

Support Center Services

Definition: Support Center Services include non-medical care, supervision and assistance provided in a non-institutional, group setting outside of the home to participants who, because of their disability, are unable to care for and supervise themselves. Services provided are necessary to prevent institutionalization and maintain the participant's health and safety. 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.

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.

Support Center Services are not available to those receiving Residential Habilitation Services.

Providers: Support Center Services will only be rendered by DDSN qualified providers contracted to provide Support Center 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 Support 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 Support 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. Support 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.

Monitoring the Services: The WCM must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the recipient'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 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 items to consider during monitoring include:

- Is the participant satisfied with his/her daily activity?
- Is the participant satisfied with the provider of his/her service?
- Is the service area clean and safe?
- What is the participant's attendance?
- Is the participant given a choice of daily activities?
- Does the participant feel safe and comfortable with staff?

Reduction, Suspension, or Termination of Services: If services are to be reduced, suspended, or terminated, a written notice must be forwarded to the consumer or his/her legal guardian including the details regarding the change(s) in service, allowance for 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.