



Support  
Coordination  
Services  
Overview  
March 26, 2018

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Welcoming Inclusion  
Network



## 2

# Support Coordination Philosophy

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The CSB Developmental Disability Service (DDS) network of care promotes services and supports which enable people with a developmental disability attain a personally desired and valued quality of life.

- Uses a service delivery model guided by the tenets of self-determination, person-centered planning, and the principles of community inclusion and participation.
- Coordinates services that are supportive and ongoing enabling individuals to live well in their chosen communities.



# 3

## Licensing/ Oversight

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- In Virginia the CSBs are licensed by the Department of Behavioral Health and Developmental Services (DBHDS) to provide Support Coordination/Case Management to individuals with Developmental Disabilities. As a licensed service many of the standards of service delivery are stipulated statewide by DBHDS. Support Coordination standards are also set by Department of Medical Assistance Services (DMAS), in concert with DBHDS, for individuals receiving State Plan Option (SPO) Support Coordination services through Medicaid. DMAS administers the DD Waivers.
- The Department of Justice Settlement Agreement with the Commonwealth of Virginia has brought about numerous new policies and regulations that directly impact the delivery of support coordination services.



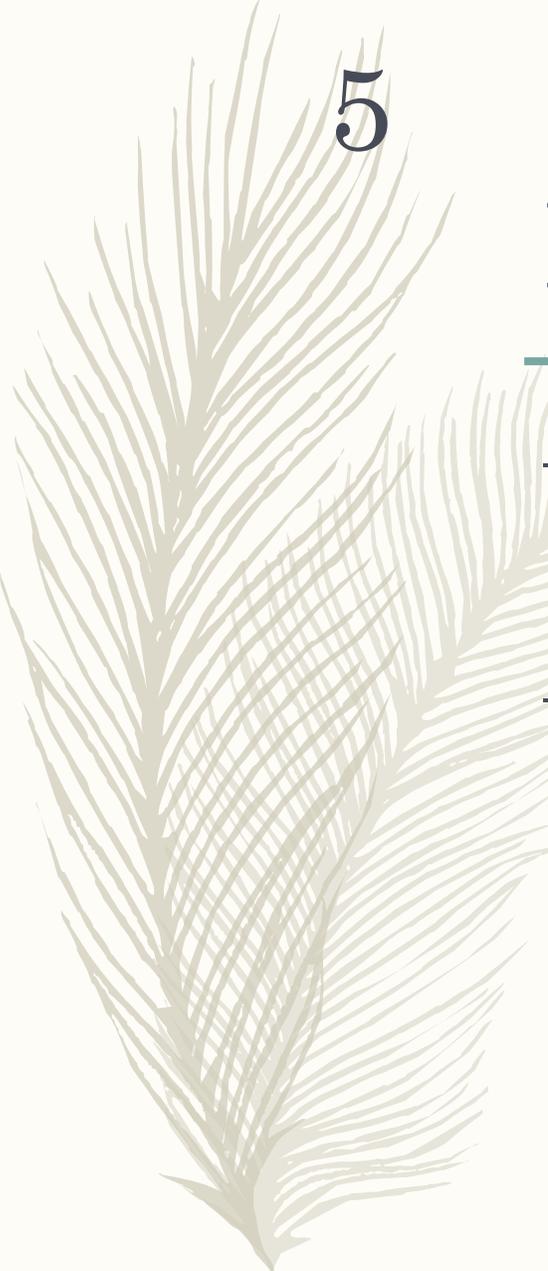
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## Support Coordination Credentials

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CSB staff providing case management and support coordination services must be credentialed at the Qualified Mental Retardation Professional (QMRP) (QIDP/QDDP) level, and must pass the basic case management curriculum developed by DBHDS thereby demonstrating knowledge of a set of core case management competencies and meet the following criteria:

- possesses at least one year of documented experience working directly with individuals who have mental retardation (intellectual disability) or other developmental disabilities
- and one of the following credentials:
  - a doctor of medicine or osteopathy licensed in Virginia,
  - a registered nurse licensed in Virginia, or
  - completion of at least a bachelor's degree in a human services field, including, but not limited to sociology, social work, special education, rehabilitation counseling, or psychology.



# 5

## Eligibility Determination for DD Services

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- As of 7/1/2016 the **CSB is the single point of entry** for all DD individuals to be assessed for placement on the DD waiver waitlist and to access the DD Waivers.
- **Eligibility:** Eligibility determination for the DD Waivers is based on three factors: Diagnostic Eligibility, Functional Eligibility and Financial Eligibility.



# 6

## Diagnostic Eligibility

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- To qualify under the determination of **intellectual disability**, individuals six years of age or older must have a psychological evaluation that indicates a diagnosis of an intellectual disability, the age of onset prior to 18, and is reflective of the individual's current level of functioning. Children under the age of 6 must have a psychological or standardized developmental evaluation that states the child has a diagnosis of an intellectual disability or is at developmental risk. It must also include the child's current level of functioning.



# 7

# Diagnostic Eligibility

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Under the determination of **developmental disability**, individuals three years and older must have a psychological, school or medical records completed by a credentialed professional (i.e. medical doctor, OT/PT, psychologist) that clearly identifies a severe, chronic disability of an individual that is attributable to a mental or physical impairment or a combination of both, other than a sole diagnosis of mental illness. The diagnosis must have manifested before the age of 22 and is likely to continue indefinitely. There must also be substantial functional limitations in three or more life areas (Ex. Self-Care, Receptive/Expressive Language, Learning, Mobility, Self-direction, etc.)



# 8

# Functional Eligibility

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- **Functional Eligibility:** If the individual meets diagnostic criteria, CSB staff will conduct a Virginia Individual Developmental Disabilities Eligibility Survey (VIDES) to determine functional eligibility. For individuals 17 and younger, two or more categories must be met and for individuals 18 and older, three or more categories must be met.
- Once confirmed, the individual will be placed on the DD Waiver Waitlist and monitored by the DD Support Coordinator on an annual basis to ensure continued eligibility and ensure any changes in status are reflected and documented.



# 9

# Financial Eligibility

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- Medicaid Financial Eligibility: An Eligibility Worker from the local Department of Family Services determines an individual's financial eligibility for Medicaid. Some individuals who would not ordinarily qualify financially for Medicaid may be eligible by receipt of Waiver services.



# 10

## DDS Support Coordination Services

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- All Support Coordination services are guided by a person-centered planning process. Person-centered planning is a process for learning how a person wants to live and what is important to him or her in everyday life and is guided by the following:
  - Looks to the future and helps the individual plan for **positive outcomes**
  - Puts the person and their goals, preferences, needs, and choices in the **center of the planning** process
  - Helps people find and use their voices to state what is truly important **to** and **for** them
  - Requires **listening to the person and the people who know the individual best**, and translating a vision for a better or different life into action plans
  - **Enlists the support of family, friends, and professionals** to follow through on those action plans and **partner with the person** to achieve a life enriched by community connections and opportunities to contribute and receive support



# 11

# DDS Support Coordination Services

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Through the planning process, the individual works with their support coordinator to:

- **Identify** needed supports to achieve a good life.
- **Link** to resources within the community that meet these needs such as day support, supported employment, housing, and financial supports.
- **Collaborate** with a wide variety of professionals, programs, and agencies in the community to advocate and deliver supports.
- **Promote** participation within the community.
- **Monitor** the individual's changing needs and ensure the individual continues to receive beneficial services.



# 12

# DDS Support Coordination Services

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## **Individual Supports Plan (ISP)**

- The Individual Support Plan (ISP) sets out the supports, services and actions to be taken during the year by each service provider to achieve the individual's desired outcomes. The individual's needs, preferences and desires are the basis of the person-centered ISP. The support coordinator plans and coordinates the ISP meeting time with the individual and others who are important such as family, friends and service providers may participate at the meeting.



# 13

# DDS Support Coordination Core Services

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## Support Coordination Services Areas

- Intake
- Targeted Support Coordination
- Monitoring
- Transition



# 14

# DDS Support Coordination Services

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## **Intake**

- Staff assigned to Intake are responsible for determining eligibility for anyone who requests services. They are responsible for initial assessment and screening. This assessment includes the compilation of developmental, educational, vocational, social, and psychological evaluations as well as information from the person's family and other service providers. While determining eligibility, staff will complete the VIDES to determine eligibility for the DD Waiver. If an individual is eligible, staff completes the necessary paperwork to have them placed on the Waitlist.



# 15

# DDS Support Coordination Services

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## **Targeted Support Coordination**

- TSC includes activities designed to assist an individual child or adult in accessing needed medical, psychiatric, social, educational, vocational, residential, transportation and other supports essential for living in the community and in developing his or her desired lifestyle. Support Coordinators provide face-to-face and collateral contact. Individuals must require active, ongoing Support Coordination services as defined by DBHDS and DMAS.
- Support Coordinators facilitate services for individuals based on Person-Centered Plans and then actively monitor the services delivered to ensure needs are being met and that the individual is satisfied with services.

# DDS Support Coordination Services

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## Monitoring

- Individuals receive a PRN level of Support Coordination. Some receive a service funded by Fairfax County, usually a day program or residential services. Status updates are obtained through contact with individuals/families, vendor communication/reports, site visits, or other means. Stability and satisfaction with any services (Day Placement, residential, etc.) is documented. Any changes in status, need or functioning are noted. Individuals can be placed on the DD Waiver Waitlist if they are determined eligible or their status on the Waitlist is updated if circumstances have changed. VIDES assessments are reviewed to ensure they accurately reflect current functioning.



17

# DDS Support Coordination Services

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## Transition

- Support Coordinators provide service to individuals in their final year of eligibility in Fairfax County Public Schools. Support coordinators liaison with DARS and FCPS staff to lead the individuals in transitioning from *mandatory* school services to *non-mandatory* post-school environments in the community.

# CSB DDS Service Population

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## DD Waivers

- 1,095: CL 835, FIS 258, BI:21

## Intake

- 664

## DD Waiver Wait List

- Priority 1: 517 (3,188)\*
- Priority 2: 1025 (5,422)\*
- Priority 3: 566 (3,926)\*
- Total: 2,108 (12,536)\*

## – Monitoring

- 2764, 1,135 are 18 and under

\*State-wide WL numbers as of 3/23/18



# 19

# Resources

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Virginia Dept. of Medical Assistance Services

<http://www.dmas.virginia.gov/>

Virginia Dept. of Behavioral Health and Developmental Services (DBHDS)

<http://dbhds.virginia.gov/>

VA DBHDS My Life, My Community

<http://mylifemycommunityvirginia.org/>

Virginia Department of Aging and Rehabilitative Services

[www.dars.virginia.gov](http://www.dars.virginia.gov)

Federal Centers for Medicare and Medicaid Services

[www.cms.gov](http://www.cms.gov)

Fairfax-Falls Church Community Services Board

[www.fairfaxcounty.gov/community-services-board/developmental-disabilities](http://www.fairfaxcounty.gov/community-services-board/developmental-disabilities)



20

# CSB Contact Information

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DDS Services- Main Reception : 703-324-4400

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