

MSC E-VISORY

Issue # 21-12

June 27, 2012

State of New York Office for People With Developmental Disabilities
Courtney Burke, Commissioner
Distributed by: Division of Person-Centered Supports
Gerald Huber, Acting Deputy Commissioner

The MSC E-Visory is an electronic advisory which provides pertinent and timely information about programs and services available to individuals receiving MSC. Announcements about MSC training, conferences and meetings appear regularly. **MSC Supervisors: Please share this issue with all MSC Service Coordinators and others as appropriate.** In order to receive an email notification when a new MSC E-Visory is posted, please sign up for our mailing list (listserv). Listserv information and past issues can be accessed via the OPWDD website at www.opwdd.ny.gov or via the following link: http://www.opwdd.ny.gov/opwdd_services_supports/service_coordination/medicaid_service_coordination/msc_e-visories

In This Issue:

New Policy Requirements for Individualized Service Plan (ISP) Course and Key ISP Guidance

This is a special MSC E-Visory regarding the Individualized Service Plan (ISP). This E-Visory includes information about the new ISP training requirement that will ensure all Service Coordinators receive proper ISP training. This E-Visory also includes some key guidance pertinent to the ISP and ISP reviews.

ISP Course Requirements and Corresponding MSC Vendor Manual Change

Effective July 1, 2012, it will be required that all MSCs attend and complete the ISP course as one of their 4 out of 6 required trainings. Specific timeframes for new and current MSCs are outlined in the attached letter from Gerald Huber and John Monteiro, dated June 25, 2012. Service Coordinators who have previously attended ISP training, and have verification, will automatically meet this new requirement.

COMPASS agencies and provider agencies/other organizations that have already obtained approval from OPWDD to deliver MSC trainings may use the ISP curriculum to help MSCs meet this new requirement.

Due to the change in ISP course requirements, the MSC Vendor Manual has been revised as per attached letter from Gerald Huber, dated June 25, 2012 describing the change to Chapter Two, page 19 of 91. A revised MSC Vendor Manual is available on the OPWDD website at www.opwdd.ny.gov.

Service Coordinator Responsibilities Associated with the ISP

The ISP is driven by valued outcomes that are identified by the person. It also identifies support for health and safety needs (safeguards), which are those things that are necessary in order to keep the person healthy and safe. Safeguards also describe actions to be taken when the health or welfare of the person is at risk. In developing an ISP, the service coordinator's role includes that of assessment, which includes determining a person's functional status, service needs, personal goals and preferences. Service plan development is based upon this assessment. Safeguards need to be reviewed and revised whenever a risk factor is identified or a person's needs warrant a revision. Further information on the MSCs responsibilities associated with the ISP are discussed in the MSC Vendor Manual.

The service coordinator is expected to keep the ISP current to the changing outcomes and priorities of the person as growth, temporary setbacks, accomplishments, and new identified supports occur. At a minimum, the ISP must be reviewed twice annually. In addition to the minimum reviews required, there are other times when a review of the ISP may be necessary.

MSC Supervisors have the responsibility for ensuring quality ISP activities. This includes ensuring that ISPs are developed and maintained in accordance with ADM #2010-04 (Program Standards: Individualized Service Plan Format and Timeframes for Review and Distributions). The MSC Supervisor reviews the ISP and all associated attachments, after it is completed by the Service Coordinator. After the review is completed and there are no changes, the MSC Supervisor then signs the ISP.

Reviewing the Individualized Service Plan (ISP)

The following are some examples of circumstances that indicate the need for an additional and timely review of a person's ISP.

- Whenever the person has been involved in an incident or an allegation of abuse or neglect.
- When there is a health and/or safety issue or a risk factor is identified.
- When there is a significant change in the person's life situation or needs (i.e. change in residence, change in employment, new medical diagnosis).
- When there is a change to the person's medical support needs or physical capabilities (i.e. swallowing changes resulting in a need for a diet change).
- Whenever there is a new service or a change in service provider.
- When the person has expressed a change in their personal valued outcomes.
- When an ISP review is expressly requested by the person and/or their advocate.

Following an ISP review, revisions may need to take place. These changes could include new safeguards, new valued outcomes, or new services and supports. Any changes to the ISP must be communicated to day treatment providers and HCBS Waiver habilitation service providers as habilitation plans and/or protective oversight may need to be updated accordingly to ensure consistency across plans.

MSC Supervisor's Role in Reviewing the ISP

The following are some of the things the MSC Supervisor should be looking at when reviewing an ISP:

THE HEADER

- Is the person's name spelled correctly?
 - Is the person's name spelled correctly throughout the document and is the person's gender listed consistently (i.e. he/she)?
- Is Medicaid Number (CIN#) correct?
- Was the review conducted in a timely manner (compare ISP date to review date)?
- Does the ISP review indicate whether or not it was face-to-face?
- Did the MSC initial next to the review date?

SECTION 1: NARRATIVE

The Profile:

- Is the profile person-centered?
 - Does it provide a good enough description of the person so that other service providers can develop services, supports and activities that will be valuable to the individual?
- Is the profile current?
- Can you answer these questions when done reading the ISP (if not, then more information is needed)?
 - Who is the person?
 - What is their life like?
 - What direction do they want their life to go in?
 - What support is needed to achieve life goals and health and safety needs?

Valued Outcomes:

- Are they individualized to the person?
- Do the valued outcomes reflect the profile?
- Are valued outcomes clearly defined?
- Is there evidence that outcomes are being addressed?

Safeguards:

- Are they individualized (meaning are they specific to the individual)?
- Are allergies stated and explained?
 - What safeguards are in place to address any allergies?
 - If it is life threatening, are any additional safeguards stated?
- Are other safeguards noted?
- Have any risk situations been identified?

- Are needed protections identified?
- Are health care needs identified?
- Are services listed to address health care needs?
- Is fire safety clearly stated?
 - What does the person do in the event of a fire?
 - Certified residences – are there supports that need to be in place to ensure an individual’s safety in the event of a fire?
 - Is the IPOP attached?
 - Non-certified residences – is there information on fire safety and supports that need to be in place?

SECTION 2: THE PERSON’S INDIVIDUALIZED SERVICE ENVIRONMENT

- Are all services listed in the correct category?

Natural Supports and Community Resources

- Are natural supports and community resources listed (people, places or organizational affiliations that are a resource to the person (family, friends, neighbors, associations, spiritual groups, school groups, clubs, volunteer services, etc.)?)
- Are natural supports and community resources all inclusive and do they compliment the profile (meaning do the natural supports “match up” to what is described in the profile i.e. family, friends, and preferences of community activities).

Medicaid State Plan Services

- Name of provider listed?
- Type of service listed?

Federal, State or County Funded Resources

- Name of provider listed?
- Type of service listed?

HCBS Waiver Services

- Name of provider listed?
- Type of service listed?
- Frequency listed correctly for service type?
- Duration listed?
- Effective date listed?

Other services or 100% OPWDD funded supports and services

- Name of provider listed?
- Type of service listed?

SIGNATURES

- Is the ISP signed by the service coordinator?
- Is the date the service coordinator signed the ISP within required time limits?

NOTE:

The MSC Supervisor signs the ISP after reviewing the whole ISP, which includes required or referenced attachments; other signatures will follow the Service Coordinator and Supervisor.

ATTACHMENTS

Habilitation Plans

- Are hab plans attached for each HCBS Waiver service?
- Do the valued outcomes described in the hab plan correspond to the valued outcomes in the ISP?

Other plans

- Are other plans or documents attached, if referenced in the ISP?
Example: clinic treatment recommendations, Individual's Plan for Protective Oversight (IPOP), behavioral support plan
- Is the Activity Plan completed and attached (for Willowbrook class members and for individuals who have indicated they want an Activity Plan)?
 - Are the service coordination activities identified in the Activity Plan appropriate and obtainable?

Additional Questions

- Does the ISP identify an Advocate?
If not, supervisor should talk with the service coordinator about what efforts have been taken to secure an advocate for the individual.

Division of Person-Centered Supports

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To: DDSO Directors
Provider Association Members
Executive Directors of MSC Vendors
DDSO MSC Liaisons

From: Gerald Huber, Acting Deputy Commissioner
Division of Person-Centered Supports

John A. Monteiro
Deputy Commissioner
Division of Workforce and Talent Management

Date: June 25, 2012

Subject: MSC Training Requirement Changes: Individualized Service Plan

This letter is to provide you with important information regarding planned changes to Medicaid Service Coordination (MSC) training requirements **effective July 1, 2012**.

Currently, service coordinators are required to attend and complete four out of six OPWDD professional development programs within two years of their employment as an MSC. These courses are: Home and Community Based Services (HCBS) Waiver, Introduction to Person Centered Planning, The Individualized Service Plan, Self-Advocacy/Self-Determination, Benefits & Entitlements, and Quality Assurance.

As of July 1, 2012, The Individualized Service Plan course will be required of all MSCs. In addition to the ISP course, service coordinators will be required to attend/complete three more of the six above referenced programs within two years of their employment as an MSC. It is highly recommended that service coordinators complete all six professional development programs at some time during their career.

- Newly hired service coordinators, hired on or after July 1, 2012, will need to complete ISP training within the first two years of their employment as an MSC.
- Service Coordinators hired prior to July 1, 2012, who have not previously taken the ISP course as one of their required 4 out of 6 trainings must take the ISP training by **July 1, 2013**.
- Service Coordinators who have verification of having previously taken the ISP course will automatically meet this new requirement.
- MSC Supervisors who also carry a caseload must meet all professional development requirements for service coordinators.

The ISP curriculum is available on the OPWDD website <http://www.opwdd.ny.gov/node/999> for agencies who wish to deliver the course to their own employees or employees of other agencies. COMPASS agencies and provider agencies/other organizations that have already obtained OPWDD permission to deliver the MSC CORE training may begin providing the ISP training without further approval. Provider agencies/other

organizations who have not obtained permission to deliver MSC courses must contact OPWDD by emailing a request to TalentDevelopment@opwdd.ny.gov

For additional information regarding agency requirements to deliver MSC training please visit the OPWDD website: http://www.opwdd.ny.gov/sites/default/files/documents/msc_agency_requirements.pdf

This memo serves as official notice of the changes and has the force and effect of the MSC Vendor Manual. A revised MSC Vendor Manual reflecting this change will be available on the OPWDD website.

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To: DDSO Directors
Provider Association Members
Executive Directors of MSC Vendors
DDSO MSC Liaisons

From: Gerald Huber, Acting Deputy Commissioner
Division of Person-Centered Supports



Date: June 25, 2012

Subject: Revision to the MSC Vendor Manual
(Published May 23, 2011, last revision June 20, 2011)
Effective Date of revision: July 1, 2012

The purpose of this memo is to issue a revision to the MSC Vendor Manual, Chapter Two: The Service Coordinator, page 19 of 91. A change was implemented under the header "Required and Recommended Courses/Curricula. Revisions are as follows:

Chapter 2, Page 19

- Newly hired service coordinators, hired on or after July 1, 2012, will need to complete ISP training within the first two years of their employment as an MSC.
- Service Coordinators hired prior to July 1, 2012, who have not previously taken the ISP course as one of their required 4 out of 6 trainings must take the ISP training by July 1, 2013.
- Service Coordinators who have verification of having previously taken the ISP course will automatically meet this new requirement.
- MSC Supervisors who also carry a caseload must meet all professional development requirements for service coordinators.

A revised MSC Vendor Manual reflecting this change is available on the OPWDD website at www.opwdd.ny.gov.

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