Support Center Services

**Definition:** Non-medical care, supervision and assistance provided in a non-institutional, group setting outside of the participant’s home to people 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.

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.

**Providers:** Support Center Services are provided by DSN Boards or companies/agencies qualified by SCDDSN to provide Day Services.

**Arranging for the Service:** When you determine a participant needs Support Center Services they should be given a choice of providers of this service and the offering of choice must be documented. The participant and/or his/her family/guardian should be provided with a listing of enrolled providers. If there is only one available choice then this must be explained to the participant and/or his/her legal guardian and documented.

The need for Support Center services must be added to the participant’s Support Plan. The SCDDSN Waiver Administration Division will review the request. You must ensure the service is included on the STS. Once the request is approved, Support Center Services can be authorized using the Authorization for Services (Community Supports Form SC-06).

**Monitoring the Services:** You must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant’s/family’s satisfaction with the service. 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. The following criteria should be followed when monitoring Support Center Services:

- At least monthly for the first two months
- Services must be monitored at least at the time of every 6 month Plan review thereafter.
- Start over with each new provider or location

It may also occur during review of written documentation such as daily logs of objectives and/or formal professional assessments.

Some items to consider during monitorship 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?
What are the opportunities for choice given to the participant?
Does the participant feel 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 participant or his/her legal guardian including the details regarding the change(s) in service, allowance for appeal/reconsideration, and a ten (10) calendar day waiting period before proceeding with the reduction, suspension, or termination of the waiver service(s). See **Chapter 8** for specific details and procedures regarding written notification and the appeals process.