



South Carolina Department of Disabilities and Special Needs

Supported Living Program I (SLP I) Guidance for COVID-19

In these uncertain times the provision of services and support of the individuals we serve is more important than ever. The provision of services for individuals who live in SLP I settings should continue as it has in the past, and may even need to be increased in order to assist these individuals with coping with the changes that have been placed on all of us. As we have all had to learn a new way of living, individuals may need support in understanding the concept of, and how to implement social distancing, the increased emphasis on hand washing and how to do so effectively, understanding curfews, support with effective environmental infection control practices, what personal protective equipment is, support with obtaining it, and how, why and when to use it. Individuals may need support understanding the closure of many places they may have done business with, or support in obtaining household items in short demand, i.e. toilet tissue. There are a number of supports and interventions that may be needed in these extraordinary times to ensure the safety and well-being of individuals residing in SLP I settings. These are all billable activities that may be provided in a number of non-traditional ways, when properly added to the residential support plan.

Directive 510-01-DD allows for supervision plans for individuals to specify that the person may be accounted for through other means than face-to-face, explained below. Consideration should still be given to the effectiveness of the method of contact in service provision. The quality of service should not suffer due to contact delivery type.

Utilization

During this time, if an individual is assessed to require additional units of residential habilitation in order to provide adequate supervision and support in their SLP I setting, the provider should contact the Case Manager for that individual (phone or Therap, SComm) and request additional units. Be sure to provide the Case Manager with proper justification/explanation for the unit increase. Once the increase has been approved the CM will send a new authorization with the additional units and the provider can then bill for the additional units.

It is important during this time to document and report all activity so that we can maximize billing and revenue and support the current band system for providers, without exceeding the authorized amounts that could lead to recoupment or lost billing.

Delivery Type:

Face-to-Face

Due to the manner in which some individuals learn, it may be necessary to provide the services face-to-face. If this is the case, standard and or transmission-based precautions should be taken by staff performing this service to prevent potential transmission of COVID-19. Individuals may need assistance getting supplies and dealing with finances to procure household items in demand (i.e., toilet tissue, disinfectants, etc.) that may require purchasing online/require delivery. SLP-I coordinators are to follow all guidance provided to them by their employer with regards to providing services in a safe manner.

Non Face-to-Face:

Service provision during this time, may occur using telephonic means, video technology or other HIPAA compliant communication channels. Provision of SLP I services should continue and should be recorded on the SLP I Service Log as they have been provided and recorded in the past. The nature of the emergency necessitates increasing monitoring, as individuals supported in SLP I programs can easily become targets for exploitation.

It is important that regardless of the delivery type, the activities by staff are related to the goals and objectives for that individual and fall within the definition of Residential Habilitation. Plans may need to be updated to identify additional areas of training and support during this time. All activity must be documented to include the amount of time it took to complete the contact, documentation should be completed in the same manner that has been used prior (Therap, paper logs, etc.).

SLP I Monitoring Guide:

This tool is to help the SLP I Coordinator cover areas that may affect the program participant during this COVID-19 pandemic. Remember, this is only a guide so only ask pertinent questions. The guide is overly broad and can be used as a tool to support individuals in other settings. Please be sure to document your conversation and follow-up with any needs expressed by the SLP-I program participant.