

April 5, 2022, Webinar Questions and Answers (Q&A)

Supports Coordination Return to In-Person Individual Monitoring Guidance for SCOs

<p>Are individuals who receive Base or SC Services Only and no other ODP funded service(s) considered a priority?</p>	<p>Yes. If an individual did not receive an in-person ODP funded service(s) during this FY, the requirement is that the SC must conduct an in-person monitoring by the end of June.</p>
<p>What if the individual lives with their family but they did not receive an ODP funded service in-person, are they a priority?</p>	<p>Yes. If the individual did not receive an in-person ODP funded service during this FY, the requirement is that the SC must conduct an in-person monitoring by the end of June.</p> <p>This applies to:</p> <ul style="list-style-type: none"> • individuals who live with their adult children, spouse/partner and/or other family members; and • children who live with their parents
<p>What about individuals receiving other services that are not funded by ODP? Should they be prioritized?</p>	<p>Yes. If an individual did not receive an in-person ODP funded service(s) during this FY, the requirement is that the SC must conduct an in-person monitoring by the end of June.</p> <p>This applies to the following “other services”:</p> <ul style="list-style-type: none"> • CHC • School (virtually and in-person) • Residential Treatment Facility • Mental Health services • Early Periodic Screening Diagnostic and Treatment (EPSDT) services • OBRA • Domiciliary Care Homes • Personal Care Homes • Nursing Homes • Rehabilitation Facilities • Hospitals • Jails <p>SCOs should prioritize individuals who are most at risk and have health and safety issues due to stressors of the pandemic.</p>

Individuals who live alone that have not had an in-person monitoring during this FY

<p>If someone lives alone but gets an in- person ODP funded service(s), should they be prioritized if the SC has not seen them during this FY?</p>	<p>No, if the individual is receiving in-person services by an ODP provider and there is not a health and safety concern, they do not need to be prioritized to be seen by the SC.</p> <p>This includes individuals who live alone and receive in-person employment services at their job.</p>
<p>If someone lives alone but gets an ODP funded service(s) remotely (ex, CPS), should they be prioritized if the SC has not seen them during this FY?</p>	<p>Yes, if the individual did not receive an in-person ODP funded service during this FY, the requirement is that the SC must conduct an in-person monitoring by the end of June.</p> <p>This would include individuals who live with family and receive remote ODP funded service(s).</p>

Newly enrolled individuals who have never had an in-person monitoring visit with their assigned SC

<p>How is ODP defining newly enrolled? Newly waiver enrolled or new intake to SCO?</p>	<p>Newly enrolled means new intake or a new transfer within this FY to the SCO.</p>
<p>If someone is new to our SCO and their assigned SC has not seen them in-person but they receive ODP funded service(s) in-person, do we still need to see them?</p>	<p>Yes, individuals who are new to your SCO during this FY and have not been seen in-person by the SC, the expectation is that an in-person monitoring is conducted by the end of June.</p>
<p>Should presumptive eligible kids who have been accepted but now must go through formal intake still be prioritized?</p>	<p>Yes. If the individual is a new intake to the SCO during this FY and has not been seen in-person by the SC.</p>

Individuals supported in a licensed residential setting that is currently under licensing sanctions or license revocation

<p>Are licensed one person sites considered to be individuals that live alone?</p>	<p>No. Individuals residing in a one-person licensed setting are receiving an in-person ODP funded service and do not need to be seen in-person unless the provider agency is currently on a revoked/provisional license.</p>
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Other potential priority groups

<p>If the individual's family is the only provider staff, would they be considered priority as well?</p>	<p>Yes. SCOs should prioritize individuals if the only paid caregivers are family members.</p> <p>This includes services such as but not limited to:</p> <ul style="list-style-type: none"> • AWC • VF/EA • Lifesharing
<p>What about individuals that live in a Supported Living or Unlicensed Residential Setting, do they fall into the prioritization categories?</p>	<p>If the ODP funded service(s) were rendered in-person and there are no health and safety concerns, the SC does not need to see the individual in-person by the end of June.</p>
<p>Should individuals who live in private or public ICFs be prioritized?</p>	<p>No. Individuals who reside in a private or public ICF are receiving an in-person ODP funded service.</p> <p>Please note that if the SC is actively working with the individual on transitioning to the community, ODP expects this to be done in-person.</p>

COVID-19 Related Questions

<p>Are SC's mandated to wear masks for all in-person visits?</p>	<p>There is no masking requirement from the Commonwealth of Pennsylvania, Department of Human Services, or the Office of Developmental Programs (ODP). Depending on setting and location, individuals may need to comply with applicable federal or local masking requirements.</p> <p>SCOs support a population that is vulnerable; therefore, SCs should use best practice infection control to protect individuals. ODP expects SCOs to develop a layered protection strategy for COVID-19. Masking is an integral and important layer of this protection strategy.</p> <p>SCOs are directed to CDC guidance for source control for health care personnel, which includes masking.</p> <p>Please review CDC masking guidance for more details. Infection Control: Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) CDC</p>
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<p>Are COVID-19 vaccinations required for SCs?</p>	<p>ODP cannot and does not mandate vaccines. Depending on the location, individuals may need to comply with applicable federal or local vaccination requirements.</p>
<p>Can providers require us to get a COVID test before entering their property?</p>	<p>SCs are not required to be tested for COVID-19. SCOs and providers should work together to come to an agreement on how to safely monitor individuals.</p>
<p>Providers have begun sharing their processes regarding SC visitation, some of which require vaccination. How do we move forward with staff who are unvaccinated and with a medical or religious waiver?</p>	<p>ODP cannot and does not mandate vaccines. SCOs and Providers should work together to come to an agreement on how to safely monitor an individual.</p>
<p>Can Providers ask SCs about their vaccination status when scheduling monitorings regarding potential undisclosed vaccination status or no vaccination?</p>	<p>SCs may be asked to disclose their vaccination status but they are not required to disclose.</p>
<p>Some SCs have expressed concern about consumers/families who are not vaccinated. Is there consideration for different planning options in this instance?</p>	<p>ODP cannot and does not mandate vaccines. SCs should work with the family to come to agreement on how to safely monitor an individual.</p> <p>Vaccination status is a single component of a layered COVID-19 protections strategy. Please engage in everyday preventative actions independent of vaccination status such as, masking, social distancing, and hand/cough hygiene.</p>
<p>What if the individual/family refuses to wear a mask for in person monitoring?</p>	<p><u>There is no masking requirement from the Commonwealth of Pennsylvania, Department of Human Services, or the Office of Developmental Programs (ODP).</u></p> <p>Please engage in infection control and come to an agreement on a safe way to monitor.</p>
<p>Can the screening tool be utilized for going into family home to ensure no one has been exposed or sick presently?</p>	<p>Yes, SC's can use the screening questions for COVID-19 symptoms outlined in the SC Check-In for Well-Being Tool.</p>

General Returning to In-Person Monitoring Questions

<p>What is ODP's preferred protocol when a family and/or individual flat out refuses a face-to-face monitoring?</p>	<p>SCs should document in a service note the risk mitigations strategies offered to safely accomplish an in-person monitoring such as offering to meet outside, providing information on COVID risk mitigation strategies, etc. and their response.</p> <p>These strategies are outlined in the presentation and on the Tip Sheet released with ODP Announcement 22-035 - Update on ODP's Expectation for Resuming In-Person Individual Monitoring Conducted by Supports Coordinator</p> <p>We ask that SCOs track those who refuse and follow-up with your respective regional office.</p>
<p>What happens if we can't see everyone by 6/30/22?</p>	<p>If an SCO anticipates not being unable to complete the required in-person visits by June 30th, the SCO should contact the respective ODP Regional Office for further discussion and be prepared to outline the following:</p> <ul style="list-style-type: none"> • Number by priority groups of required visits the SCO anticipates being unable to complete by 6/30/2022 • Dates by which all required visits will be completed • Names of specific individuals who are refusing an in-person visit and the SCOs attempt to remedy concerns
<p>Does the assigned SC have to be the one to do the monitoring or can another SC cover the in person visit on behalf of the assigned SC if the SC is unable to or not comfortable to do in person visits?</p>	<p>It is acceptable to have SCs covering caseloads and SC Supervisors to conduct the in-person monitoring.</p>
<p>What about SC Services Only people not receiving an ODP funded service(s), but the AE has been out for a face to face visit due to an investigation. Are they still required to be seen?</p>	<p>Yes, the SC should conduct an in-person monitoring due to the potential health and safety concerns related to the investigation.</p>
<p>Does an in-person meeting count if in the past fiscal year, a team meeting or face-to-face check in was needed, due to ODP or County request for health and safety?</p>	<p>Yes, if the individual has been seen in-person by the SC at a team meeting or a face-to-face check-in during this FY and there are no current health and safety concerns.</p>
<p>Many individuals have been seen for safety checks, meetings, etc., but not an actual monitoring and no monitoring tool completed. Does the SC need to do a monitoring if the person has been seen in</p>	<p>If a monitoring tool has not been entered in HCSIS based on ODP monitoring frequency requirements, the SC should complete and enter a monitoring tool in HCSIS.</p>

person in FY 21/22, but there was not a monitoring tool completed?	
For TSM only individuals, can their monitoring be held in conjunction with their ISP meeting?	Yes, we realize that the TSM policy states that the monitoring must take place outside of the ISP meeting however for this requirement, we will allow an ISP meeting to count towards an in-person visit.
Do all visits require monitoring tools being entered or can service notes suffice?	Documentation of the in-person visit can be documented in a service note if a monitoring tool was already completed/entered in HCSIS.
Will there be any flexibility on location of visit given this requirement?	ODP prefers that the in-person visit takes place at the individual's home. However, the location should be based on the individual/family preference.
Does ODP consider in-person as a virtual meeting?	No. We do not consider an in-person monitoring the same a virtual meeting. In-person monitoring is conducted face to face with the individual at their home or other agreed upon location. A virtual meeting is when video technology is used on a shared online platform that enables a virtual view of the individual.
Is a phone monitoring considered a remote monitoring?	Yes, a phone monitoring is considered a remote monitoring. ODPs ID/A Waiver renewal included the following proposed monitoring changes to CMS for review with an anticipated July 1, 2022 effective date: <ul style="list-style-type: none"> •P/FDS - A remote face-to-face monitoring, can take place 1 time out of the 4 yearly required face-to-face monitorings. •Consolidated & Community Living - A remote face-to-face monitoring can take place 3 out of the 6 required face-to-face monitorings per year.
If the new waivers are approved, then are we no longer under Appendix K for the ability to provide virtual service for ISP meetings, monitoring's, etc.? I thought we had 6 months after Appendix K expires.	ODP is awaiting CMS approval of proposed waiver changes effective July 1, 2022. If CMS does not approve the changes, then ODP will continue to operate under Appendix K. SCOs should prepare for SC in-person activities to resume July 1.

Regarding the proposed changes, PFDS, consolidated and community living waivers were addressed, where would the AAW fall within those proposed changes as of July 1?	Similar considerations are being made for the AAW via an amendment effective July 1, 2022.
Are we to continue seeing these high priority individuals in person after seeing them once for this FY?	The expectation is that ODP monitoring requirements will be met as indicated in the soon to be approved waivers effective July 1, 2022.
Will SCOs be dinged in next year's QA&I for people who aren't seen between now and 6/30?	Oversight of this requirement will not be part of ODP's QA&I process.
What if an individual participated in an IM4Q survey during this fiscal year? Does this count as an in-person ODP funded service?	No. IM4Q surveys were completed remotely during this FY.
Will participation of the webinar count toward ODP required annual training hours?	Yes, documentation should be maintained in the SCs training record.