

Community Services

Definition: Services aimed at developing one's awareness of, interaction with and/or participation in their community through exposure to and experience in the community and through teaching such concepts as self-determination, self-advocacy, socialization and the accrual of social capital. On site attendance at the licensed facility is not required to receive services that originate from the facility.

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.

Provider: Services will be provided in or originate from facilities licensed DSN Boards and providers approved by DDSN. Community activities that originate from a facility licensed by the state will be provided and billed as Community Supports.

Arranging for the Service: When you determine a participant needs Community 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.

Prior to requesting Community Services to the SCDDSN Waiver Administration Division, you must first ensure the service is included on the STS. To make this change proceed to the services menu on the STS (**SVMEN**). Select **CHGAT** and enter SSN in Key 1 position. The day service that the participant is receiving will be displayed along with the activity type and how it is currently being funded. Enter the effective date (which is the enrollment date/budget begin date) and change the funding to Waiver ("**W**").

To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider. Community Services must be Board-billed to the participant's SCDDSN Financial Manager agency. This must be indicated on the authorization. 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.

For participants currently attending and determined to need the kind of assistance described in the Community Services definition, **his/her plan must clearly reflect the specific assistance to be provided and the amount and frequency with which it will be provided. Some examples of this assistance include training to learn to manage his/her own behavior, training to learn to dine independently, assistance with completion of exercises recommended by an Occupational or Physical Therapist, training to learn to interact appropriately with others, etc.** For Community Services, one unit equals one-half day as indicated by the participant's presence or absence as noted on the AAC roll book.

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. 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 monitorship include:

- Is the participant satisfied with his/her daily activity? Does the participant enjoy the work?
- Is the participant satisfied with the provider of his/her service?
- What type of training is the participant receiving? Is the participant satisfied with the training?
- Are the training areas consistent with the participant's overall goals, wants and desires?
- Is the participant making progress in training areas identified by goals and objectives? If not, are goals and objectives reviewed and amended as needed?
- What contract is the participant working on? Is the work consistent with the training objectives?
- Does the participant earn a competitive wage?
- Where does the participant want to work?
- Is the workshop 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 Service: 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 9** for specific details and procedures regarding written notification and the appeals process.