



Division of Developmental Disabilities:

Overview of Intensive Support Coordination Services

7/1/16



Intensive Support Coordination Services

- ▶ New Service in State of GA for FY 2017
- ▶ Assists COMP Waiver participants with complex medical & behavioral needs with specialized coordination of services and supports



Intensive Support Coordination

What does this include?

- Identifying and addressing barriers to care
- Accessing needed healthcare/behavioral support resources within and outside of the Medicaid Waiver system
- Taking active measures to address complex needs
- Following up on healthcare/behavioral plan implementation
- Intervening to foster prevention of deterioration of condition



Intensive Support Coordination

What does this 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 healthcare and behavioral health system



Individual Eligibility Criteria

A COMP Waiver participant who:

1. Has a HRST HCL score of 5 or 6
2. Has a SIS Section 3A or 3B 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 SC services 90 days prior to scheduled transition



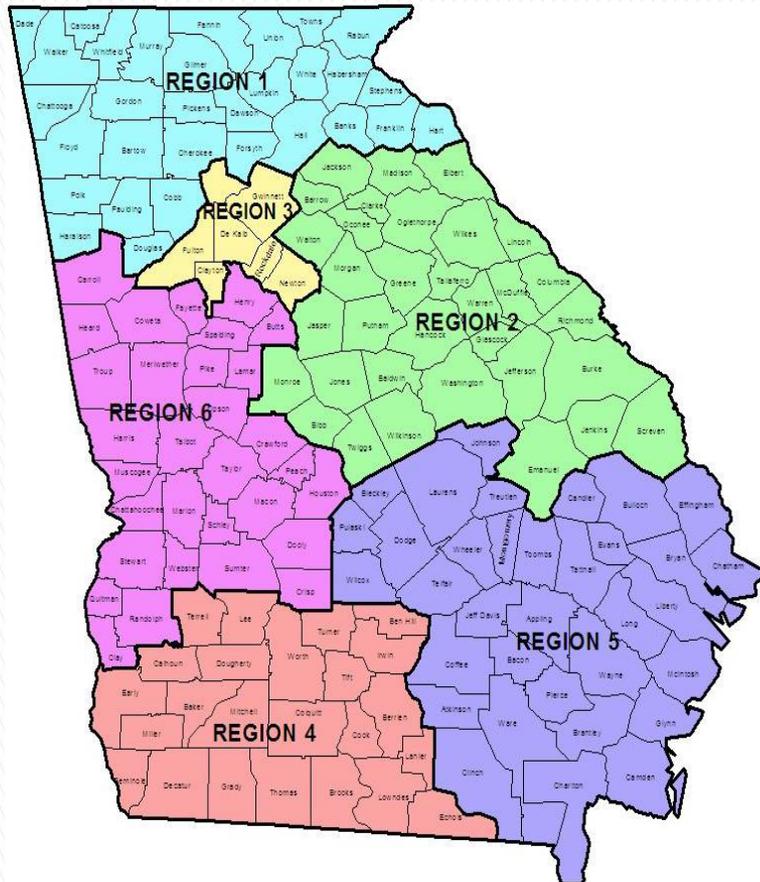
Intensive Support Coordination Policy

- ▶ As of 4/1/16, the COMP waiver policy manual for ISC 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 ISC can be found at <https://gadbhdd.policystat.com/> *Operating Principles for Support Coordination & Intensive Support Coordination, 02-430*



ISC Eligible Individuals

Currently approx. 1 500 individuals in GA



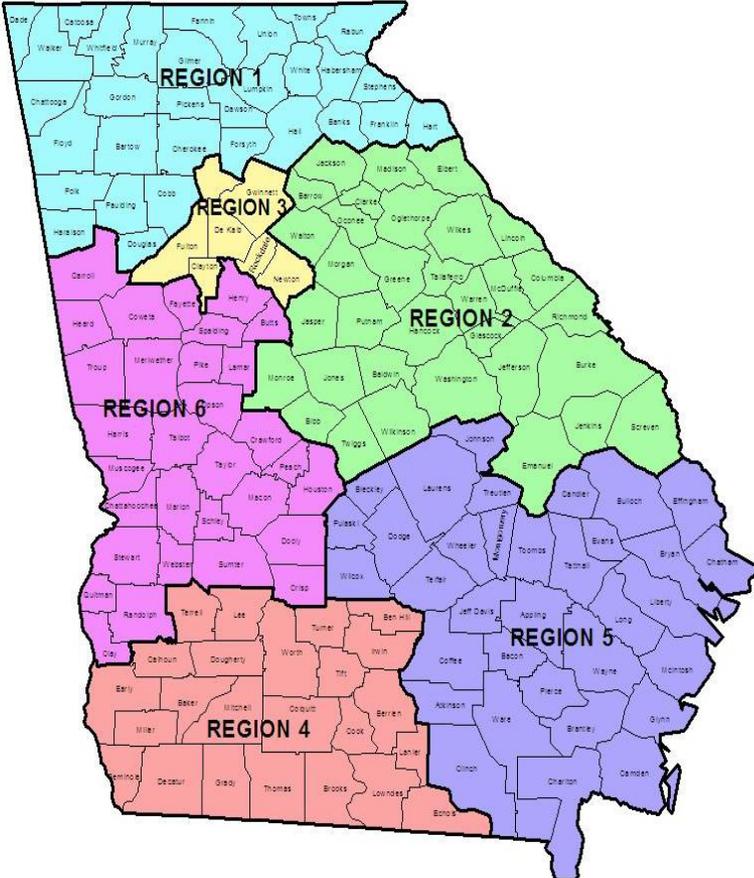
- ▶ Region 1 – 301
- ▶ Region 2 – 332
- ▶ Region 3 – 328
- ▶ Region 4 – 210
- ▶ Region 5 – 170
- ▶ Region 6 – 142



DBHDD

ISC Eligible Individuals

ADA, Including High Risk Surveillance



- ▶ Region 1 – HRS 22, ADA 64
- ▶ Region 2 – HRS 31, ADA 112
- ▶ Region 3 – HRS 60, ADA 82
- ▶ Region 4 – HRS 47, ADA 63
- ▶ Region 5 – HRS 41, ADA 47
- ▶ Region 6 – HRS 29, ADA 43



ISC Provider Qualifications

- ▶ Medical Director/Clinical Director
- ▶ Clinically led support coordination teams
- ▶ ISC's with advanced case management experience



DBHDD

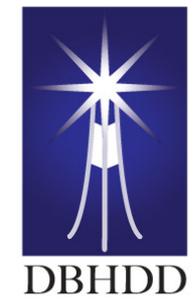
ISC Staffing Pattern

- ▶ Each Intensive Support Coordinator will have a maximum caseload of 20 ISC participants
- ▶ Each ISC Clinical Supervisor will be responsible for supervising 5 ISC Coordinators
- ▶ Medical/Clinical Director will provide clinical consultation for all ISC Clinical Supervisors, as needed
- ▶ 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



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
- Assisting in facilitating transition from acute or crisis settings such as community hospitals or crisis respite centers



ISC Medical Clinical Supervisor Qualifications

1) Licensed Clinician –

- Registered Nurse (R.N. with a B.S. or M.S. in Nursing)
- Physical Therapist
- Occupational Therapist
- Physician Assistant; or
- Other Mid-Level Healthcare Provider

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

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



ISC Behavioral Clinical Supervisor Qualifications

- 1) Licensed Clinician –
 - BCBA, Psychologist, LPC, LCSW, R.N.

- 2) Minimum 2 years experience with individuals with complex behavioral issues in a behavioral health setting related to individuals with ID/DD (i.e. ICF/IDD, psych inpatient facility, specialized clinic, or other rehab settings)

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



DBHDD Oversight & Certification for ISC Clinical Supervisors

DBHDD will certify each ISC Clinical Supervisor for a five year period, if they meet education and experience requirements. Thirty (30) hours of continuing education in supervision and support coordination topics will be required annually for the renewal of the certificate, each of five years.



DBHDD

Role of ISC Clinical Supervisor

- ▶ Supervise ISC Coordinators and provide ongoing consultation, including joint visits, determining risk and unmet needs, and collaboration in identifying and securing resources
- ▶ Hold weekly supervisory sessions with each of the five (5) ISC Coordinators to review their caseload and the level of risk of each individual served.
- ▶ Complete a review of 10% of caseloads on a quarterly basis to determine if all ISC services and protocols are being followed.



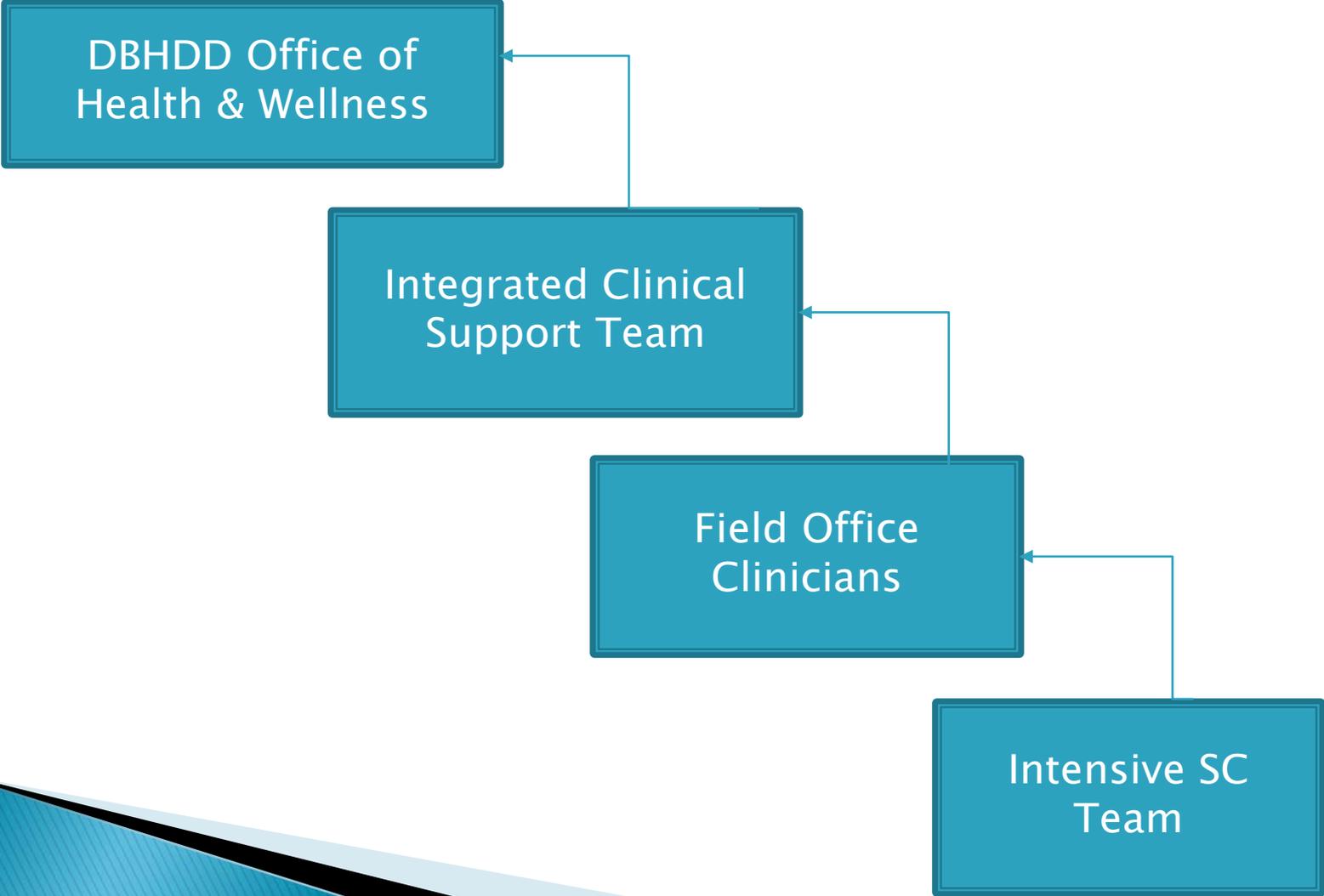
Intensive Support Coordinator Qualifications

- ▶ Minimum bachelor's degree in human service field (social work, psychology, special education, nursing)
- ▶ Minimum 2 years experience with individuals with ID/DD or related disabilities
- ▶ Medical – Minimum 2 years experience in a healthcare, habilitative/rehab, residential or similar setting
- ▶ Behavioral – Minimum 2 years experience serving persons with ID/DD or related disabilities in a behavioral health setting



DBHDD

Clinical Oversight Hierarchy





Impact on Role of DBHDD Field Office Clinicians

Any clinical concerns that arise with highest risk participants will be the responsibility of Intensive Support Coordination Teams to resolve 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 to confirm continued need for ISC
- ISC team will guide follow-through on Field Office clinical assessment recommendations
- Reduction in TAC's for those eligible



DBHDD Field Office Clinicians 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 participant's ISP
- Includes review of HRST and SIS for accuracy



ISC Provider Choice Process

- Choice for initial enrollment will be included in DBHDD annual clinical assessment
- If eligible for ISC, Clinicians will review options of ISC Providers serving their area
- ISC Provider Selection Form presented to participant/representative. Can be returned to clinician at that time or sent to Field Office.



Questions?

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