

Community Services

Definition: Community Services are aimed at developing one's awareness of, interaction with and/or participation in their community through exposure to and experience in the community and through teaching such concepts as self-determination, self-advocacy, socialization and the accrual of social capital. Services will be provided by DDSN licensed facilities. On site attendance at the licensed facility is not required to receive services that originate from the facility.

Transportation will be provided from the participant's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the participant's habilitation site to their residence when the service start time is after 12:00 Noon. The cost for transportation is included in the rate paid to the provider.

Fifty percent (50%) of the total units received in Community Services must be delivered in a community location/setting (i.e. outside the facility and not in the participant's home).

Core Activities related to Community Services include:

- Community Engagement
- Independent Living Skills
- Informed Choice
- Social Capital
- Training on the use of Assistive Technology

Provider: Community Services will only be rendered by DDSN qualified providers contracted to provide Community Services and enrolled with SCDHHS. It is the responsibility of the Waiver Case Manager to ensure providers are on the approved provider list. Services will be provided in or originate from a DDSN licensed day facility.

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 the service: Once Community Services has been identified as a need, the service must be clearly documented in the Support Plan. Justification supporting the need for the service must be included in the annual assessment and/or case note documentation.

For Community Services, a unit is considered 2-3 hours of service delivered in a calendar day. To receive 2 units of service per day, the first unit must be 3 hours and the second unit must be minimum of 2 hours, for a total of 5 hours of service. Community Services may be authorized for a maximum of 520 units annually.

The WCM must provide a list of available service providers and document a choice of provider. If there is only one choice of provider available, then this must be explained to the recipient and/or his/her legal guardian and documented.

To initiate the service following approval from the Waiver Administration Division, an electronic authorization must be generated and sent to the chosen provider. Ongoing services must be authorized annually at the time of the Annual Support Plan and as changes are made through the plan year. Services provided in the absence of an authorization or in excess of the amount (units) authorized are not reimbursable.

Monitoring the Services: The WCM must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant's/family's satisfaction with the service. 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 monitor 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 items to consider during monitoring include:

- Are Community Services documents (Comprehensive Vocational Services Assessment (CVSA) OR the Comprehensive Day Services Assessment (CDSA), Day Services Plan and Therap ISP: Community Services Log) legible, logical/sequential, and available for review on the Individual Home Page.
- Does the CDSA reflect the participant's interests/preferences/strengths?
- Can the WCM clearly understand the specific outcome desired by the participant (not general terms)?
- Is the goal documented in the Day Services Plan consistent with information in the assessment and focused on the participant's strengths and choices?
- Does the goal reflect the interests of the participant?
- Are activities listed on the Therap ISP: SC Community Services Log consistent with the definition of Community Services versus other services provided?
- Is the participant satisfied with his/her current provider?

Reduction, Suspension, or Termination of Service: If services are to be reduced, suspended, or terminated, a written notice must be forwarded to the participant or his/her legal guardian including the details regarding the change(s) in service, allowance for a reconsideration, and a ten (10) calendar day waiting period before proceeding with the reduction, suspension, or termination of the waiver service(s). See **Chapter 9** for specific details and procedures regarding written notification and the reconsideration/appeals process.