

Overview of Intensive Support Coordination Services



DBHDD

DIVISION OF DEVELOPMENTAL DISABILITIES

**GEORGIA DEPARTMENT OF BEHAVIORAL HEALTH
AND DEVELOPMENTAL DISABILITIES**

Intensive Support Coordination (ISC) Services

- New service in Georgia – fiscal year 2017
- Assists NOW and COMP waiver participants who have complex medical and behavioral needs with specialized coordination of services and supports

What Does Intensive Support Coordination Include?

- Identifying and addressing barriers to care
- Accessing needed health care/behavioral support resources within and outside of the Medicaid waiver system
- Taking active measures to address complex needs
- Following up on health care/behavioral plan implementation
- Intervening to mitigate risks to health and safety

What Does Intensive Support Coordination Include?

- Coordinating transitions of individuals from institutional settings into community residences
- Guiding follow-through on hospital discharge planning instructions and supporting the individual in effort to prevent future hospitalizations/ER visits
- Establishing relationships with providers in the larger health care and behavioral health system

Individual Eligibility Criteria

A NOW or COMP waiver participant who:

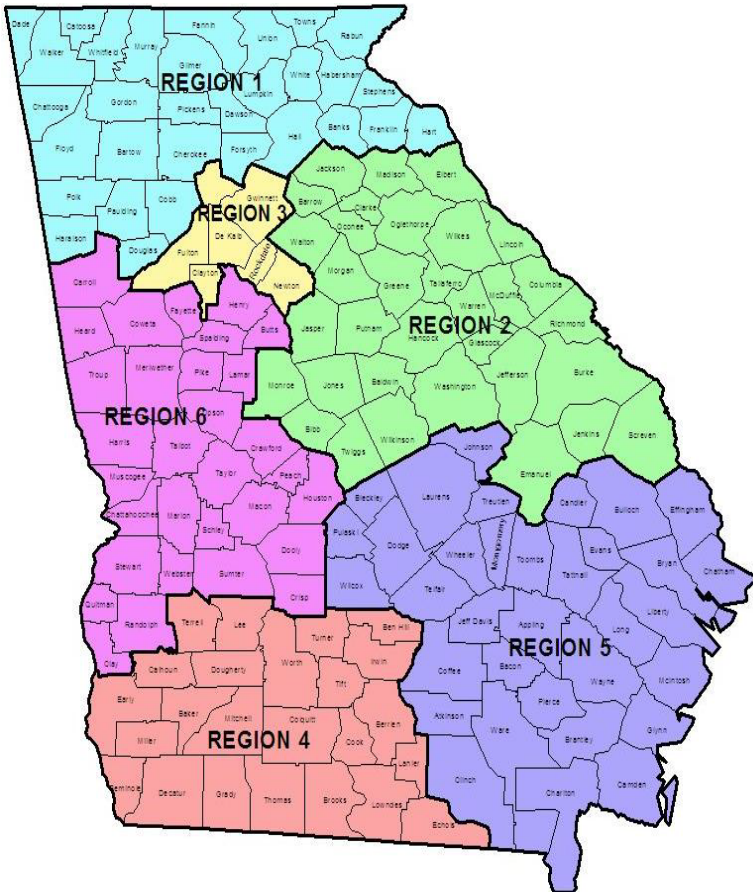
1. Has an HRST HCL score of 5 or 6
2. Has an SIS Section 3 rating total of 16-26
3. Has transitioned from a state hospital into the community since July 1, 2010
4. Is on the active list to transition from an institutional setting into a community residence
 - Waiver allows billing of support coordination services 90 days prior to scheduled transition
5. Has been admitted to a crisis respite home

Intensive Support Coordination Policy

- As of April 1, 2016, the NOW and COMP, part III, waiver policy manual for intensive support coordination can be found at www.mmis.georgia.gov under: *Policy and Procedures for Case Management – Support Coordination and Intensive Support Coordination.*
- Additional DBHDD policies governing intensive support coordination can be found at <http://gadbhdd.policystat.com/> under: *Operating Principles for Support Coordination & Intensive Support Coordination, 02-430*

ISC Eligible Individuals

- Currently approx. 1,700 in Georgia



ISC Provider Qualifications

- **Medical Director/Clinical Director**
- **Clinically led support coordination teams**
- **ISCs with advanced case management experience**

ISC Staffing Pattern

- Each intensive support coordinator will have a maximum caseload of 20 ISC participants
 - It is preferred to have ISC coordinators serving only ISC participants. However, if a full caseload is not possible in a certain area, caseload mixes are allowed.
- Each ISC clinical supervisor will be responsible for oversight of ISC's within their supervisory caseload of no more than 100 ISC participants
- Medical/clinical directors will provide clinical consultation for all ISC clinical supervisors, as needed

Role of Medical/Clinical Director

- Facilitating communication with members of the medical/behavioral community for the purpose of interpreting orders or directions from other clinicians, and facilitating specialist referrals
- Overseeing and providing expertise in elements of the individual service plan as it relates to specialized medical and behavioral risk
- Helping facilitate transition from acute or crisis settings, such as community hospitals or crisis respite centers

ISC Medical Clinical Supervisor Qualifications

1) Licensed Clinician

- Registered Nurse (RN with a BS or MS in nursing)
- Physical Therapist
- Occupational Therapist
- Physician Assistant
- Other Mid-Level Health Care Provider

2) Minimum of 2 years in acute care, ICF/IDD long-term care, or medical rehabilitation

3) Minimum of 3 years providing HCBS services for individuals with disabilities

ISC Behavioral Clinical Supervisor Qualifications

1) Licensed Clinician

- BCBA, Psychologist, LPC, LMSW/LCSW, RN

2) Minimum of 2 years experience with individuals with complex behavioral issues in a behavioral health setting related to individuals with intellectual and developmental disabilities (i.e. ICF/IDD, psychiatric inpatient facility, specialized clinic, or other rehabilitative settings)

3) Minimum of 3 years providing home- and community-based services for individuals with disabilities

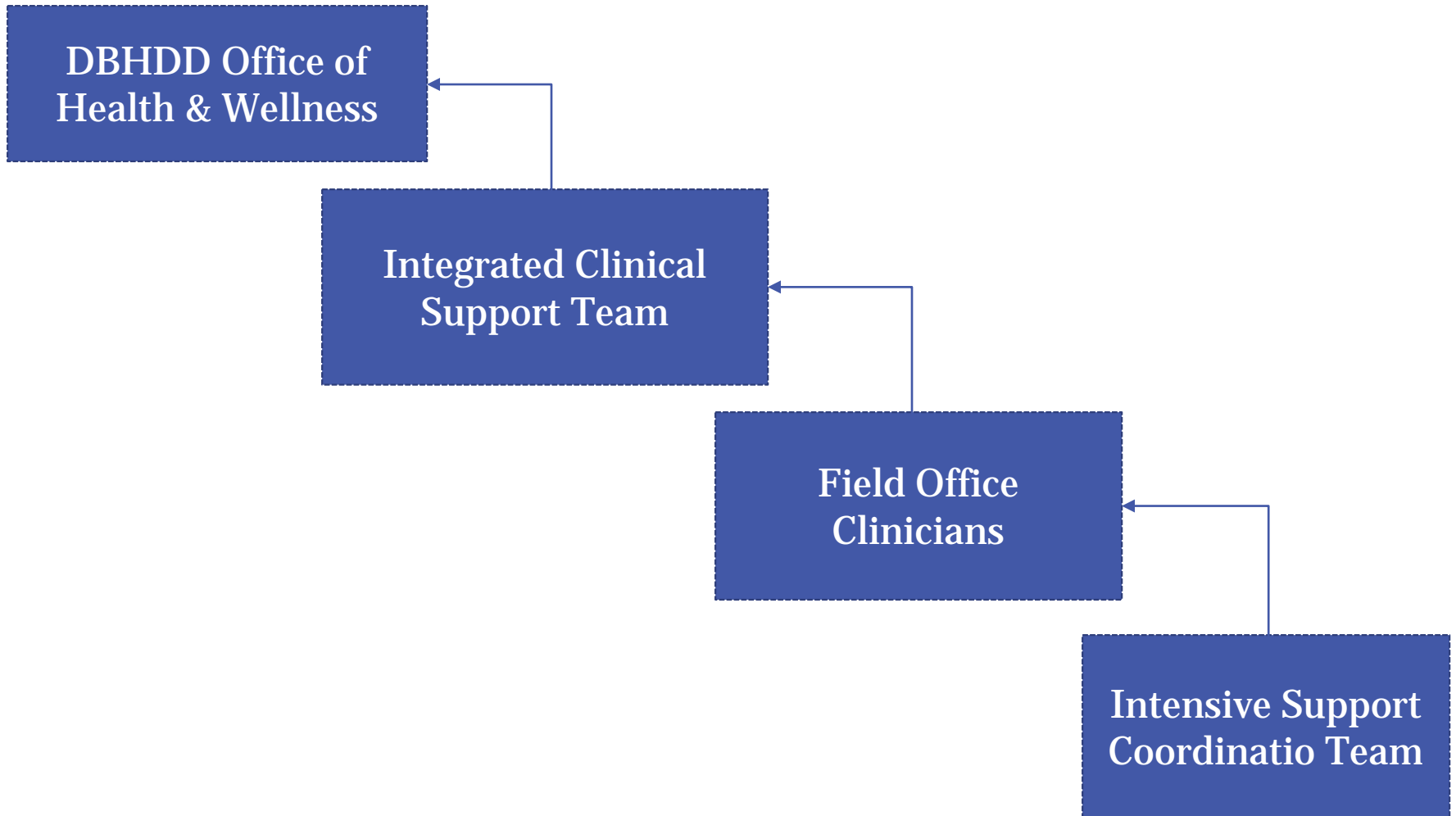
Role of ISC Clinical Supervisor

- Supervise ISC coordinators and provide ongoing consultation (including joint visits); determine risks and unmet needs; and collaborate to identify and secure resources
- Hold monthly supervisory sessions with each of the assigned ISC coordinators to review their caseload and the level of risk for each individual served
- Complete a review of 25% of caseloads on a quarterly basis to determine if ISC services and protocols are being followed

Intensive Support Coordinator Qualifications

- Minimum of a bachelor's degree in human service field (social work, psychology, special education, nursing)
- Minimum of 2 years experience with people with intellectual, developmental, or related disabilities
- Medical: Minimum of 2 years experience in a health care, habilitative/rehabilitative, residential, or similar setting
- Behavioral: Minimum of 2 years experience serving people with intellectual, developmental, or related disabilities in a behavioral health setting

Clinical Oversight Hierarchy



Impact on Role of DBHDD Field Office Clinicians

Intensive support coordination teams are responsible for resolving **any** clinical concerns that arise with highest-risk participants, from the time of identification of the issue until the time of resolution.

Impact on Role of DBHDD Field Office Clinicians

- Continued role in initial assessments and assessment updates, but updates will focus on reviewing ISC documentation for any unmet needs and confirming continued need for ISC
- ISC team will guide follow-through on field office clinical assessment recommendations
- Reduction in TACs for those eligible

DBHDD Field Offices will Assist with:

- 1) Validating ISC Eligibility
- 2) Facilitating the Provider Choice Process

Validating ISC Eligibility

- Field office clinicians will validate ISC eligibility during the annual assessment update period prior to updating the participant's ISP
- Includes review of HRST and SIS for accuracy

ISC Provider Choice Process

- Choice for initial enrollment will be offered by DBHDD field office staff
- If a participant is eligible for ISC, field office staff will review choices of ISC providers serving their area
- ISC provider choice/selection process will be documented in CIS

Questions?

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