DDSN Memo

TO: **EXECUTIVE DIRECTORS/CEO'S**
                    DAY SERVICE DIRECTORS

FROM: **BEN ORNER, PMP, CPM**
                    DIRECTOR OF PROGRAM INTEGRITY AND SERVICE UTILIZATION

DATE: **APRIL 15, 2020**

RE: **Day Service Delivery Reporting in Residential Settings during COVID-19**

In these unprecedented times, the provider community in South Carolina has proven to be flexible, resourceful, and dedicated to the individuals served. The changes due to social distancing have taken its toll on the way services are delivered, and most providers have adapted their Day Programming to be delivered in the homes of the individuals who also receive Residential Habilitation.

In order to have a more accurate, real-time understanding of the billing of Day Programs, we are asking providers to *more regularly* document the Day Program attendance in DSAL. Providers are being asked to key the attendance for the previous week by the close of business the following Monday (Example: Key April 13th through 17th by the end of the day on Monday the 20th). DSAL should be entered, but not approved, until the normal time (the 6th working day of the month). All billing from April 1st through 10th should be entered by this Friday (April 17th). DDSN simply cannot afford to wait until the end of the month to determine the amount of services being provided. This is a vital step in assisting DDSN to fully understand the revenue impact of these changes to Day Services.

Also, attached to this Memo is a guidance sheet for completing the required documentation for provision of Day Services while in residential settings. A Therap ISP has been developed to help ensure that sufficient documentation is gathered to justify the 2-3 hour unit. If providers choose not to utilize the ISP, they should ensure that a start time and end time for the day service provision is tracked for each individual.

Thank you for your help and dedication. If you have any questions or concerns please contact Lynn Sigg (lsigg@ddsn.sc.gov), Director of Employment and Day Services.

Delivery of Day Services in Residential Settings during COVID-19

DSAL:

In order to have a more accurate real-time understanding of the billing of Day Programs, we are asking providers to document the Day Program attendance in DSAL more regularly. Providers are being asked to key the attendance for the previous week by close of business the following Monday (Example: Key April 13th through 17th by the end of the day on Monday the 20th). DSAL should be entered, but not approved until the normal time (6th working day of the month). All billing from April 1st through 10th should be entered by this Friday (the 17th).

Documentation:

DDSN is asking all Day Services that are being provided outside of the normal locations to utilize the ISP Program titled **ISP: SC COVID 19 Supports**. This template is located in the Global ISP Template Library in Therap.

Attached is a walkthrough with screenshots of how to set up the ISP when assigning it to an individual. If that template is already assigned to an individual, please also review the attached guidance for expectations regarding time in/time out and comments reporting, as well as amending the current Day Program plan.

Comments should be use to document the specific activities, while the "scoring" will be used to show participation on behalf of the individual receiving the service. These documentation points are needed to justify billing for the service for the entire 2-3 hour unit.

Providers unable to use Therap should track the same information (time in/out, comments of activities) in a separate sheet (Excel, etc.) in order to have documentation of provision of service. If done outside Therap, staff will need to initial the documentation for verification.

Current Day Program plan objectives and ISPs can continue to be utilized if appropriate, but the start and end time of the Day Program activity should be tracked and logged somewhere that is accessible during an audit in the future.

Some ideas for participation and engagement:

- Staff provide a list for a scavenger hunt.
- Write a note, draw a picture and send to someone else.
- Call someone and talk to them. Wish them a good day.
- Go outside and find things growing. List 3 things they saw and/or tell the weather for the day.
- Talk a walk.
- Sing songs.
- Watch a YouTube video and share content with staff.
- Help with a chore(s) at home hands.
- Help wipe off door knobs, and handles at their home.
- Make a sandwich or cook something simple.
- Do a puzzle.
- Take pictures and share with staff.
- Practice folding towels or other items.
- Set an alarm to call staff back at a specified time.

Day Services Guidance: ISP: SC COVID 19 Supports

Begin Time and End Time

Time must be entered when the day services start and end.

When applying the ISP for the **first time,** under **Other Details,**

- Require Begin and End Time.
- Require Comments for data collection

If the ISP is already being used, ask staff to complete Begin Time and End
Time fields going forward.

Data Collection Detail

Date	04/08/2020
Begin Time	09 ▾ 00 ▾ ● am ○ pm
End Time	02 ▾ 35 ▾ ○ am ● pm
Location	
Entered By	Steven Supervisor, Supervisor
Service Provider	Steven Supervisor, Supervisor Change Service Provider

Task Scores

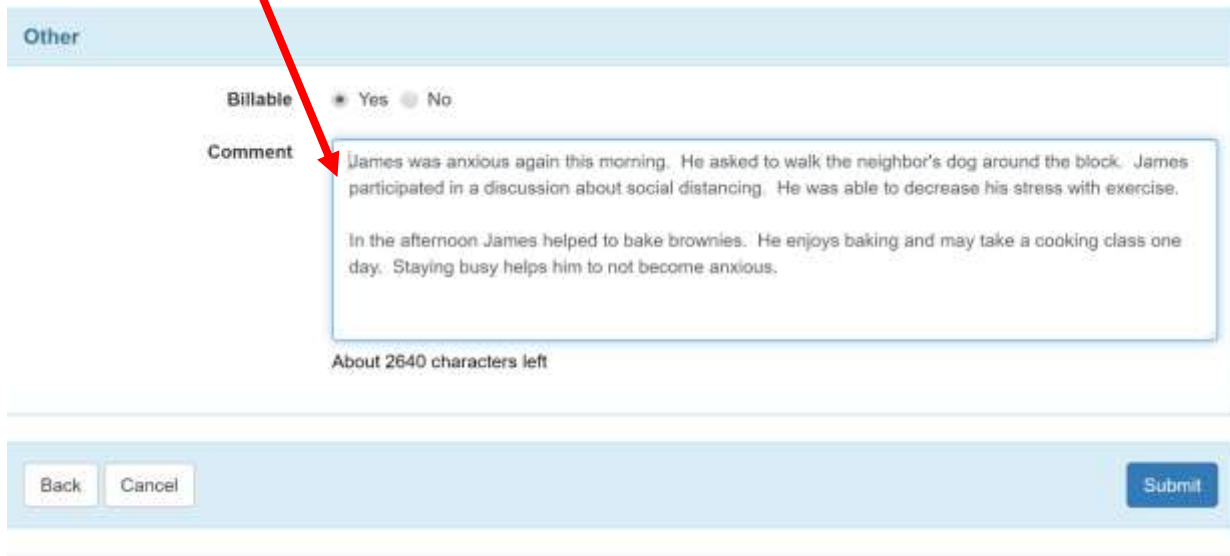| Description	Scores
P = The individual participated in COVID 19 supports which may include anxiety relief, personal health/virus education, virus transmission prevention, and activities to prevent social isolation.	Participated in COVID 19 supports ▾

Scoring Method

Participate (for the entire unit)

Absent (did not participate for the entire unit)

**May participate in one unit and not the other unit

Comments should be entered to document the individual's participation in supports and activities for each unit of service.

Other

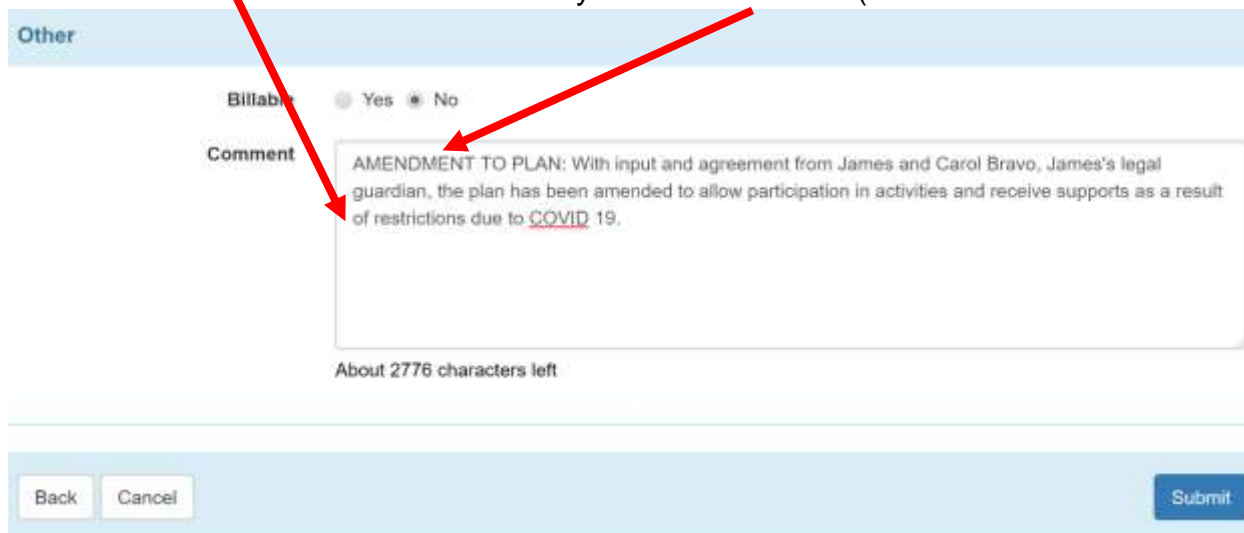|	
Billable	● Yes ○ No
Comment	James was anxious again this morning. He asked to walk the neighbor's dog around the block. James participated in a discussion about social distancing. He was able to decrease his stress with exercise. In the afternoon James helped to bake brownies. He enjoys baking and may take a cooking class one day. Staying busy helps him to not become anxious.

About 2640 characters left

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Amendment to Plan: at the **initial start of the ISP**, in the comments section, indicate AMENDMENT TO PLAN. Example:

- AMENDMENT TO PLAN: With input and agreement from James and Carol Bravo, James's legal guardian, the plan has been amended to allow participation in activities and receive supports as a result of restrictions due to COVID 19.

- It should be noted this will be an entry that is not billable (Start time/End Time 2-3 minutes).

Other

Billable	○ Yes ● No
Comment	AMENDMENT TO PLAN: With input and agreement from James and Carol Bravo, James's legal guardian, the plan has been amended to allow participation in activities and receive supports as a result of restrictions due to COVID 19.

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CLINICIAN REPORT (BILLABLE ACTIVITY)

Clinician Report

Report Description *	
Individual Name	James Bravo, 000074
Date Range	04/01/2020 - 04/14/2020

SC COVID 19 Supports

Form ID	ISP-LK1SC-J6G4Q46ZU5QPE
Status	Approved (Dynamic)
Time Zone	US/Eastern
ISP Program	SC COVID 19 Supports

Goal/Service	Participation in activities to relieve anxiety, learn healthy personal care practices, prevent virus transmission and maintain social connections/inclusion amid the COVID 19 pandemic.
Criteria for Completion	Based on recommendations from federal, state, and local governing authorities regarding social distancing and health precautions.

Date	Begin Time	End Time	Duration (hh:mm)	Location	Service Provider	Comment
04/01/2020	09:00 AM	09:06 AM	00:06		Steven Supervisor, Supervisor	AMENDMENT TO PLAN: With input and agreement from James and Carol Bravo, James's legal guardian, the plan has been amended to allow participation in activities and receive supports as a result of restrictions due to COVID 19.
04/02/2020	09:00 AM	02:11 PM	05:11		Steven Supervisor, Supervisor	James practiced washing his hands for 20 minutes. He learned to sing the Birthday Song to ensure he washed long enough. James helped wipe off door knobs and handles with disinfectant.
04/03/2020	09:03 AM	12:10 PM	03:07		Steven Supervisor, Supervisor	James was very anxious this morning and said he did not sleep well. He watched a YouTube video on how to cook a simple meal. James then participated in karaoke with his house mates. He enjoyed this. James did not want to participate after lunch and took a nap instead.
04/06/2020	09:08 AM	02:35 PM	05:27		Steven Supervisor, Supervisor	James participated in a discussion about first responders during this crisis. He participated with the group on making thank you cards for the nurses and doctors at Lexington Medical Center. He completed 4 cards during the day.
04/07/2020	09:00 AM	02:11 PM	05:11		Steven Supervisor, Supervisor	James was anxious again this morning. He asked to walk the neighbor's dog around the block. James participated in a discussion about social distancing. He was able to decrease his stress with exercise. In the afternoon James helped to bake brownies. He enjoys baking and may take a cooking class one day. Staying busy helps him to not become anxious.
		Total	19:02			

Progress Towards Outcome

DSAL:

To easily calculate units for everyone in your program for DSAL, a pivot table can be run. This was designed for Employment Services – Individual but can be used for any ISP program with the same name. The report can be run for **SC COVID 19 Supports**.

Go to Therap, SC Employment Individual How To:

How_To_Create_an_Excel_Pivot_Table_for_DSAL(Individual_Employment).pdf