



State of Connecticut
Department of Developmental Services

DDS

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

Operation Memo FY2021-10

To: DDS Providers

From: David David, Director of Service Development and Support

Cc: Jordan A. Scheff, Commissioner, Peter Mason, Deputy Commissioner; Katie Rock-Burns, Chief of Staff; Scott McWilliams, Chief Fiscal Officer; Regional Directors, Assistant Regional Directors and Resource Administrators

Date: February 5, 2021

RE: Senior Support Reporting and Oversight

As mentioned in Operation Memo FY 2021-08, there has been substantial movement of individuals transferring from community day programs to supports being provided out of a person's congregate living setting.

DDS understands that the majority of these transitions were initiated out of health and safety concerns related to the COVID-19 pandemic and were done quickly to mitigate exposure. However, while considered appropriate now, in-home supports may not be the best long-term option for the individual being supported. With this in mind, DDS has determined that **all transfers to in-home (CLA/CRS) day program made on or after July 31, 2020 will be considered temporary and subject to future review.**

DDS has developed a committee to develop a reporting and oversight process to ensure the individuals are receiving a quality program and that the new, temporary in-home support programs meet the audit requirements of the waiver as a day service.

Specifically, the Senior Supports service definition articulates that Senior Supports "is intended to facilitate independence and promote community inclusion as well as prevent isolation. Senior Supports consist of a variety of activities that are designed to assist the individual in maintaining skills and stimulating social interactions with others. The activities are based on needs identified in the IP and may occur in any community setting, including the individual's place of residence."

Please note the current (and updated) expectations for Senior Supports provided out of the CLA/CRS are the following:

- IP goals should be updated as appropriate to reflect person-centered Senior Supports that are in line with the Senior Supports Service Definition (Team discussion/Changes to goals/plan must be documented and distributed to the team)
- Providers will submit *quarterly* progress reviews to the DDS Case Manager, along with a quarterly schedule of activities.
- Case Management will ensure that the Progress Reviews and activities are:
 - Person-centered and in line with IP goals
 - In line with the corresponding service definitions- such as leisure activities, building/maintaining skills, facilitating independence and promoting community inclusion
 - Are not residential in nature (ie – no MD appointments, sleeping, etc)
 - Case Manager will note any concerns with the team within 14 days of receipt
- Teams should be meeting to discuss current status and plan for return to program. These discussions should occur as necessary, and not be put on hold until May 30th, 2021 (When Resource Management needs to be notified of timeline/intent to return to community-based Day program. Senior Support authorizations started after July 31, 2020 will end on June 30, 2021 – and be re-issued to the previous Day provider unless Case Management notifies Resource Management of alternate plan)
- Providers should amend their CQIP to include who is responsible for ensuring:
 - In Home Day goals are updated, being worked on and tracked
 - Progress reports and schedules are sent to Case Managers quarterly
- The Quality Division will also be conducting Quality Service Reviews based on a random sampling of individuals in Day services. This will include Senior Supports.

Meeting the expectations outlined above will help to provide some continuity of day service activities when possible, while ensuring that documentation meets Medicaid Waiver requirements.

Thank you.