must bill SCDHHS for services rendered.

Monitoring Services: The Waiver Case Manager must monitor the service for effectiveness, usefulness and participant satisfaction. Monitoring may be completed with the participant, representative, service providers, or

other relevant entities. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. DDSN recommends that the Waiver Case Manager monitors this service when it begins and as changes are made.

Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider/s.

Some questions to consider during monitoring include:

- What are the recommendations from the evaluation/assessment?
- If ongoing Behavior Support Services are recommended, what is the recommended amount and frequency? What is the expected duration?
- If only a behavior support plan is needed, how much time will be needed for implementation and training?
- Do the recommendations from the Functional Assessment/Analysis address the initial concerns that justified the need?
- What are the specific goals of the recommended intervention(s)?
- How is the participant's functional level likely to improve with intervention?
- How will progress be measured?

Some questions to consider during monitoring include:

- Is the participant making significant progress toward the specific goals and objectives outlined in the behavior support plan? If not, have the participant's goals and objectives been modified to reflect the need for current services?
- Are the goals and objectives consistent with the participant's overall life goals?
- Is the participant satisfied with the provider of services?
- Do services need to continue at the same level?
- What is the expected duration of services?

Reduction, Suspension or Termination of Services: If services are to be reduced, suspended or terminated, a written notice must be sent to the participant/representative including the details regarding the change(s) in service, the allowance for reconsideration, and a ten (10) calendar day waiting period (from the date that the reduction/suspension/termination form is completed and sent to the participant/legal guardian) before the reduction, suspension or termination of the waiver service(s) takes effect. See *Chapter 9* for specific details and procedures regarding written notification and the reconsideration/appeals process.