

## **1650 DIVISION ONLY (DD-ONLY) ELIGIBILITY SUPPORT COORDINATION STANDARDS**

REVISION DATE: 12/13/2023

REVIEW DATE:

EFFECTIVE DATE: July 6, 2021

### **PURPOSE**

This policy outlines the responsibilities Support Coordination has for members who are eligible for the Division but do not qualify for Arizona Long Term Care System, "ALTCS", or Targeted Support Coordination.

### **DEFINITIONS**

1. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
2. "Planning Team" means a defined group of individuals comprised of the Member, the Responsible Person if other than the Member, and, with the Responsible Person's consent, any individuals important in the member's life, including extended family members, friends, service providers, community resource providers, representatives from religious/spiritual organizations, and agents from other service systems.

3. “Planning Document” means a written plan developed through an assessment of functional needs that reflects the services and supports, paid and unpaid, that are important for and important to the Member in meeting the identified needs and preferences for the delivery of such services and supports.
4. “Responsible Person” means the parent or guardian of a minor with a developmental disability, the guardian of an adult with a developmental disability, an adult with a developmental disability who is a client or an applicant for whom no guardian has been appointed as cited in A.R.S 36-551.
5. “Supports” means paid or unpaid resources available in the community, through natural or family relationships, or through service providers to assist Members.
6. “Support Coordination” means a collaborative process, which assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual’s needs through communication and available supports to promote

quality, cost-effective outcomes.

7. "Support Coordinator" means the same as "Case Manager" under A.R.S. § 36-551

## **POLICY**

### **A. DD-ONLY CASE MANAGEMENT ACTIVITIES**

1. The Support Coordinator assigned to support the Member shall:
  - a. Develop the planning document at the time of the initial visit for new Members and review and update it at each subsequent meeting.
  - b. Annually explain the Member's rights and responsibilities including the procedures for filing a grievance and have them sign and date the Acknowledgement of Publications indicating receipt and understanding of the Member's rights and responsibilities.
2. The Support Coordinator shall assist in identifying available resources to support the Member including:

- a. School Programs
  - b. Employment (e.g., applying for a job, Vocational Rehabilitation)
  - c. Community/Recreational Center Programs
  - d. Day Care Services
  - e. Diagnostic and educational centers
  - f. Respite available through community or other grant programs
  - g. Therapy Services through a school, Third Party Insurance or other resources
  - h. AHCCCS insurance depending upon the member's income and resources
  - i. Other state or federal benefits
3. The Support Coordinator shall complete a Pre-PAS to determine if the member is potentially eligible for long-term care and assist with applying for the Arizona Long Term Care System

when the Member has service needs that cannot be met through community resources and natural supports.

## **B. LEVEL OF CONTACT**

1. The Division shall defer to the Arizona Early Intervention Program Contractor for conducting Planning Meetings for Members under age three who are enrolled in the Arizona Early Intervention Program.
2. The Support Coordinator shall conduct an in-person planning meeting with Members who are age 3 years and older:
  - a. Within 30 days of eligibility notification.
  - b. Followed by two additional Planning Meetings to be held every 180 days.
  - c. The Responsible Person shall determine the frequency and type of contact after the first three Planning Meetings.
  - d. The Support Coordinator shall make contact with the Member at least annually based on the type of contact chosen.
3. The Support Coordinator shall update the Planning Document

at all Planning Meetings.

### **C. INITIAL PLANNING MEETING**

1. The Support Coordinator shall
  - a. Contact the Responsible Person within 10 days of Member eligibility notification to schedule the Planning Meeting;
  - b. Conduct the Planning Meeting with the Member present within 30 days of eligibility notification; and
  - c. Complete the Planning Document

### **D. INACTIVE STATUS**

1. The Division shall allow a Member who is not actively being served by the Division to choose to be designated with inactive status.
2. The Division shall exclude the following members from inactive status:
  - a. Arizona Long Term Care System (ALTCS) eligible;
  - b. Targeted Support Coordination (TSC) eligible;
  - c. Enrolled in Arizona Early Intervention Program (AzEIP);
  - d. In the foster care system;

- e. Currently authorized for services paid for by the Division; and/or,
  - f. Served by the Division as their Representative Payee.
3. When the Responsible Person selects to be inactive the Support Coordinator shall:
- a. Update the Case Status Screen in Focus from Active to Inactive in consultation with the Supervisor; and
  - b. Manually add and edit an Annual Phone Contact Task in Focus; and
  - c. Contact the Responsible Person annually by phone and document this contact or all attempts to contact in the progress notes.
  - d. Annually conduct a file review of the member's case file of the following:
    - i. Current Planning Document
    - ii. Request a Re-determination of eligibility if one has not been done age at age 6 or 18;
    - iii. Obtain school records, if school age;

- iv. Verify the status of referrals to community resources and document efforts to verify in Progress Notes, and if needed, complete any follow-up;
  - v. Review and update the Member's screens in Focus.
  - vi. Document in the electronic Progress Notes that the file review was completed, including any further follow-up that is needed, and update the PCSP Date History in Focus with the date the file was reviewed.
4. The Support Coordinator shall update the Case Status Screen in Focus according to the request when the Responsible Person requests services or elects to be active.
5. The Support Coordinator shall assist the Responsible Person if they request community resources.
- a. One time assistance shall be documented in the progress notes;
  - b. On-going assistance shall be documented in the progress notes and the Case Status Screen in Focus shall be updated from Inactive to Active.