

Behavior Support Services

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. Behavior Support 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.

Caregiver Coaching Services Definition: The purpose of caregiver coaching is to enable the health, safety, well-being and continued community integration of waiver participants by equipping family caregivers with the skills and resources necessary to manage the participants' behavioral and associated needs at home. Caregiver Coaching provides a support system to unpaid caregivers who are caring for family members with challenging behaviors. Caregiver Coaching is not provided directly to waiver participants, but to their family caregiver(s). A participant has to be assessed by a case manager to need the behavior support service before the family caregiver can access caregiver coaching. The waiver participant does not have to actively receive Behavior Support services in order for the family caregivers to receive Caregiver Coaching.

Behavior Supports Services Limits: Behavior Support Services are authorized monthly based on the individual needs of the participant and behavioral assessment. 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.

Caregiver Coaching Service Limits: Caregiver Coaching Services are authorized monthly based on the needs of the participant and the caregiver need for support. No more than sixteen (16) units per month of Caregiver Coaching may be authorized. The unit of service is thirty (30) minutes. Participants receiving Residential Habilitation services may not receive Caregiver Coaching services funded by the ID/RD Waiver.

Providers: Behavior Support Services and Caregiver Coaching services are provided by

qualified professionals enrolled with the Department of Health and Human Services after SCDDSN verifies accreditation and approves the provider.

Conflict Free Case Management

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 Behavior Support 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.

Arranging for and Authorizing Caregiver Coaching Services: If the Waiver Case Manager (WCM) determines that a participant needs Caregiver Coaching Services, then the need for the service will be documented in the Support Plan. The participant/legal guardian must be offered a choice of provider. The offering of choice must be clearly documented. The WCM must send a request 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. 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 of **Behavior Support Services Evaluation/Assessment** 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 of **Behavior Support Services** 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?

Some questions to consider during monitoring of **Caregiver Coaching Services** include:

- Are the number of units authorized sufficient to meet the needs of the caregiver?
- Is the caregiver satisfied with the provider of service?
- Are caregivers able to request assistance twenty-four (24) hours per day, seven (7) days per week?
- Does the service enable community integration by equipping family caregivers with the skills and resources necessary to manage the participant's behavior needs?
- Has the Caregiver Coaching Plan been provided to the caregiver and WCM?
- Are the strategies in the plan to address the risk/concern effective?
- What is the expected duration of the service?

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.