



SUPPORT CENTER SERVICES STANDARDS

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SUPPORT CENTER SERVICES STANDARDS

The mission of the South Carolina Department of Disabilities and Special Needs (DDSN) is to assist individuals with disabilities and their families through choice in meeting needs, pursuing possibilities and achieving life goals; and minimize the occurrence and reduce the severity of disabilities through prevention. Consistent with the agency's mission, the intent of DDSN Support Center Services is to provide individuals with an Intellectual Disability or a Related Disability (ID/RD), Autism Spectrum Disorder (ASD), Traumatic Brain Injury (TBI), Spinal Cord Injury (SCI), and Similar Disability (SD) the supports needed in order for them to meet their needs, pursue possibilities and achieve their life goals.

Per [DDSN Directive 700-07 DD: Employment First](#): While all of the DDSN Day Services (i.e., Career Preparation, Community Services, Day Activity and Support Center) and Employment Services (i.e., Individual and Group) can be provided in integrated community settings and can lead to meaningful outcomes, DDSN promotes employment outcomes (and individual employment in particular) as the most meaningful outcomes for adults of working age.

DEFINITIONS:

Support Center Services include non-medical care, supervision and assistance provided in a non-institutional, group setting outside of the participant's home to individuals who, because of their disability, are unable to care for and supervise themselves. Services provided are necessary to prevent institutionalization and maintain the participants' health and safety. The care, supervision and assistance will be provided in accordance with a plan of care. An array of non-habilitative activities and opportunities for socialization will be offered throughout the day but not as therapeutic goals.

Support Center Services is not available for those receiving Residential Habilitation Services.

Activities can occur in natural settings that do not isolate participants from others without disabilities.

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

Day Services: Day Services are services delivered in/or originating from a DDSN Licensed Day Facility. Day Services include Employment Services-Group, Career Preparation, Community Services, Day Activity and Support Center.

ANTICIPATED OUTCOMES:

For a limited number of individuals (i.e., elderly, those with significant medical conditions, those with significant psycho-social risk factors), other day support options may be inappropriate or undesirable. As an alternative, Support Center Services allows individuals to spend time away from home in a supervised setting where person-centered and community integrated activities

enable them to actualize their potential, have their needs met and enjoy new experiences. Services provided are necessary to maintain the participants' health and safety.

This service may also be appropriate for those with community jobs receiving Employment Services who may require supports outside of their work schedule.

It is expected that Support Center Services be provided in a manner that promotes:

- Dignity and respect
- Health, safety and well-being
- Individual/family/legal guardian participation, choice control and responsibility
- Relationships with family, friends and community connections
- Personal growth, meaningful experiences and individual satisfaction.
- Independence and community integration

It is also expected that Support Center Services reflects the principles of DDSN and therefore services should:

- Be person centered
- Be responsive, efficient, and accountable
- Be individually focused, strengths-based and results oriented
- Maximize potential based on an individual's interests, preferences and choices
- Be based on best and promising practices

Standards		Guidance
1	Support Center Services will be provided in accordance with all state and federal laws.	
2	Support Center Services will only be provided in or originate from facilities licensed by DDSN as Day Facilities.	On site attendance at the licensed facility is not required to receive services that originate from the facility. Please refer to DDSN Standards for Licensing Day Facilities .
3	Support Center Services will be provided in accordance with applicable DDSN Directives, procedures and guidance.	
4	Support Center Services will only be provided by DDSN qualified Day Services providers.	
5	The Support Center Services provider must designate a Program Director who: <ul style="list-style-type: none"> • Is at least 21 years old. • Has a four (4) year, baccalaureate degree from an accredited college or university in the human services or related field and two (2) years experience in administration or supervision in the human services field or have a master's degree from an accredited college or university in the human services or related field and one (1) year experience in administration or supervision in the human services field. • Has references from past employment. 	A Program Director may serve more than one program.
6	Staff/anyone contracted to provide direct support in Support Center Services: <ul style="list-style-type: none"> • Is at least 18 years old; 	Competency in the following areas may be considered the equivalent to a high school diploma. Staff/anyone contracted to provide direct support must be able to: <ol style="list-style-type: none"> a. Read and comprehend written instructions in English

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	<ul style="list-style-type: none"> • Has a valid high school diploma or its certified equivalent; • Has references from past employment if the potential staff has a work history; • Is capable of aiding in the activities and implementing the Day Services Plan of each individual for whom they are providing supports; and • Has a valid driver's license if duties require transportation of individuals. 	<p>which may include health care information;</p> <p>b. Write and type information in English sufficient to communicate facts clearly and complete required documentation; and</p> <p>c. Communicate verbal and/or written information in English effectively to others.</p> <p>Documentation demonstrating competencies in items a – c must be maintained in the staff's/anyone contracted to provide direct support's file.</p>
7	Staff/anyone contracted to provide direct support must meet requirements for criminal background checks.	Background checks must be done in accordance with DDSN Directive 406-04-DD : Criminal Record Checks and Reference Checks of Direct Caregivers
8	Staff/anyone contracted to provide direct support must pass an initial physical exam prior to working in the program.	Pass = no documentation in the physical exam report of conditions present that would jeopardize health and safety of individuals receiving services or staff's ability to perform required duties.
9	Staff/anyone contracted to provide direct support must be screened for Tuberculosis (TB) in accordance with DDSN Directive 603-06-DD.	Pass = no evidence of communicable disease; meets Requirements of DDSN Directive 603-06-DD : Tuberculosis Screening.
10	Staff/anyone contracted to provide direct support must be trained and be deemed competent in accordance with DDSN Directives.	
11	There will be a staff development/in-service education program operated by each Support Center Services provider which requires all staff/anyone contracted to provide direct support to participate in and complete in-service education programs and staff development opportunities in accordance with DDSN Directives.	<p>Staff/anyone contracted to provide direct support must periodically be required to demonstrate continuing competency on the most critical information and skills taught in the curriculum. Providers have wide latitude in designing the format of such rechecks.</p> <p>Encouraging staff/anyone contracted to provide direct support commitment to continuing personal</p>

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		and professional development will expand the capacity to provide quality service and supports. Staff/anyone contracted to provide direct support should routinely be exposed to information regarding training resources and opportunities. Supervisors should be working with staff/anyone contracted to provide direct support to identify annual personal and professional goals.
12	<p>Each Support Center Services provider will have written policies on:</p> <ul style="list-style-type: none"> • Use of volunteers and substitutes. • Use of contracted employees, if applicable. • Program evaluation. • Administration of medication. • Admission and discharge of participants. • Personnel practices. • Procedures to be followed when a participant is discovered to be missing. • Termination of participants from the program which include: <ul style="list-style-type: none"> ○ A list of reasons for dismissal. ○ Methods of averting the termination. ○ When consultation and concurrence with DDSN prior to termination will be sought. • Keeping and managing a waiting list for those who are seeking entry into each service provided in the program that includes the frequency with which the list will be reviewed. 	

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13	Individuals receiving Support Center Services are free from abuse, neglect and exploitation.	DDSN Directive 534-02 DD : Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contracted Provider Agency
14	Individuals receiving Support Center Services are: <ul style="list-style-type: none"> • Informed of their rights; • Supported to learn about their rights, and • Supported to exercise their rights. 	<p>Rights include Human rights, Constitutional rights and Civil rights.</p> <ul style="list-style-type: none"> • Each individual’s right to privacy, dignity and confidentiality in all aspects of life is recognized, respected and promoted. • Personal freedoms are not restricted without due process. • Individuals are expected to manage their own funds to the extent of their capability. • Due process is upheld, including the Human Rights Committee review of restriction of personal freedoms. • Individuals with limited knowledge and experience receive training and opportunities to explore their individual rights and the responsibilities that accompany them.
15	<p>Support Center Services will only be provided to those who are authorized by a DSN Board or contracted Case Manager.</p> <p>Individuals may be authorized a maximum of 520 Day Services units annually.</p> <p>Services provided in the absence of an authorization or in excess of the amount (units) authorized are not reimbursable.</p>	<p>Case Management will provide the chosen Support Center Services provider with an authorization that at a minimum includes the following information:</p> <ul style="list-style-type: none"> • Individual’s information: name, address, DOB, referral date, Medicaid # (when applicable), name of court appointed legal guardian (if applicable), emergency contact information, and name of referring Case Manager and Case Management Agency; • Type of service authorized, number of authorized units, effective date and expiration date of the authorization; and • 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 3 hours and the second unit must be a minimum of 2 hours, for a total of 5 hours of service.

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		<ul style="list-style-type: none"> • Support Center can be authorized in conjunction with other Day Services (Employment Services-Group, Career Preparation, Community Services and Day Activity), not to exceed a total of 520 units annually. • Additional information: Critical and emergency information, relevant health/medical information, and care and supervision information.
16	Individuals receiving Support Center Services are supported to make decisions and exercise choice regarding the specific activities and supports they will receive based on assessment.	Individuals are encouraged to invite significant people of their choice to participate in their assessment and/or planning meeting(s).
17	<p>Within 15 business days of receipt of an authorization, the Support Center Services provider will make available to the referring Case Manager:</p> <ul style="list-style-type: none"> • Confirmation of acceptance into the service with start date; • Information that the individual will be placed on the provider's waiting list; or • Information that the referral is being rejected with reasons for the rejection. 	If the referral is rejected, an explanation must be documented and made available to the Case Manager.
18	After acceptance into the services, but prior to providing Support Center Services, a Preliminary Plan must be developed that outlines the non-medical care, supervision and assistance to be provided.	The Preliminary Plan must include essential information to ensure appropriate services and supports are in place to assure health, safety, supervision and rights protection.
19	On the first day of attendance in Support Center Services, the Preliminary Plan must be implemented.	Preliminary Plan is to be implemented on the first day of attendance in Support Center Services. When assessments are completed, and activities and supports have been identified, the Day Services Plan will be completed and will replace the Preliminary Plan.

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20	<p>Within 30 calendar days of the first day of attendance in Support Center Services, and every 365 days thereafter, the Comprehensive Vocational Service Assessment (CVSA) or Comprehensive Day Service Assessment (CDSA) will be completed that identifies the abilities/strengths, interests/preferences, needs/supports of the individual in the following areas:</p> <ul style="list-style-type: none"> • Supervision and supports. • Relevant medical information. • Health and hygiene. • Behavior supports. • Interests. • Preferences. • Skills. • Self-esteem/Self-advocacy and Self-determination. • Coping skills. • Personal responsibility. • Money management. • Socialization. • Community participation/safety. • Mobility and transportation. 	<p>At a minimum, assessments must be completed every 365 days.</p> <p>The annual assessment must reflect that the Support Center Services being provided maximizes the abilities/strengths, interests/preferences and identifies needs/supports of the individual.</p> <p>Decisions and choices made by the individual related to Support Center Services must be documented in the Comprehensive Vocational Service Assessment (CVSA) or Comprehensive Day Service Assessment (CDSA) and the Day Services Plan.</p> <p>Comments that have been documented in the individual's ISP from the previous year should be utilized when completing the annual CVSA or CDSA.</p>
21	Based on the results of the assessment, within 30 calendar days of the first day of attendance of Support Center	At a minimum, the plan must be completed every 365 days.

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	<p>Services and every 365 days thereafter, a Day Services Plan that outlines the Support Center Services and supports to be provided is developed with participation from the individual and/or his/her legal guardian (if applicable).</p>	<p>Individuals are encouraged to invite significant people of their choice to participate in their assessment and/or planning meeting(s).</p>
22	<p>The plan must include:</p> <ul style="list-style-type: none"> • A description of the activities and supports to be provided. • Type and frequency of supervision to be provided. • Emergency contact information. • Current and comprehensive medical information. • Any information necessary to support the individual in Support Center Services. 	<p>Activities must be age appropriate, offer variety and choice, emphasize community experiences and focus on small groups and individual interactions/experiences. Activities should be individualized based on likes, dislikes, areas of interests, desires, dreams, etc. as documented in the individual’s assessment and plan.</p> <p>Services are based upon the preferences and choices of each individual. Regardless of skill level, adults with disabilities will experience activities of their choice that help to enrich their days and make a meaningful difference in their lives.</p> <p>DDSN Directive 510-01 DD: Supervision of People Receiving Services.</p> <p>Services provided shall include the provision of any interventions and supervision needed by the individual which include dining/eating.</p> <p>The supervision to be provided must be based on assessed needs.</p> <p>Supervision must encompass any time outside of the actual unit time when the individual is present and supervision is needed.</p> <p>All critical and emergency information for this individual must be documented in the plan.</p> <p>Medications taken by the individual must be listed and any assistance of medicating must be documented (self-medicate or assisted medicate).</p> <p>All specific instructions concerning individual reactions, side effects or restrictions to medicine must be documented in the Day Services Plan and on the IPS: SC Community Services Log and must be available in Therap for review.</p>

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		Medication Technician Certification program must be completed for the selected, unlicensed, healthcare personnel who provide medications to those receiving Day Services.
23	As soon as the plan is developed, it must be implemented.	
24	<p>Documentation of activities and supports must support the implementation of the plan for each unit of service reported.</p> <p>Documentation of attendance/participation in activities and supports received is completed on the Therap ISP: SC Support Center Log.</p> <p>Documentation must include:</p> <ul style="list-style-type: none"> • The date of service provision; • Begin time/end time of service provision (exact times); and • A detailed description, noted in the comments section, of the activity/supports provided. <p>Documentation is required to justify all units reported and must be entered at a minimum within seven (7) calendar days of the activity date. At the end of the month, all documentation must be entered by the fifth (5th) business day of the following month to support billing.</p>	<p>For each unit of service reported, documentation in the ISP: SC Support Center Log must be present to show the activity/supports received on the day the service was provided.</p> <p>Documentation for more than one unit provided during a day can be completed within the same narrative by noting 1st unit: narrative; 2nd unit: narrative.</p> <p>Support Center Services is not available for those receiving Residential Habilitation Services.</p> <p>** The Support Center Services ISP may not meet the needs of those receiving ICF/IID services.</p>
25	<p>Data entries must be:</p> <ul style="list-style-type: none"> • True and accurate. • Complete. • Typed. • Dated and signed by the staff making the entry. 	<p>Electronic entries, initials and/or signatures on Therap ISP: SC Support Center Log are sufficient.</p> <p>In extenuating circumstances when there are technical difficulties, documentation must be secured and entered into Therap when available.</p>

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26	At least monthly, the plan is monitored by the Program Director or his/her designee to determine its effectiveness.	<p>The Program Director or his/her designee will monitor the plan monthly by review of the ISP: SC Support Center Log as evidenced by either:</p> <ul style="list-style-type: none"> • An electronic copy of the signed “Clinician Report” saved in Therap, or • A non-billable monthly entry made by the Program Director or his/her designee in each individual’s ISP: SC Support Center Log noting participation and/or recommendations. <p>When monitoring, the individual’s satisfaction with their service must be considered.</p> <p>Electronic entries, initials and/or signatures in Therap are sufficient.</p>
27	The Program Director or his/her designee must ensure that all billable units of Support Center Services are entered into the Day Supports Attendance Log by the fifth (5 th) business day of the following month.	<p>The Day Supports Attendance Log (DSAL) is located on the DDSN Application Portal.</p> <p>Failure to enter units of service delivered by the established deadline may result in nonpayment.</p> <p>**This may need to be updated due to Therap billing.</p>
28	The plan is amended when changes to the plan are requested or are necessary with participation from the individual and/or his/her legal guardian (if applicable).	<p>Changes may include, but are not limited to:</p> <ul style="list-style-type: none"> • Activities/supports are no longer appropriate; and/or • The individual’s life situation has changed. <p>Amendments are documented on the ISP: SC Support Center Log with notation of the individual’s and/or his/her legal guardian’s participation and agreement (if applicable).</p>
29	<p>A record shall be maintained in Therap for each individual which contains, at a minimum, the items listed below:</p> <ul style="list-style-type: none"> • Current Comprehensive Vocational Service Assessment or Comprehensive Day Services Assessment; 	<p>Records, either electronic, in Therap, as specified, or on paper, shall be maintained for each individual.</p> <p>Record of illnesses and accidents will be maintained for those accidents that occur during service provision and for illnesses made known to the provider.</p> <p>All documents and entries shall be legible, dated, and signed by the staff making the entry. If symbols are used, explanatory legends must be provided.</p>

Standards		Guidance
	<ul style="list-style-type: none"> • Current Day Services Plan that supports the provision of the service provided; • ISP: SC Support Center Log that supports the provision of Support Center Services. <p>Records shall be maintained for each individual which contains, at a minimum, the items listed below:</p> <ul style="list-style-type: none"> • Report of a medical examination which was performed not more than 12 months prior to admission; • Record of unusual behavior incidents which are recorded at the time of occurrence; • Record of illness and accidents; • Authorization for emergency medical service and medication administration; and • Record of critical incidents. 	<p>All Support Center Services documentation must be available in Therap. The Comprehensive Vocational Service Assessment (CVSA) or the Comprehensive Day Services Assessment (CDSA) and the Day Services Plan must be attached to the Individual Home Page. The ISP: SC Support Center Log must be available in Therap for review.</p>
30	<p>Any evidence of illness or injury shall be documented in the individual's record and action shall be taken to obtain necessary medical treatment of the individual and to safeguard others from contagion.</p>	
31	<p>Reporting requirements are completed per DDSN policies and directives.</p>	<p>Including, but not limited to:</p> <ul style="list-style-type: none"> • DDSN Directive 100-09 DD: Critical Incident Reporting • DDSN Directive 505-02 DD: Death or Impending Death of Persons Receiving Services from DDSN • DDSN Directive 534-02 DD: Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contracted Provider Agency

