

Waiver Renewals Effective January 1, 2023: Consolidated, Community Living, and P/FDS Waivers

General Stakeholder Webinar

February 9, 2023



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ODP 101: Teleservices, Remote Supports, Assistive Technology, and other terminology

Everyday Lives

2. PROMOTE SELF-DIRECTION, CHOICE, & CONTROL



Teleservices vs. Remote Supports vs. Assistive Technology (AT)

Teleservices

- ▶ The use of technology to actively engage with an individual during waiver service delivery (direct service delivery)
- ▶ Live two-way communication

Remote Supports

- ▶ NEW waiver service (taken out of AT)
- ▶ Use of technology to monitor and respond, *as needed*
- ▶ Used when direct service delivery is not needed (individual is mostly independent or uses unpaid supports)

AT

- ▶ An item, piece of equipment, or product system...that is used to increase, maintain, or improve an individual's functioning or increase their ability to exercise choice & control.

Terminology

Video Monitoring:

- ▶ Seeing or observing, but not engaging or communicating



Live Video Communication / Live Audio Communication:

- ▶ Engaging with the individual through video or just through audio/voice



General Guidelines for Remote Supports & Teleservices



General Guidelines: Choice, Health and Safety

- ▶ Individuals must have informed choice – understand all the options available to them, including the benefits and possible risks
- ▶ This way of providing the service must meet individual’s needs and goals
- ▶ The provider must have a back-up plan (a plan for if something unplanned happens such as the device not working as it should or the internet stops working).

General Guidelines: Privacy

- ▶ The individual must be able to tell when the device is on (the device must have an indicator like a light or sound)
- ▶ The individual and anyone else living in the home must understand how the device will impact their privacy
- ▶ Recording of live interactions with the individual - audio or video is not allowed

Bedrooms and Bathrooms: Monitoring and Audio Prompts

- ▶ **Video monitoring (seeing an individual, not engaging) is not allowed in bedrooms or bathrooms**



- ▶ **Allowed: live audio prompts (such as someone's voice coming through a device and giving directions to the individual) needed by the individual in the bathroom or bedroom**
 - Individual must be alerted before the audio is on unless the individual turns it on themselves.

Bedrooms and Bathrooms: Video Communication

- ▶ **Live real-time video communication (when engaging with the individual) may only occur in the bedroom when:**
 - The individual has chosen to receive this way of providing services in their bedroom
 - The individual can turn the device on and off
 - The bedroom is not shared with anyone else
 - It is not used by the individual for privacy



***Real-time video communication can never be used when the individual needs privacy**

NEW WAIVER SERVICE: Remote Supports



Remote Supports: General Information

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- ▶ **Individual is age 16+ and will obtain and/or continue independence and safety in their home and community**
- ▶ **Used during times when the individual is independent or using unpaid supports (direct services are not required)**
- ▶ **Uses technology that allows awake staff (with no other duties) who are not in the individual's home to monitor and respond to the individual's needs.**
 - ▶ Staff must be physically located in the provider's secure facility

***Internet is not covered as part of Remote Supports**

Provider Responsibilities

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Examples of provider responsibility:

- ▶ Develop a Remote Supports Implementation Plan.
- ▶ Train on the use of devices and equipment the first time it's used and ongoing as needed.
- ▶ Develop and implement a policy or plan to address technology malfunctions.
- ▶ Transfer the technology and equipment to a new home if the individual moves.
- ▶ Maintenance and repairs.

Transition to using Remote Supports

The following **in-person** services:

- ▶ In-Home and Community Support
- ▶ Companion
- ▶ Respite

may be provided for the first 120 calendar days when the individual begins to use Remote Supports.

Reason: When starting to use Remote Supports, an individual may need in-person services to help them become independent in using Remote Supports.

Changes to Waiver Services Provided Through Teleservices



Teleservices

Community Participation Supports

In-Home and Community Support

Supported Employment

Therapy Services (Including Music and Art)

Supports Broker

Behavioral Support

Communication Specialist

Companion

Consultative Nutritional Services

*Supports Coordination

Community Participation Support (CPS) Teleservices

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- ▶ **May be provided in private homes** (homes owned, rented, or leased by the individual, family, or the person who they live with. Not a home owned by a provider)
- ▶ **May only be rendered in a Residential Habilitation (group home) home when the individual:**
 - Routinely participates in CPS services in-person outside of the home; and
 - Has a medical or behavioral condition that does not allow their in-person participation for a temporary period of time not to go over 26 consecutive (back-to-back) weeks.

Will become effective 6 months after the public health emergency ends

*Can not be used to provide enhanced levels of CPS

*Maximum of 520 hours (2080 15-minute units) of CPS teleservices per fiscal year

In-Home and Community Support & Companion Teleservices

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- ▶ **In-Home and Community Support Teleservices:** cannot be used to provide overnight or enhanced levels of service
- ▶ **Companion Teleservices:** May only be provided during awake hours (may not be allowed during overnight asleep hours)

Communication Specialist



1. ASSURE EFFECTIVE COMMUNICATION



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Communication Specialist

- ▶ Added methods of nontraditional communication used by the individual
- ▶ Updated provider qualifications
- ▶ Clarified the activities that a communication specialist can provide



Communication Specialist Activities

- ▶ Assisting the individual to be a more effective and to be able to communicate more independently
- ▶ Implementing the activities and strategies identified in the communication plan.
- ▶ Monitoring implementation of the communication plan
- ▶ Training, modeling, and/or coaching the support team to carry out the communication plan.
- ▶ Consulting (working with) with the ISP team as needed.

2/9/2023

Communication Specialist Qualifications

Agency/Provider Qualification & Individual Communication Specialist Qualification:

Effective January 1, 2024, have
successfully completed a Communication
Specialist Training by ODP

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Education Supports



3. INCREASE EMPLOYMENT



2/9/2023

Education Supports

- ▶ **Tuition for adult education classes that is provided both in-person and online as well as classes that are typically provided in-person but change to online due to emergency situations, are now covered by Education Supports service.**
- ▶ ~~\$35,000~~ **\$40,000** toward tuition for classes in participant's lifetime per waiver

Will become effective 6 months after the public health emergency ends



Specialized Supplies



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Specialized Supplies

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- ▶ Personal protective equipment (PPE) to continue to be covered after Appendix K.
 - Gloves, masks, gowns, goggles, hand sanitizer, one thermometer
- ▶ PPE covered for the individual and the unpaid caregivers using any model of service delivery with this service
- ▶ Limit temporarily increased from \$500 to \$1,500 to cover PPE for the full fiscal year in which Appendix K ends (most likely 6/30/24)

Will become effective 6 months after the public health emergency ends

Employment Services



Employment Services

▶ **Supported Employment:** May now be provided when the individual is traveling out of state for work-related trips, such as for a:

- ❖ training,
- ❖ conference, or
- ❖ business trip



▶ **Supported Employment & Small Group Employment:** Expanded provider qualifications to allow for mentoring in addition to “supervision” of a staff or individual who is working towards the completion of training or certification

Benefits Counseling

- ▶ Limit increased from 10 to 15 hours per fiscal year
 - ▶ Individual can receive this many hours per fiscal year (July 1st through June 30th)
- ▶ P/FDS Cap can go over by \$15,000 for Benefits Counseling

“The limit can be exceeded by \$15,000 for Advanced Supported Employment, Supported Employment, or Benefits Counseling services that are authorized on a participant's service plan.”

Participant-Directed Services (PDS)



2. PROMOTE SELF-DIRECTION, CHOICE, & CONTROL



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Supports Broker

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► Clarified language regarding Supports Broker's responsibilities:

- The purpose of the Supports Broker service is to assist and support Common Law Employers and Managing Employers to perform employer-related responsibilities independently and to assist the individual to be as successful as possible in self-directing their services.

► Limit temporarily increased

- Up to 2,080 15-min. for the full fiscal year in which Appendix K ends (most likely 6/30/24)

Supports Broker Qualifications

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► Change to provider qualifications:

- Every three years following initial certification (recertification) the Supports Broker must complete a Supports Broker Certification Program by ODP or its designee.
- Supports Brokers who were initially certified three or more years before January 1, 2023, must complete the Supports Broker Certification Program, on or before July 1, 2023.
 - Communication 23-011: <https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Communications/ODP/2022/ODPANN+22+011+Supports'+Broker+Recertification+Training.pdf>

Participant-Directed Goods and Services



Based on public comment



▶ Participant-Directed Goods and Services were added to the Consolidated Waiver →

▶ Participant-Directed Goods and Services may not be used for items and services the individual has funds to purchase

➤ The Supports Coordinator will ask the individual to attest (to communicate) that they don't have the funds and document that in the ISP. No further proof is needed or required.

Supports Coordination

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SC Monitoring

- ▶ **Clarified when face-to-face monitoring is required and when teleservice monitoring is allowed**
 - ▶ P/FDS: 1 out of 4 required face-to-face monitoring's may be through teleservices
 - ▶ Consolidated & Community Living: 3 out of the 6 required face-to-face monitorings may be through teleservices
 - ▶ All Waivers: When an individual receives services less than monthly or is on temporary travel – monthly face-to-face monitoring via teleservices must be conducted with at least one face-to-face in-person monitoring every three months

Residential Habilitation, Life Sharing, & Supported Living

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Therapies Allowed As Separate Services

- ▶ Individuals in Residential Habilitation, Life Sharing, or Supported Living can now also have Music, Art, & Equine Assisted Therapy as a separate service.



Companion Allowed As Separate Service

► Individuals receiving Residential Habilitation, Life Sharing or Supported Living may receive in-person Companion services (not teleservices) to support an individual at their place of community integrated employment.

► Companion services assist with non-skilled activities, supervision, and/or personal care needs that cannot be provided with the support from coworkers or other unpaid supports and is outside the scope of the Supported Employment or Advanced Supported Employment service



Based on public comment



- ▶ Clarified language about Assistive Technology and residential services:
 - May receive Assistive Technology to purchase or lease devices or equipment that will be used for remote supports as part of the Residential Habilitation/Life Sharing/Supported Living service.
 - The devices or equipment must meet the Assistive Technology service definition requirements.
- ▶ *May not receive the **discrete Remote Supports service**. (can't have Remote Supports on the plan and a residential service)*

Behavioral Specialist Requirements

Provider Qualifications for Behavioral Specialist:

- ▶ Providers must always have a Behavioral Specialist available, not just when serving participants with behavior support needs
- ▶ “A Functional Behavioral Assessment and comprehensive behavioral support plan must be completed within 60 days of identification by the service plan team of a participant’s need for assistance from a behavioral specialist.”

Residential Habilitation



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Provider Qualifications:

- ▶ Residential Habilitation Senior Management Personnel must be available at all times for response to emergency situations

Next Steps and Questions

2/9/2023



Next Steps

- ▶ Update the ISP Manual
- ▶ Update the Technology Evaluation Tool used in residential settings and hold webinar.
- ▶ Create a Remote Supports checklist to be used in private home and community settings and hold webinar
 - This will replace completion of the variance form.

Questions



Resources:

Waivers:

<https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/Intellectual-Disabilities-Services.aspx>

Supports Broker Recertification / Communication 23-011:

<https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Communications/ODP/2022/ODPANN+23-011+Supports'+Broker+Recertification+Training.pdf>

PQ Training on Common Health Conditions:

[https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Communications/ODP/2022/ODPANN+22-108+Update+Required+Provider+Qualification+\(PQ\)+Training+on+Common+Health+Conditions+That+May+Be+Associated+with+Preventable+Deaths.pdf](https://palms-awss3-repository.s3.us-west-2.amazonaws.com/Communications/ODP/2022/ODPANN+22-108+Update+Required+Provider+Qualification+(PQ)+Training+on+Common+Health+Conditions+That+May+Be+Associated+with+Preventable+Deaths.pdf)