

FY27 PROGRAM DESCRIPTION

HAMHDS PROGRAM: DEVELOPMENTAL SERVICES SUPPORT COORDINATION/CASE MANAGEMENT

CARF PROGRAM: SERVICES COORDINATION

PHILOSOPHY

It is the philosophy of the DS Support Coordination/Case Management Program to be individual focused, responsive and provide timely service delivery. Staff provide person centered support by promoting informed decision making by the individual through informational and experiential opportunities. An individual's quality of life is dependent on the opportunity to make decisions about their life, build relationships in the community, and be accepted as valued members by the community. Opportunities for developing and attaining personal goals, maximizing potential, developing natural support persons, utilizing community resources, and becoming integral members of the community are discussed with the individual.

DESCRIPTION OF SERVICES

The Support Coordination/Case Management Program will provide an array of services including linking individuals to community services and resources, coordinating and monitoring services received, and assessment of needs. Individuals are assisted to utilize services while becoming more independent and active in community life. Services are conducted in Henrico, New Kent, and Charles City counties. The organization does not use Artificial Intelligence (AI) in service delivery or for health data analysis and processing.

Support Coordination/Case Management provides the following levels of support based on the active needs of the individual

- Active Support Coordination/Case Management; active engagement with an assigned support coordinator/case manager to continuously assess, link and monitor achievement towards desired outcomes.
- Monitoring Support Coordination/Case Management; Minimal engagement with an assigned support coordinator/case manager to assess, link, and monitor achievements towards desired outcomes.
- Periodic Support Coordination/Case Management; assessment, monitoring of needs minimal support coordination/case management and maintain status on the DD waiver waiting list.

Population Served

Individuals served are open to the agency and meet applicable requirements for specific services. The individuals served must be residents of Henrico, Charles City and New Kent Counties.

Special Needs

Individuals with physical disabilities, sensory impairments and mental illness will be supported, as are those without those disabilities. If there are additional support/service needs identified beyond the services offered by the agency, staff will make every effort to provide those resources, if available.

Location/Hours/Days

Support is provided to individuals in the community. There are six Support Coordination Teams providing support Coordination/Case Management out of five different office locations: Woodman Road, Cypress Enterprises, Providence Forge, Richmond Medical Park, and the East Center. There is one Support Coordination Team that provides Periodic monitoring and an additional contracted Developmental Disability waiver service provider. Staff offices are open from 8:00 a.m. to 4:30 p.m. Monday through Friday. Individuals experiencing emergency situations are instructed to call Emergency Services at 804-727-8484 after office hours. Often Emergency Services staff will contact

the individual's Support Coordinator/Case Manager or Supervisor to facilitate resolution of the problem during office hours.

Admission/Continued Stay/Exclusion Criteria

Refer to HAMHDS I/DD Intake and Eligibility Program Description

Termination/Discharge/Re-Admission Criteria

Individuals may be discharged from Support Coordination/Case Management services under the following conditions:

- Person no longer desires services or deceased.
- Person no longer meets eligibility requirement of Developmental Disability
- Person no longer meets Medicaid eligibility or SSA disability and lose waiver
- Person moves from the area and is transferred to another Community Services Board

For re-admission, inquiries are directed to I/DD intake.

Initial Requests or Requests to Change Support Coordinator/Case Managers

Per DMAS and DBHDS regulations, the state assures "freedom of choice" as individuals receiving case management services shall be offered a choice of Support Coordinator/Case Manager to the extent possible. Every attempt will be made to honor reasonable requests that ensure effective service delivery within available resources. Individuals requesting a change of Support Coordinator/Case Manager may make a written request to the Supervisor of the Team serving the individual. Requests will be considered based on staff caseload size and geographical locations. Requests to change Support Coordination/Case management services outside of HAMHDS are discussed by the Division Director following a regional process.

CONTRACT SERVICES

The program has a provider agreement with a private DD Support Coordination/Case management provider in the community. The agreement contract is signed annually.

Day Support Supplemental (ID only)- The program maintains agreements with private providers offering individualized services such as enclave support, job coaching and/or follow along supported employment services, transportation and day support both, center-based, and community based. Agreements are entered into with the provider annually for each individual to receive service. The type, amount and duration of service are dependent on the individuals' needs.

STAFFING

Type of Staff

All Support Coordination/Case Management staff are trained in CPR, First Aid, Infection Control, TO, HumanRights and other required Agency training. They have a valid Virginia driver's license and are screened for Tuberculosis and have gone through a criminal background check. All staff have a bachelor's degree in a related field or experiential equivalent in the field. All Support Coordination/Case Management staff meet the Knowledge, Skills and Abilities criteria set by the Department of Behavioral Health and Developmental Services. Staff may be full or part-time and have the job title of DS Developmental Disability Support Coordinator/Case Manager. A DS Supervisor or DS Senior Supervisor supervises them in their work activities. DS Supervisors receive the same training required as other staff as well as training in supervisory skills. The DS Program Manager supervises the Contracted Developmental Disability Support Coordinator/Case Managers in their work activities.

Active Support Coordination/Case Management: Regular and frequent contact face to face or by phone quarterly. The SC/CM will assess individual needs, link to services and resources, assist individuals with locating or obtaining needed services and resources, plan using person centered practices, coordinate services, monitor whether services are achieving intended outcomes, follow up, advocate to promote community inclusion.

Periodic Support Coordination/Case Management: Minimal engagement with the Support Coordinator/Case Manager is required. The SC should regularly monitor the needs of the individual served and discuss the services that are available under the DD Waiver, determine the urgency of need among those waiting for services and maintain documentation required for the DD waiver waiting list.

Monitoring Support Coordination/Case Management: Monitoring services will ensure that the person maintains the paid and unpaid supports and assistance that they need with minimally required engagement.

The staffing pattern varies as individuals are added to and or discharge from the program. Adequate staffing at each HAMHDS location is maintained to assist as needed during evacuations.

PROGRAM GOALS

The goal of Support Coordination/Case Management services is to improve or maintain quality of life through providing person-centered support, coordinating, monitoring, and linking individuals with Intellectual/Developmental Disabilities to opportunities so that they are able to experience full participation as valued members of the community.

PROGRAM OBJECTIVES

On an annual basis the program will measure at least one objective in the area of effectiveness, efficiency, or service access. These measures consider three important factors: quality, customer value and financial performance. See program specific performance improvement goals and objectives.

FEES

Active:

Payor sources are Medicaid State Plan Option individuals who have a waiver (FIS, CL or BI) or self-pay. Support Coordination/Case Management is billed once a month at a flat monthly fee. Individuals who do not have Medicaid or do not qualify for Medicaid State Plan Option are billed at the same rate as Medicaid with potential for reduction based on financial information provided by the individual.

Periodic and Monitoring:

No fees associated

PROCEDURES FOR REFERRAL, SCREENING, ADMISSION AND RE-ADMISSION

Refer to I/DD Intake and Eligibility Program Description

ORIENTATION OF CLIENTS TO THE SERVICE

Documentation of the orientation meeting is made in the progress note and through the signature of the individual and Intake Support Coordinator/Case Manager on the Orientation form. The documentation will be filed in the record. Included in the orientation is information on how to contact the Support Coordinator/Case Manager.

LEGALLY AUTHORIZED REPRESENTATIVE ORIENTATION

Authorized Representatives will receive orientation regarding their responsibilities and role in decision-making upon designation.

EMERGENCY CLINICAL CONSULTATION

Henrico Area Mental Health and Developmental Services Emergency Services staff provide emergency consultation. Support Coordinator/Case Managers refer individuals in need of clinical services to Henrico Area Mental Health and Developmental Services Outpatient Division or to a private provider of clinical and psychiatric services.

TELEHEALTH

All direct service is provided face-to-face; Telehealth or other communication technology is only used when permitted under special circumstances.

MEDICATION MANAGEMENT

Support Coordination/Case Management staff do not provide medication management, medication monitoring, or medication storage for the individuals served.

SECLUSION/RESTRAINTS/EMERGENCY HOLDS

Seclusion and restraint are prohibited and are not used in any agency programs. Brief physical holds are used only by staff trained in Therapeutic options in an emergency.

TRANSFER/DISCHARGE PROCEDURES

Process/Documentation

Individuals continue to receive Support Coordination/Case Management services as long as they continue to meet eligibility requirements, have active needs, have a DD waiver, want and will accept Support Coordination/Case Management services and remain in Charles City, Henrico or New Kent Counties. If these criteria are no longer applicable the Support Coordinator/Case Manager will follow the discharge or transfer procedures.

- Discharge: Individual will be provided an appeal and SC will follow agency discharge policy and procedure
- Transfer: SC will follow regional transfer protocols

If the individual is receiving DD CM contracted services from a private provider and wants to transfer to Henrico for DD waiver services, the request will be considered based on Henrico's availability.