

*Supporting a Better
Tomorrow...Today*

**IDD Providers
Operational Standards
and Record Guide
Training**

August 10, 2016



Purpose of Today's Meeting

- Provide overview of the following:
 - How Final Documents were determined
 - Medicaid Rates and Current Status
 - Applying for Certification of New Services
 - Community Support Program and Day Habilitation
 - Additions, Changes or Deletions in the 2016 Operational Standards
 - Additions, Changes or Deletions in the 2016 Record Guide
 - Technical Assistance Requests

Road to the Final Documents:

- Proposed Versions filed with Secretary of State's Office (March 2016)
- Public Comments
- Work Group Meeting
- DMH Board Approval (May 2016)
- July 1, 2016 Effective Date
- DMH monitoring for compliance with the new documents to begin in January 2017

The Status of Medicaid Rates:

- Waiver amendment with proposed new rates submitted in April, 2016
 - Technical “glitch” caused it to have to be put out for public comment for 30 more days (May 19-June 18)
 - Resubmitted June 20th
- CMS has 90 days to review the amendment
 - Earliest approval date would be September 20th (they have the option to back date it to 7/1/16)
 - Medicaid said they would wait until amendment is approved to develop procedure codes for new services
- Providers will not be held to standards for which there is no reimbursement
 - Will be held to standards in place before 7/1/16

How to Apply for Certification of New Services

- Application to Add a New Service
- Application to Add a New Program
- Application to Modify and Existing Program

The Community Support Program

- Previously certified services
- Transitioning from “*A Letter of Intent*” to Service Certification




2016 Operational Standards for Mental Health, Intellectual/ Developmental Disabilities, and Substance Use Disorders Community Service Providers



General Updates to the Standards

- Updating the language
- Revisions for compliance with the CMS Final Rule and Waiver Amendment
- Inclusion of new services available for certification
- Removal of the DMH Behavior Services Oversight Team
- Removal of standards and certification of Day Support Services
- Inclusion of the Plan of Services and Supports (PSS) in service planning



Chapter 3

Service Options


- Inclusion of new ID/DD Waiver services :
 - In Home Respite
 - Shared Supported Living
- Inclusion of new IDD Community Support Program Services (1915i):
 - Day Habilitation
- Removal of requirement the IDD Waiver providers of Supervised Living Services must also provide Supported Living Services

Chapter 6

Appeals

Rule 6.2 Procedures for Appeal

- Clarification that Appeals must be submitted by the Executive Director or the Governing Authority
- Change appeal process to start with the Deputy Director, proceed to the Executive Director and then to the Board of Mental Health for final decision



Chapter 9

Quality Assurance

Rule 9.A.2

Develop and implement policies and procedures for the oversight of collection and reporting of DMH required performance measures, analysis of serious incidents, periodic analysis of DMH required client level data collection, review of agency wide Recovery and Resiliency Activities and oversight for the development and implementation of DMH required plans of compliance.

Rule 9.A.3

Collect demographic data to monitor and evaluate cultural competency and the need for Limited English Proficiency services.



Chapter 10

Fiscal Management

Rule 10.7.C

All ID/DD Waiver providers must have rental/lease/sublease agreements with individuals residing in provider owned living arrangements. These agreements must afford individuals the same rights as the Landlord/Tenant Laws of the State of Mississippi (MS Code Ann. 1972 §89-7-1 to 125 and §89-8-1 to 89-8-1 to 89).

Chapter 11

Human Resources

Personnel Records

Rule 11.1.B.9

Ongoing monitoring of incidents that may affect an employees' reported background check status or child registry check status and require the agency to run additional checks.

Rule 11.1.D.3

Assurance that volunteers (not regularly scheduled) that have not completed background checks and fingerprinting requirements and have not attended orientation will never be alone with individuals receiving services unsupervised by program staff;

Rule 11.1.D.4

Assurance that volunteers will never be utilized to replace an employee.



Chapter 11

Human Resources

Personnel Records

Rule 11.2.E

Criminal Records background checks and child registry checks must be completed at hire and as required by the provider's policies and procedures while the staff is employed with the agency.

Rule 11.2.H

Job Description

Rule 11.2.I

Date of Hire

Chapter 11

Human Resources

Personnel Records

Rule 11.2.J

If contractual services are provided by a certified provider, or obtained by a certified provider, there must be a current written contractual agreement in place that addresses, at minimum, the following:

1. Roles and responsibilities of both parties identified in the agreement
2. Procedures for obtaining necessary informed consent, including consent for release and sharing of information
3. Assurances that DMH Operational Standards will be met by both parties identified in the agreement.
4. An annual written review of the contractual agreement by both parties.

Chapter 11

Human Resources

Qualifications

- Directors of primarily IHNR and HCS services can be a Registered Nurse
- QIDP language change
- Specific Requirements for the different Service Components of Job Discovery



Chapter 11

Human Resources

Qualifications

- Added Targeted Case Management qualifications separate from SMI/SED
- Clarified Support Coordination qualifications separate from Community Support Services
- Personnel Record Requirements for Family Members providing HCS or In Home Respite

Chapter 11

Human Resources

Qualifications ID/DD Behavior Support

- Behavior Consultants must hold at least a CMHT or CIDDT DMH credential
- Removal of ID/DD Waiver Behavior Specialists
- ID/DD Crisis Intervention Director can be Mandt certified or hold another approved credential



Chapter 12

Training/ Staff Development

General Orientation

- Inclusion of training on reporting requirements of suspected abuse/neglect
- Inclusion of training on principles of positive behavior support and procedures of behavior support (physical and verbal)
- Removal of CDR data elements training
- Inclusion of language to cover supervision of volunteers that have not completed General Orientation



Chapter 12

Training/ Staff Development

Staff Training and Continuing Education

- Requirement for CPR certification of all direct service staff.
 - Community Living staff certified before service delivery and all other staff within 30 days if certified personnel are also on site
- IDD direct service providers that do not hold DMH credential must have 15 hours of continuing education per year



Chapter 12

Training/ Staff Development

Staff Training and Continuing Education

- Clarification of population specific requirements for components of staff training plans and continuing education plans for direct service staff
- Inclusion of requirement for all staff working in residential community living programs and all day programs to receive training and certification in techniques for managing aggressive or risk-to-self behaviors



Chapter 12

Training/ Staff Development

Staff Training and Continuing Education

- Clarification that certificates of completion are acceptable as documentation for DMH approved on-line training.
- Removal of requirement for learning objective in other training documentation



Chapter 13

Health and Safety

- Exclusions for Supported Living, Shared Supported Living, Supervised Living and Host Homes
- Clarification that for apartment complexes the provider must show documentation that the complex provides pest control



Chapter 13

Health and Safety

- Consolidation of fire safety inspection requirements into one standard with a single Safety Review Log requirement and consistent timelines
- In lieu of posted exit signs, documented training at admission and quarterly
- Alternative emergency lighting for community living programs



Chapter 13

Health and Safety

- No staff ratios for transporting individuals with IDD
- Removal of 90 minute test for emergency lights
- All new construction or renovations of existing locations must meet ADA requirements



Chapter 13

Health and Safety

- Removal of inspection requirement for vehicles
- Clarification for documentation of the COOP drill
- Clarification that the supplies in the disaster/ emergency kit must be kept in one place



Chapter 14

Rights of Individuals Receiving Services

Rights

- The right to services regardless of cultural barriers or limited English proficiency
- Right to have visitors to the greatest extent possible
- Right to daily private communication
- ID/DD Waiver requirement of a written plan to outline how restrictions will be reduced

Chapter 14

Rights of Individuals Receiving Services

Staff Roles

- Opportunity to develop self-advocacy skills
- Addition of staff roles in affording individuals the same access to the community as individuals without SMI, SED, IDD or SUD

Chapter 14

Rights of Individuals Receiving Services

Ethical Conduct

Inclusion of failure to report suspected or confirmed abuse or neglect according to state laws

Cultural Competency/ Limited English Proficiency

- Responsibilities to provide Limited English Proficiency Services
- Cultural Competency requirements



Chapter 14

Rights of Individuals Receiving Services

Grievance Procedures

Inclusion of requirement that individuals and/or parents/ legal representative are informed of procedures for reporting suspicions of abuse or neglect according to state law

Chapter 14

Rights of Individuals Receiving Services

Restraints

- Inclusion of the ability to use mechanical restraints if authorized as part of a behavior support plan for IDD
- Clarification that physical restraint can only be used in emergency situations to protect individuals from injuring themselves or others
- Restriction that individuals cannot be restrained for more than 15 minutes instead of 60. Clarification that they must be released after 15 minutes and that face to face assessment takes place as the individual is restrained

Chapter 14

Rights of Individuals Receiving Services

Restraints

- Change of “Behavior Management Plan” to “Behavior Support Plan”
- Addition of requirement that policies be developed to address situations in which staff is unable to manage behavior, including additional options available
- Restriction that time out is prohibited for individuals with IDD



Chapter 14

Rights of Individuals Receiving Services

Search and Seizure

Requirement to develop search, seizure and screening policies and procedures



Chapter 15

Serious Incidents

- Clarification that Serious Incident Reports are reported to the Office of Incident Management
- Clarification of examples of Serious Incidents that must be reported to DMH within 24 hours
- Inclusions of suspicion of abuse or neglect to be reported to DMH within 8 hours of discovery or notification

Chapter 15

Serious Incidents

- Serious Incidents should be submitted:

- By phone #1-877-210-8513
- By fax #601-359-9570
- Email bqmos@dmh.ms.gov

SIR Training

- Randy Foster randy.foster@dmh.ms.gov



Chapter 16

Service Organization

Determinations

- Clarification of documentation to support admission to IDD programs, to include IDD Community Support Program

Chapter 16

Service Organization

Admission

- ID/DD Waiver providers cannot refuse admission solely on the basis of support needs if chosen by the individual and an appropriate placement is available
- Support Coordination will not offer the agency as a choice of provider if individuals are refused admission solely on the basis of support needs if chosen by the individual and an appropriate placement is available

Chapter 16

Service Organization

Admission

Clarification for procedures to address disbursing funds on behalf of individual

Program Posting

- Posting requirement exclusion for Supervised Living, Shared Supported Living, Supported Living and Host Homes
- Posting emergency contact number(s), not required to post each agency contact
- Inclusion of TCM, Support Coordination and CSS in contact information

Chapter 16

Service Organization

Service and Program Design

- Independent decision making should be allowed without compromising health and safety
- Providers must present information in a manner that is understandable to the individual
- Handling and documenting behavioral issues to prevent discharge from the program
- ID/DD Waiver Providers must also collaborate with Support Coordination to determine the need for Behavior Support Services before discharged for behavior issues

Chapter 16

Service Organization

Service and Program Design

- Individual service and program planning to reflect cultural considerations and address limited English proficiency needs
- Addition of requirement for IDD providers that all relevant staff must participate in an individuals' Plan of Services and Supports

Chapter 16

Service Organization

Confidentiality

- Inclusion of EHR in confidentiality and privacy statements for individuals records

Case Records

- Clarification that an individual's whole name cannot be present in another individual's record

Chapter 16

Service Organization

Assessments

Clarification on documentation requirements for individuals evaluated to determine

- ICF/IID level of care
- Special education
- IDD Community Support Program
- Certificate of DD



Chapter 17

Individual Planning of Treatment Services and Supports

Whole section is new

**Plan of Services and
Supports (PSS)**

**Requirements from CMS
Final Rule**

Chapter 18

Targeted Case Management

Rule 18.3 – Provision of IDD Targeted Case Management (new)

Rule 18.3.A – IDD Targeted Case Management is provided by one (1) of the State's five (5) IDD Regional Programs.

Rule 18.3.B – IDD Targeted Case Managers are responsible for the following:

1. Development of the PSS

Chapter 18

Rule 18.3.B Continued

2. Coordination and monitoring of services

Rule 18.3.C Defines the level of contact by Targeted Case Managers

Rule 18.3.D The Caseload for IDD Targeted Case Management is 35.

Rule 18.3.E IDD Targeted Case Managers must adhere to the requirements and guidelines in the IDD Targeted Case Management Manual.

Chapter 19

Rule 19.8 - ID/DD Waiver Crisis Intervention Services

- D. There are three models and primary service locations:
 - 1) Crisis Intervention in the individual's home
 - 2) Crisis Intervention provided in an alternate community living setting or
 - 3) Crisis Intervention provided in the individual's usual day setting.
- (3) **(revised)** Individual's usual day setting- Crisis Intervention staff will deliver services in such a way as to maintain the individual's normal routine to the maximum extent possible, including direct support during Day Services-Adult, Prevocational Services, or Supported Employment.

Chapter 19

Rule 19.8 - ID/DD Waiver Crisis Intervention Services

M. **(new)** Episodic Crisis Intervention is provided in short term (less than 24 hours) segments and is intended to address crises such as elopement, immediate harm to self or others, damage to property, etc. that can be managed through less intensive measures than daily Crisis Intervention. The maximum amount that can be approved is 168 hours. Additional hours can be authorized by BIDD, depending on the individual need and situational circumstances.

Deleted - All references to the Behavior Services Oversight Team

Chapter 19

Rule 19.9 – ID/DD Waiver Crisis Support

(d) **(revised)** Providers must follow all requirements in Rule 14.6.

(Requirements regarding the use of restraints)

Deleted - All references to the Behavior Services Oversight Team

Chapter 20

Community Support Services

- CSS is only provided by DMH/C and DMH/P providers
- Renamed the CSS Activity Plan to the Recovery Support Plan
- Removed requirement that a least one contact per quarter be face-to-face

Chapter 27

IDD Day and Employment Related Programs

Rule 27.1 - Day Services Adult (Added language throughout to be in compliance with CMS Final Rule)

27.1.A (revised) Group and individual participation in activities that include daily living and other skills that enhance community participation and meaningful days for each individual are provided. Personal choice of activities as well as food, community participation, etc. is required and must be documented and maintained in each person's record.

27.1.B (revised)... Services must optimize, not regiment a person's initiative, autonomy and independence in making informed life choices including what he/she does during the day and with whom he/she interacts.

Chapter 27

27.1.C (revised) - Community participation activities must be offered to the same degree of access as someone not receiving ID/DD Waiver services. Community participation can be provided individually or in groups of up to three (3) people.

27.1.E (revised) - Individuals who may require one-on-one assistance must be offered the opportunity to participate in all activities, including those offered on site and in the community.

Chapter 27

Rule 27.1 - Day Services Adult

27.1.R (new) - Day Services-Adult activities must be distinct from Prevocational Services activities. Community participation activities cannot be comprised of individuals receiving Day Services-Adult with those receiving Prevocational Services. Day Habilitation and Day Services-Adult can be provided in the same area of a building and community participation activities can be conducted jointly

27.1.S (new) - The amount of staff supervision someone receives is based on tiered levels of support determined by a person's score on the Inventory for Client and Agency Planning (ICAP).

Chapter 27

Rule 27.1 - Day Services Adult

27.1.V (new) - The program must be located in the community so as to provide access to the community at large including shopping, eating, parks, etc. to the same degree of access as someone not receiving ID/DD Waiver services.

27.1.W (new) - Individuals receiving Day Services-Adult cannot be left alone at any time.

Chapter 27

Rule 27.2 – Community Respite

27.2.J (new) - All supplies and equipment must be age appropriate, in good repair, clean and adequate enough in number to meet all needs and allow participation in activities as desired.

27.2.K (new) - The program must provide equipment (e.g., adaptive seating, adaptive feeding supplies, safety equipment, etc.) which allows individuals to participate fully in all program activities and events.

Chapter 27

Rule 27.2 – Community Respite

27.2.L (new) - Individuals must be assisted in using communication and mobility devices when indicated in the PSS.

27.2.M (new) - Staff must provide individuals with assistance with eating/drinking as needed and as indicated in each person's PSS.

Chapter 27

Rule 27.2 – Community Respite

27.2.N (new) - Adults and children cannot be served together in the same area of the building. There must be a clear separation of space and staff.

27.2.O (new) - The program must be located in the community so as to provide access to the community at large including shopping, eating, parks, etc. to the same degree of access as someone not receiving HCBS services.

27.2.P (new) - Each individual must have an Activity Support Plan that is developed based on his/her Plan of Services and Supports.

Chapter 27

Rule 27.3 – Prevocational Services

Rule 27.3.H (revised) - Community job exploration activities must be offered to each individual at least one time per month and be provided individually or in groups of up to three (3) people.

.....Community participation activities must be offered to the same degree of access as someone not receiving services.

Chapter 27

Rule 27.3.K (revised) - At least annually, providers will conduct an orientation informing individuals about Supported Employment and other competitive employment opportunities in the community. This documentation must be maintained on site. Representative(s) from the Mississippi Department of Rehabilitation Services must be invited to participate in the orientation.

Rule 27.3.T (new) - Prevocational Services activities must be distinct from other service activities. Additionally, community participation activities cannot be comprised of individuals receiving Prevocational Services and individuals receiving another service.

Chapter 27

27.3.U (new) - Services must optimize, not regiment individual initiative, autonomy and independence in making informed life choices, including but not limited to daily activities, physical environment and with whom they interact.

Rule 27.3.V (new) - A private changing/dressing area must be provided to ensure the dignity of each individual.

Rule 27.3.W (new) - For the ID/DD Waiver, individuals aging out of school services must be referred to the Mississippi Department of Rehabilitation Services and exhaust those Supported Employment benefits before being able to enroll in Prevocational Services.

Chapter 27

Rule 27.3.X (new) - The amount of staff supervision someone receives is based on tiered levels of support determined by a person's score on the ICAP.

27.3.Y (new) - Each individual must have an Activity Support Plan that is developed based on his/her PSS.

Chapter 27

Rule 27.4 – Job Discovery

27.4.A (new)

1. Face-to-face interviews that include a review of current and previous supports and services
3. Identifying support needs Developing a plan for achieving integrated employment
7. Internships
8. Employment seeking skills; current labor market
9. Interviewing skills
11. Job negotiation
14. Environmental and work culture assessments

Chapter 27

27.4.B.1 (new) - Contact with Community Work Incentives Coordinators at MDRS to determine impact of income on benefits

27.4.D (revised) The Development of the Discovery Profile results in a person centered, strength based profile and the development of an Employment/Career Plan.

27.4.F (revised) Individuals who are currently employed or who are receiving Supported Employment Services cannot receive Job Discovery services.

Chapter 27

Rule 27.4.H (new) - Persons eligible for Job Discovery include:

1. Someone who is an adult (age 21) and has never worked
2. Someone who has previously had two (2) or more unsuccessful employment placements.
3. Someone who is leaving a nursing facility or ICF/IID.
4. Someone with multiple disabilities who has previously or never been successful in obtaining community employment.
5. Someone who cannot represent him/herself without assistance and who has previously or never been successful in obtaining community employment.
6. If less than 21 years of age must have documentation in their record to indicate they have received either a diploma or certificate of completion.

Chapter 27

27.4.I (new) - Individuals receiving Job Discovery cannot be left alone at any time.

Chapter 27

Rule 27.5 – Supported Employment

27.5.A (new) - Before a person can receive Supported Employment services, he/she must first be referred by his/her Support Coordinator to the Department of Rehabilitation Services to determine his/her eligibility for services from that agency. Documentation must be maintained in the record of each individual receiving Supported Employment Services that verifies the service is not available under a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.).

Chapter 27

27.5.C (revised) - Providers must work to reduce the number of hours of staff involvement as the employee becomes more productive and less dependent on paid supports. This is decided on a personalized basis based on the job. The amount of support is decided with the person and all staff involved as well as the employer, the Department of Rehabilitation Services and the person's team.

Chapter 27

27.5.G (new) - Providers must be able to provide all activities that constitute Supported Employment:

1. Job Seeking – Activities that assist an individual in determining the best type of job for him/her and then locating a job in the community that meets those stated desires. Job Seeking is limited to ninety (90) hours per certification year. Additional hours may be approved by BIDD on an individual basis with appropriate documentation.

Chapter 27

27.5.G (new) (cont'd)

2. Job Coaching – Activities that assist an individual to learn and maintain a job in the community. For the ID/DD Waiver, the amount of Job Coaching a person receives is dependent upon individual need, team recommendations, and employer evaluation. For the IDD CSP, the maximum amount of Job Coaching a person may receive is forty (40) hours per month.

Chapter 27

27.5.J.5 (new)

Up to fifty-two (52) hours per month of at home assistance by a job coach, including business plan development and assistance with tasks related to producing the product

27.5.J.6 (new)

Up to thirty-five (35) hours per month for assistance in the community by a job coach.

Chapter 27

27.5.R (revised) - An individual must be at least 18 years of age to participate in Supported Employment and have documentation in their record to indicate they have received either a diploma or certificate of completion if they are under the age of 22.

27.5.T (new)

Individuals receiving Supported Employment cannot be left alone at any time.

Chapter 27

Rule 27.6 – Work Activity Services

27.6.D (revised) - The Activity Support Plan for all participants in Work Activity Services must include a career development outcome that addresses an individual's desire for integrated community employment and activities to support the individual in the achievement of that outcome.

27.6.O (revised) - Each individual must have an Activity Support Plan that is developed based on his/her Plan of Services and Supports

Chapter 27

Rule 27.6 – Work Activity Services

27.6.P (new) - Individuals receiving Work Activity cannot be left alone at any time.

Deleted - All certified providers of Work Activity Services must have and implement a “Return to Services” policy which ensures individuals who leave Work Activity Services to work in the community can return to needed services if his/her community job ends.

Chapter 27

Rule 27.7 – Day Habilitation for IDD Community Support Program

- The whole section is new
- Mirrors Day Services – Adult
- Will discuss Standards that differ from Day Services – Adult

Chapter 27

Rule 27.7.C - Day Habilitation must have a community component that is individualized and based upon the choices of each person. Community participation activities must be offered to the same degree of access as someone not receiving IDD Community Support Program services. Community participation can be provided individually or in groups of up to three (3) people. Community participation activities may be received at the same time with individuals receiving Day Services-Adult but not with individuals receiving any other service.

Chapter 27

Rule 27.7.P - The program must be in operation at least five (5) days per week, six (6) hours per day. The number of hours of service is based on the individual's approved Plan of Services and Supports and cannot be delivered less than four (4) hours per day one (1) day per week. The maximum daily attendance is five (5) hours per person.

Chapter 27

Rule 27.7.S - Staffing ratio for persons in Day Habilitation is one (1) staff for every eight (8) persons. If individuals receiving Day Services-Adult are served alongside individuals receiving Day Habilitation, the staffing ratios for both must be maintained.

Chapter 30

Community Living for IDD

- This section contains all Standards related to Community Living for people with IDD
- Supervised, Shared Supported, Supported and Host Homes
- Incorporates requirements from CMS Final Rule
- Programmatic Standards for each
- Environment and safety Standards for each
- Handbook components have been incorporated into Standards
- Review of new Standards

Chapter 30

Chapter 30.1. – Supervised Living Services for IDD Service Components

30.1.C (revised) - A description of the meals, which must be provided at least three (3) times per day, and snacks to be provided throughout the day. This must include development of a menu with input from individuals living in the residence that includes varied, nutritious meals and snacks and a description of how/when meals and snacks will be prepared.

1. Individuals must have access to food at any time, unless prohibited by his/her individual plan.
2. Individuals must have choices of the food they eat.
3. Individuals must have choices about when and with whom they eat

Chapter 30

Rule 30.1.E (revised) - In living arrangements in which the residents pay rent and/or room and board to the provider, there must be a written financial agreement which addresses, at a minimum, the following:

1. Procedures for setting and collecting fees and/or room and board (in accordance with Part 2: Chapter 10 Fiscal Management)
2. A detailed description of the basic charges agreed upon (e.g. rent (if applicable), utilities, food, etc.)
3. The time period covered by each charge (must be reviewed at least annually or at any time charges change)
4. The service(s) for which special charge(s) are made (e.g., internet, cable, etc.)

Chapter 30

Rule 30.1.E (revised) (cont'd)

5. The written financial agreement must be explained to and reviewed with the individual/legal representative prior to or at the time of admission and at least annually thereafter or whenever fees are changed.
6. A requirement that the individual's record contain a copy of the written financial agreement which is signed and dated by the individual/legal representative indicating the contents of the agreement were explained to them and they are in agreement with the contents. A signed copy must also be given to the individual/legal guardian or representative.

Chapter 30

Rule 30.1.E (revised) (cont'd)

7. The written financial agreement must include language specifying the conditions, if any, under which an individual might be evicted from the living setting that ensures that the provider will arrange or collaborate with Support Coordination to arrange an appropriate replacement living option to prevent the individual from becoming homeless as a result of discharge/termination from the community living provider.
8. Individuals receiving ID/DD Waiver services must be afforded the rights outlined in the Landlord/Tenant laws of the State of Mississippi (MS Code Ann. 1972 §89-7-1 to 125 and §89-8-1 to 89-8-1 to 89).

Chapter 30

Rule 30.1.G (new) - There must be at least one staff person in the same dwelling as people receiving services at all times that is able to respond immediately to the requests/needs for assistance from the individuals in the dwelling. Staff must be awake at all times.

30.1.H (new) - Sites certified after the effective date of the standards, can have no more than four (4) people residing in the home.

Chapter 30

Rule 30.1.I (new) - Individuals have freedom and support to control their own schedules and activities.

1. Individuals cannot be made to attend a day program if they choose to stay home, would prefer to come home after a job or doctor's appointment in the middle of the day, if they are ill, or otherwise choose to remain at home.
2. Staff must be available to support individual choice.

Chapter 30

30.1.J (new) - For ID/DD Waiver Supervised Living, there must be a Supervised Living Program Supervisor for a maximum of four (4) Supervised Living homes. The Supervised Living Program Supervisor must meet the qualifications in Standard 11.3.D. Waiver Supervised Living Program Supervisors may be limited to supervise less than 4 homes if deemed necessary by DMH.

1. The Supervised Living Program Supervisor is responsible for providing weekly supervision and monitoring at all four (4) homes.
2. Unannounced visits on all shifts, on a rotating basis must take place monthly.

Chapter 30

30.1.J (new) (cont'd) –

3. All supervision activities must be documented and available for DMH review. Supervision activities include but are not limited to: review of daily Service Notes to determine if outcomes identified on a person's Plan of Services and Supports are being met; review of meals, meal plans and food availability; review of purchasing; review of individuals' finances and budgeting; review of each individual's satisfaction with services, staff, environment, etc.

Chapter 30

Rule 30.1.K (new) - Individuals must have control over their personal resources. Providers cannot restrict access to personal resources. Providers must offer informed choice of the consequences/risks of unrestricted access to personal resources. There must be documentation in each person's record regarding all income received and expenses incurred.

Chapter 30

Rule 30.1.L (revised) - Nursing services are a component of ID/DD Waiver Supervised Living services and must be provided in accordance with the MS Nursing Practice Act. They must be provided on an as-needed basis. Only activities within the scope of the Nurse Practice Act and Regulations can be provided. Examples of activities may include: Monitoring vital signs; monitoring blood sugar; setting up medication sets for self-administration; administration of medication; weight monitoring, etc.

Chapter 30

Rule 30.1.M (new) - The amount of staff supervision someone receives is based on tiered levels of support determined by a person's score on the Inventory for Client and Agency Planning (ICAP).

Rule 30.N (new) - A higher reimbursement rate may be available for individuals enrolled in the ID/DD Waiver who are considered medically fragile and whose medical condition requires intensive supports, including skilled nursing services, that exceed what is required in Rule 30.1.L. Admission must be prior approved by BIDD. Individuals living in the home with someone considered medically fragile must be compatible and not pose a threat to the person who has higher medical support needs.

Chapter 30

Rule 30.1.O - A higher reimbursement rate may be available for individuals enrolled in the ID/DD Waiver who have documented patterns of violent and/or non-violent behavior that pose a risk to themselves or others and who require intensive supports in order to live in the community. This may include one-to-one staff ratios and/or line of sight supervision. Admission must be prior approved by BIDD. Individuals living in the home with someone who requires higher levels of behavior support must be compatible. The person receiving a higher level of support must not pose a threat to others living in the home.

Rule 30.1.P (new) - Each individual must have an Activity Support Plan that is developed based on his/her Plan of Services and Supports

Chapter 30

Rule 30.2 – Environment and Safety for Supervised Living for IDD

Rule 30.2.X (new) - The setting is integrated in and supports full access to the community to the same extent as people not receiving Supervised Living services.

Rule 30.2.Y (new) - There must be visiting hours that are mutually agreed upon by all people living in the residence. Visiting hours cannot be restricted unless mutually agreed upon by all people living in the dwelling.

Chapter 30

Rule 30.2.AA - Individuals have choices about housemates and with whom they share a room. There must be documentation in each person's record of the person/people they chose to be their roommate.

Rule 30.2.BB (new) - Individuals must have keys to their living unit if they chose.

Chapter 30

Rule 30.2.CC (new) - The setting is selected by the individual from setting options including non-disability specific settings and the option of having a private unit, to the degree allowed by personal finances, in the residential setting. This must be documented in the record.

Rule 30.2.DD (new) - Bedrooms must have lockable entrances with each person having a key to his/her bedroom and only appropriate staff having keys.

Rule 30.2.EE (new) - Individuals may share bedrooms based on their choices. Individual rooms are preferred, but no more than two individuals may share a bedroom

Chapter 30

Rule 30.3 – ID/DD Waiver Host Homes

Rule 30.3.A (new) - Host Homes must also meet the requirements in Rule 30.1 (Environment and Safety for Supervised Living for IDD).

Rule 30.3.B (revised) - Host Homes are private homes where no more than one individual who is at least five (5) years of age lives with a family and receives personal care and supportive services. If the person requesting this service is under five (5) years of age, admission must be prior approved by the BIDD Director.

Chapter 30

Rule 30.3.J (new) - Individuals are not to be left home alone or with someone under the age of 18 at any time.

Rule 30.3.K (new) - Individuals receiving Host Home services must have access to the community to the same degree as people not receiving services. This includes access to leisure and other community participation activities.

Rule 30.3.L (new) - Each individual must have an Activity Support Plan that is developed based on his/her Plan of Services and Supports.

Chapter 30

Rule 30.4 – Supported Living Services for IDD Service Components

30.4.A (revised) - . Supported Living services are provided in a homelike setting where people have access to the community at large to the same extent as people who do not have IDD.

Chapter 30

Rule 30.4.B (revised) - Supported Living Services are for individuals age 18 and above with serious mental illness and/or intellectual/developmental disabilities and are provided in residences in the community with four (4) or fewer individuals

Rule 30.4.G. (new) - For individuals with IDD staff ratios are dependent upon the level of support required by the individual, not to exceed eight (8) hours per twenty-four (24) hour period.

Rule 30.4.J (new) - Nursing services are a component part of ID/DD Waiver Supported Living. They must be provided as-needed, based on each individual's need for nursing services. Examples of activities may include: Monitoring vital signs; monitoring blood sugar; setting up medication sets for self-administration; administration of medication; weight monitoring; periodic assessment, etc.

Chapter 30

Rule 30.5 – Supported Living for IDD Environment and Safety

30.5.B (new) - Providers must document that all fire extinguishers are properly maintained and serviced. Homes must have evidence that fire extinguishers are being recharged or replaced, as needed, but at a minimum every six (6) years. Fire extinguishers that cannot be recharged for whatever reason must be replaced immediately.

30.5.C (revised) - Each housing unit/house must have, at a minimum, operable carbon monoxide detector where natural gas or any other source of carbon monoxide emission is used or where there is an open flame (e.g., gas heater, gas water heater, etc.). One carbon monoxide detector must be located in every one thousand (1,000) square foot area or less.

Chapter 30

30.5.D (new) - In lieu of posted escape routes, providers must document training that prepares an individual to exit their housing unit/house in the event of emergency.

30.5.E (new) - Training for Supported Living must take place upon admission and at least annually thereafter. Documentation is to be maintained in the person's record.

Chapter 30

NEW SERVICE

Rule 30.7 – Shared Supported Living for IDD Service Components

Rule 30.7.A - Shared Supported Living services are for individuals age 18 and older who have IDD and are provided in compact geographical areas (e.g. an apartment complex) in residences either owned or lease by themselves or a provider. Staff supervision is provided at the program site and in the community but does not include direct staff supervision at all times. Waiver Supervised Living Program Supervisors may be limited to supervise less than 24 individuals served if deemed necessary by DMH.

1. The amount of staff supervision someone receives is based on tiered levels of support based on a person's score on the Inventory for Client and Agency Planning (ICAP).
2. There must be awake staff twenty-four (24) hours per day, seven (7) days per week when individuals are present. Staff must be able to respond to requests/need for assistance from individuals receiving services within five (5) minutes at all times individuals are present at the program site.

Chapter 30

Rule 30.6.B - Nursing services are a component part of ID/DD Waiver Shared Supported Living. They must be provided as-needed, based on each individual's need for nursing services. Examples of activities may include: Monitoring vital signs; monitoring blood sugar; setting up medication sets for self-administration; administration of medication; weight monitoring; periodic assessment, etc.

Rule 30.6.C & D – Same activities as Supervised Living

Chapter 30

Rule 30.6.E - Individuals have freedom and support to control their own schedules and activities.

1. Individuals cannot be made to attend a day program if they choose to stay home, would prefer to come home after a job or doctor's appointment in the middle of the day, if they are ill, or otherwise choose to remain at home.
2. Staff must be available to support individual choice.

Rule 30.6.F - All required staff must participate in the development and review of the person's Plan of Services and Supports.

Rule 30.6.G - Providers must develop methods, procedures and activities to provide meaningful days and independent living choices about activities/services/staff for the individual(s) served in the community.

Chapter 30

Rule 30.6.H - Supported Living services for community participation activities may be shared by up to three (3) individuals who may or may not live together and who have a common direct service provider agency. In these cases, individuals may share Supported Living staff when agreed to by the individuals and when the health and welfare can be assured for each individual.

Rule 30.6.I - Individuals in Shared Supported Living cannot also receive: Supervised Living, Host Home services, In-Home Nursing Respite, In-Home Respite, Home and Community Supports, Supported Living or Community Respite.

Rule 30.6.J - The amount of staff supervision someone receives is based on tiered levels of support determined by a person's score on the Inventory for Client and Agency Planning (ICAP).

Chapter 30

Rule 30.7 – Shared Supported Living for IDD Environment and Safety

- Same as Supervised Living

Chapter 44

ID/DD Waiver Support Coordination Services

Rule 44.1.B (revised)- The maximum caseload for a support coordinator is thirty two (32) waiver participants.

Rule 44.2.F (new) - Support Coordinators are responsible for entering required information in Medicaid's LTSS System.

Rule 44.2.K (new)

7. Follow-up activities regarding issues/needs identified during monthly or quarterly contacts or those reported by providers.
8. Determination of the need to update the Plan of Services and Supports.

Chapter 44

44.1.L (revised) - Monitoring service provision/ implementation monthly through either an onsite face-to-face visit, or a telephone contact and review of service utilization.

Deleted:

- Requirement that SC Directors maintain the Planning List
- Requirement that Support Coordinators maintain an electronic filing system
- LOC Re-Evaluation Tool
- Requirement for a person with a Master's degree to review all recertification LOC determinations before submission to BIDD

Chapter 45

ID/DD Waiver In Home Respite

- New section
- Separates Respite and Nursing Respite
- Provision that family members may provide In-Home Respite but not In-Home Nursing Respite
- Activities the same with exception that only nurses may administer medication or other medical treatments/procedures

Chapter 45

Rule 45.1.F (revised) - Staff may accompany individuals on short community outings (1-2 hours) but this cannot comprise the entirety of the service.

Chapter 45

Rule 45.2.B (new) - Providers employing a family member to serve as In-Home Respite staff, regardless of relationship or qualifications, must maintain the following documentation in each staff's personnel record in addition to the requirements in Standard 11.2 and Chapter 12:

1. Proof of address for the family member seeking to provide services. Proof of address is considered to be a copy of a lease, rental agreement, or utility bill that includes that person's name. If required documentation cannot be obtained, the family member seeking to provide services must provide a signed and notarized affidavit that includes his/her current address.
2. Evidence the individual's ID/DD Waiver Support Coordinator has been notified the agency is seeking approval of a family member to provide In- Home Respite.

Chapter 45

Rule 45.2.D (new) - Providers must conduct drop-in, unannounced quality assurance visits during the time the approved family member is providing services. These visits must occur at least two (2) times per year. Documentation of these visits must be maintained in the staff's personnel record. Documentation must include:

1. Observation of the family member's interactions with the person receiving services
2. Review of the Plan of Services and Supports and Service Notes to determine if outcomes are being met and
3. Review of utilization to determine if contents of Service Notes support the amount of service provided.



Chapter 46

ID/DD Waiver Behavior

Support Services

Rule 46.3 (correction) – Role of Behavior Interventionist (not Specialist)

Deleted:

Behavior Services Oversight Team and corresponding requirements for documentation submission to them


Chapter 47

ID/DD Waiver Home and Community Support

Rule 47.1.J (revised) - HCS staff may assist individuals with shopping needs and money management, but may not disburse funds on the part an individual without written authorization from the legal guardian, if applicable.

Rule 47.2 (revised) – Family Members as Providers

Same as Rule 45.2 in In-Home Respite section



Chapter 48

ID/DD Waiver Transition Services

- Copies of receipts for purchases must be sent to the SC by the 15th of the month following the month that the purchases were made.



2016 Record Guide for Mental Health, Intellectual/ Developmental Disabilities, and Substance Use Disorders Community Service Providers

2016 DMH Record Guide

General Information

- Reorganization to clarify population specific requirements
- Added language to the Signatory Authority section to cover individuals determined by a professional to be physically unable to sign or mentally/cognitively able to understand

2016 DMH Record Guide Supplemental Information Document

Day Services Adult	Required	Timelines	Update	Additional Information
Required for All Records:				
Face Sheet	X	Completed during the intake process	Updates as needed but at least annually	
Consent to Receive Services	X	Signed during the intake process; before service provision	Signed annually	
Rights of Individuals Receiving Services	X	Signed during the intake process; before service provision	Signed annually	
Acknowledgment of Grievance	X	Signed to acknowledge receipt of the procedures during the intake process; before service provision	Acknowledge receipt annually	
Consent to Release/Obtain Information	X	Fully completed before any information can be released, exchanged or obtained	Only applicable to described event or timeframe	
Medication/Emergency Contact Information	X	Completed from the information gathered during the intake process	Updated as medications are added or discontinued or if emergency contact info is changed but at least annually	
As Needed:				
Self-Administration Medication Log		Completed at the time medication is taken by the individual	Documentation added to the form with each administration	
Additional Programmatic:				
IDD Activity Plan	X	Developed within 30 days of admission to the service	Revised as needed but at least annually	A copy of the Activity Plan must be sent to the appropriate Support Coordinator by the 15th of the month following the month it is developed
IDD Service Note	X	Completed daily as services are provided. Multiple notes can be on the same page.	New Service Note is completed with each staff or individual activity	
IDD Waiver Service Authorization	X	Support Coordinators will issue within 5 days of receipt of the approved initial certification/readmission request. Providers must sign and return within 10 days	Support Coordination will send an updated Service Authorization within 5 days of receipt of a revised Plan of Care. Providers must sign and return within 10 days. Must be recertified annually.	



Section B

All Records

Face Sheet

- Clarification to data requirements
- Removal of items not needed for submission to CDR

Consent to Receive Services

Changes include:

- Inclusion of Freedom of Choice language
- inclusion of Limits of Confidentiality
- guidance revised to include language directed at individuals signing as the legal representative
- Added additional date for signature
- Clarification to ID/DD Waiver Support Coordination services and IDD providers

Right of Individuals Receiving Services

Changes include:

- Inclusion of the right to confidentiality in addition to privacy;
- inclusion of release circumstances;
- guidance revised to clarify signed documentation of receipt must be maintained in the record;
- Clarification to ID/DD Waiver Support Coordination services and IDD providers

Acknowledgement of Grievance Procedures

Changes include:

- Minor changes to the guidance to include the ability to combine forms if desired;
- Clarification to ID/DD Waiver Support Coordination services and IDD providers

Consent to Release/ Obtain Information

Changes include:

- Clarification to the guidance and the form to address the limits of confidentiality

Medication/ Emergency Contact Information

Changes include:

- Inclusion of staff signature and credentials for each entry;
- addition of previous medications section



Section D

As Needed for All Records

Recovery Support Plan

- Changes for IDD Community Support

Medical Examination

- Changes include:
 - Minor revisions to the form and guidance

Documentation of Healthcare Provider Visit

Changes include:

- Minor changes to the guidance
- Required for all community living services but can be used by any service provider to document access to routine healthcare

Self Administration Medication Log

- Created to document all medications that are administered in day programs and in all supervised living settings;
- Clarification to guidance to include forms or pre-printed stickers generated by the pharmacy for up to one month for regularly prescribed medication.
- Requirement for agencies to create policies and procedures to account for medication changes mid cycle.

Telephone/ Visitation Agreement

- Changes include:
 - Updates to the form to more accurately reflect the wishes of the individual

Service Termination/ Change Summary

- Changes include:
 - Form updated to include more specific information related to the change

Provider Discharge Summary

Changes include:

- Guidance was updated to clarify how the form is used;
- the reasons for discharge and the referral section were updated to reflect current choices reported to CDR;
- Revision of "Referred to/ Discharged to" documentation



Section I

Intellectual/Developmental Disabilities Service

IDD Plan of Services and Supports

- Required for all IDD services
- Developed by:
 - Support Coordinator for ID/DD Waiver
 - Targeted Case Manager for IDD CSP
 - Community Living provider for non – Waiver/non- CSP takes the lead (for all services the person receives)
 - If no Community Living, Work Activity takes the lead for all services a person receives
 - If only Supported Employment, Supported Employment develops PSS

IDD Plan of Services and Supports

- Timelines
 - Waiver – submitted to BIDD within 45 days of the end of a person's certification period
 - IDD CSP - submitted to BIDD within 45 days of the end of a person's certification period
 - Non-Waiver/Non-CSP – must be developed within 30 days of admission and annually thereafter

IDD Plan of Services and Supports

- PSS developed using a person centered planning process
- Requirements for PSS came from CMS's Final Rule for Waiver and IDD CSP
- All people deserve what the Final Rule requires

IDD Activity Support Plan

- Purpose
 - Document strategies/activities for providers to use to assist people in reaching **ALL** outcomes identified on PSS
- Required for each service a person receives (exceptions: Crisis Support, Crisis Intervention, Behavior Support, and Job Discovery)
- Timelines
 - Waiver and CSP services– within 30 days of receipt of PSS
 - All other IDD services – within 30 days of the date of the PSS

IDD Service Note and Weekly Service Note

- Both
 - Document activities that take place during the provision of services
 - Detailed and specific to the person
 - Specific to each person's ASP
 - Staff activities to support the person
- IDD Weekly Service Note for services provided in Day Programs
- IDD Service Note for all other services (except Crisis Support & Intervention and IHNR)

IDD Service Note

- Document the Who, What, When, Where, How and Why of service provision for the following services:
 - Behavior Support
 - Home and Community Supports
 - In-Home Respite
 - Host Homes
 - Job Discovery
 - Supervised Living
 - Supported Employment
 - Shared Supported Living
 - Supported Living

IDD Service Note

Each day services provided for:

Supervised Living

Host Homes

Shared Supported Living

Each time services are provided for:

Behavior Support

Job Discovery

In-Home Respite

Supported Living

Supported Employment

Home and Community Supports

IDD Service Note

- Document each time:
 - Activities chosen by the person/done with or for the person
 - Where activities occurred (home, specific location in the community)
 - How and why activities were completed (relate back to ASP)
 - Things that may have worked well/the person liked
 - Things that may have not worked well/the person disliked
 - Staff activities
 - Progress toward outcomes

IDD Service Note

- Document when/if the following occur:
 - When supports are not provided according to the ASP
 - Why a person chose not to participate in an activity on the ASP
 - Unusual events/circumstances
 - Why a person is absent/services weren't provided according to schedule
 - Phone calls or interactions with family/other providers/SC/TCM on behalf of the person
- Use as many pages as necessary to document what took place

IDD Service Note

- Timelines
 - Must be completed the day services were provided (written or typed, but must still be signed/dated by staff and their credentials)
 - Must be in record by the 10th day of the month following service provision
- Use as many pages as necessary to document what takes place

IDD Weekly Service Note

- Required for the following services:
 - Community Respite
 - Day Habilitation
 - Day Services-Adult
 - Prevocational
 - Work Activity
- Time in/time out must be documented daily, each time services are provided
- Mark absences

IDD Weekly Service Note

- Use as many pages as necessary to document:
 - Activities chosen by the person/done with or for the person weekly
 - Where activities occurred (the program site, specific locations in the community)
 - How and why activities were completed weekly (relate back to ASP)
 - Things that may have worked well/the person liked for the week
 - Things that may have not worked well/the person disliked for the week
 - Staff activities for the week
 - Progress toward outcomes for the week

IDD Weekly Service Note

- Timelines
 - The time in/time out must be completed the day services are provided
 - Use as many pages as necessary to document what took place
 - Must be in record by the 10th day of the month following service provision
- Notes may be written or typed, but must still be signed/dated by staff and their credentials

ID/DD Waiver and IDD CSP Service Authorization

- Clarification:
 - SC/TCM sends most current Social and Psychological Reports (or the Interdisciplinary Summary - if these are updated in subsequent years, the updated one is sent to the provider)
 - SC/TCM send most current PSS
 - SC sends most current Medical evaluation

ID/DD Waiver and IDD CSP Service Authorization

- Timelines:
 - Initial Certification/Readmission - Service Authorization issued by SC/TCM within 5 days of receipt of approval from Medicaid
 - Changes – Service Authorization sent by SC/TCM within 5 days of BIDD approval
 - Recertification – Annually, within 5 days of receipt of approval from Medicaid
 - Effective date = the person's recertification date

ID/DD Waiver and IDD CSP Service Authorization

- Timelines:
 - Providers must sign and return the form within 10 days of receipt
 - If no response, SC/TCM offers person/family choice of provider again
 - Zeros out Service Authorization to non-responsive agency

ID/DD Waiver Home and Community Supports Service Agreement

- Changes
 - Deleted language about relatives as providers
 - Deleted that HCS cannot be provided outside the State of MS
 - Deleted that Behavior Support is only service that may be provided or billed for during provision of HCS

ID/DD Waiver In Home Nursing Respite Service Agreement

- Changes:
 - From this document ONLY - deleted requirement for physician's statement - it is in the Standards for providers to adhere to
 - Deleted that Behavior Support is only service that may be provided or billed for during provision of HCS

ID/DD Waiver In Home Nursing Respite Service Note

- No changes

IDD Employment Profile

- New
- For people who have not participated in Job Discovery
- Determine skills, interests, abilities relative to employment
- Serves as the basis for job searching
- If a person is referred to a Supported Employment provider, but already has a job, this form is not used
- Information can be gathered by a program supervisor or DSP

IDD Employment Profile

- Timelines
 - Within 30 days of enrollment in Supported Employment services
 - Updated if a person desires to change jobs to document changes in interests, etc.
 - Must be in record by 10th of the month following month completed
 - Must submit copy to SC/TCM by 15th of the month following completion
- Information may be used to update PSS – a meeting may be necessary

ID/DD Waiver Job Discovery Profile

- New
- Developed during the Job Discovery process
- Positive, person first language
- No specific form, but all information is required to be addressed
- Corresponds to information learned in Customized Employment training

ID/DD Waiver Job Discovery Profile

- Timelines:
 - Completed within 3 months of referral for Job Discovery services
 - In the record by the 10th of the month following development
 - To SC by 15th of the month following development

ID/DD Waiver Request for Behavior Support and/or Crisis Support Services

- No changes

ID/DD Waiver Medical Verification for Behavior Support/Crisis Intervention Services

- Now required for Crisis Intervention
- Needed medical component to assess for any medical causes of behaviors
- Within 10 days of initiating services
- Timelines
 - In the record by the 10th of the month following development
 - To SC by 15th of the month following development

ID/DD Waiver Functional Behavior Assessment

- Added a recommendation section
- Requirement that Functional Behavior Assessment is sent to SC along with Behavior Support Plan and Justification for Behavior Support Services for submission to BIDD for approval

ID/DD Waiver Behavior Support Plan

- Change:
 - Must be completed within 30 days of completion of Functional Behavior Assessment
 - Functional Assessment, Behavior Support Plan and Justification for Behavior Support Services submitted to SC within 10 days of completion of Behavior Support Plan for submission to BIDD
 - BIDD must approve before services can begin
 - Behavior Support Plan must be reviewed at least quarterly using required form

ID/DD Justification for Behavior Support Services

- New form
 - To justify type and amount of Behavior Support requested (direct services or staff training)
 - Completed by the Behavior Consultant
 - Submitted to SC along with Functional Behavior Assessment and Behavior Support Plan
 - SC submits all 3 documents to BIDD for approval within 10 days of initiation of Behavior Support Plan

ID/DD Waiver Behavior Support Quarterly Review Report

- Deleted requirement that it be submitted to BIDD for review unless additional services are being requested
- Data charts not required – can be a narrative
- Added a “Next Steps” section

Request for Additional Behavior Support Services

- Change:
 - If additional services are requested, the most recent Quarterly Review Report has to be submitted to BIDD with the request

ID/DD Waiver Request for Additional Crisis Support Services

- No change

ID/DD Waiver Request for Crisis Intervention Services

- Changes:
 - Defines the behaviors that may warrant Crisis Intervention Services
 - Can have Crisis Intervention Services on PSS before a crisis if there is a reasonable expectation one of the define behaviors may occur
 - Can be requested in 7 day segments or for 168 hours of episodic services

ID/DD Waiver Crisis Intervention Plan

- New
 - For people who have received the service or for whom it is approved on their PSS because of the likely need for the service
 - Plan for use in mitigating and intervening in a person's crisis situation (home, community, day program, community living arrangement)
 - Developed by the person, legal guardian, Crisis Team staff, and Support Coordinator
 - Maintained in all settings where a crisis might occur
 - Staff in all settings trained by a member of the Crisis Intervention Team

ID/DD Waiver Crisis Intervention Plan

- Components
 - Team contact name
 - Relevant history and potential crisis situation(s)
 - Known triggers
 - Action Steps for home (family home or community living), community (by location), and/or day program
 - Signatures

ID/DD Waiver Crisis Intervention Plan

- Timelines
 - Developed within 5 days of the provision or referral for Crisis Intervention Services
 - Sent to all applicable parties no more than 5 days following development
 - In the record by the 10th of the month following development
 - To SC by 15th of the month following development

ID/DD Waiver Crisis Intervention Daily Service Note

- New
 - To be used for 24/7 Crisis Intervention
 - Analysis of behaviors and contributing factors
 - Progress in implementing the Crisis Intervention Plan
 - Documentation of supervision, support, counseling provided, family and staff training
 - Strategies used to remediate current crisis and prevent reoccurrence

ID/DD Waiver Crisis Intervention Daily Service Note

- Running document that tracks what is happening with/for the person to mitigate the crisis and what is being put in place to prevent future reoccurrences
- Notes from all shifts
- Detail person's activities (meals, leisure, personal care, day program, community, etc.)
- Must be in record by 10th of the month following service provision

ID/DD Waiver Crisis Intervention Log

Episodic

- New
 - Describe in detail the nature of the situation which required Crisis Intervention Services
 - Describe actions taken by staff to resolve the crisis
 - Describe final resolution of the crisis
 - Indicate if Crisis Intervention Plan was implemented as written or if modifications are needed
 - For initial Crisis Intervention, the Crisis Intervention Plan must be developed within 5 days of provision of services

ID/DD Waiver Crisis Intervention Log Episodic

- For initial provision when not on PSS, Clinical Supervisor must notify and provide necessary documentation (Request for Crisis Intervention and any Crisis Intervention Logs) for the SC to submit to BIDD

Request for Additional Crisis Intervention Services

- Completed by provider
- Sent to SC with appropriate documentation for requesting additional services beyond 7 days of 168 hours
- Appropriate documentation:
 - Crisis Intervention Logs
 - Crisis Intervention Plan



Section K

Administrative Information

Disaster Preparedness and Response Guidance

- New to the Record Guide
- Guidance to assist providers in developing agency COOP and program Disaster Plans
- Includes a sample Hazard Vulnerability Analysis

Staff Verification of Training on Suspected Abuse or Neglect Reporting

- New to the Record Guide
- Guidance to assist providers in documenting required staff training
- Verification form is updated if training is repeated or new training is provided

Questions!!

Technical Assistance

Supporting a Better Tomorrow...Today

