

Addendum 104

Supported Apartment Program

The provision of contracted, authorized, and provided Supportive Home Care (SHC) services shall be in compliance with the provisions of this agreement, the service description and requirements of this section. The Rates and Service Codes chart in the Lakeland Care District (LCD) Service Contract will specify which supportive home care services the LCD is contracting with your organization.

The provision of SHC services within substitute care settings (nursing home, community based residential facility, residential care apartment complex, or adult family home) shall be provided under the provision and license of that setting and shall not be billable under Provider SHC service addendum.

Definition

The Supported Apartment Program (SAP) is the provision of services to directly assist persons with daily activities and personal cares to meet their daily living needs and to ensure adequate functioning in their home. This support may vary from a few hours per week up to 24 hours a day seven days per week. SAP services may include any or all of the following components of SHC:

SHC: Assistance with Activities of Daily Living (ADLs)

Hands-on assistance with activities of daily living such as dressing/undressing, bathing, feeding, toileting, assistance with ambulation (including use of a walker, cane, etc.), care of hair and care of teeth or dentures. This can also include preparation and cleaning of areas used during personal care activities such as the bathroom and kitchen.

SHC: Routine Home Care

Routine housecleaning and housekeeping activities performed for a participant consisting of tasks that take place on a daily, weekly or other regular basis, including: washing dishes, laundry, dusting, vacuuming, meal preparation and shopping for food and similar activities that do not involve hands-on care of the participant.

SHC: Supervision

Observation of the participant to assure safety, oversight direction of the participant to complete activities of daily living, instrumental activities of daily living, or companionship for the participant (excluding hands-on care).

SHC: Chore Services

Intermittent major household tasks that must be performed seasonally, in response to some natural or other periodic event, or when a member moves/leaves the current apartment. They include: outdoor activities such as yard work and snow shoveling; indoor activities such as window washing, cleaning of attics and basements, cleaning of carpets, rugs and drapery, refrigerator/freezer defrosting; and the necessary cleaning of vehicles, wheelchairs and other adaptive equipment and home modifications such as ramps (as defined in Wisconsin's s. 1915 (c) home and community-based waiver services waivers #0367.90 and #0368.90 required under s. 46.281(1)(c), Wis. Stats.)

This service may also include but is not limited to, assistance with behavior and social supports, daily living skills training, financial management, social and recreational activities, developing and enhancing interpersonal skills, meal planning/nutrition, reminders for medications and monitoring symptoms and side effects, community resource access and utilization, emotional

regulation skills, crisis coping skills, accompaniment to medical appointments, and transportation.

Standards, Training and Competency

Standard

Supported Apartment Providers must meet the standards of this agreement.

Training

SHC Assistance with ADLs, Routine Home Care, and Supervision Training

Providers shall ensure that employees providing SHC assistance with ADLs, Routine Home Care, and Supervision receive training in the following areas:

1. Provider agency's recording and reporting requirements for documentation of services, critical incident and emergency protocol, handling of complaints, and other procedures and information from the Provider deemed necessary to ensure the safe and appropriate provision of service.
2. Training on the population being served.
3. Training on the provision of the services being provided.
4. Training on the needs, strengths, and preferences of the individual(s) being served.
5. Training of rights and confidentiality of individuals supported.
6. Information and Provider procedure for adherence to the following LCD policies:
 - a. Critical Incident Reporting
 - b. Restraint and Seclusion Policy and Procedure
 - c. Communication Expectations

SHC Chore Services Training

Provider shall ensure employees providing SHC Chore Services have training in the following areas:

1. Provider agency's recording and reporting requirements for documentation of the services.
2. Training on the provision of services being provided.
3. Information and Provider procedure for adherence to the following LCD policies:
 - a. Critical Incident Reporting
 - b. Restraint and Seclusion Policy and Procedure
 - c. Communication Expectations

Competency

Provider shall ensure competency of individual employees performing SAP services to LCD members. Competency shall include assurance of the general skills and abilities necessary to perform assigned tasks.

Staff to Member Ratio

SAP services to LCD members will vary based on member needs and personal experience outcomes and will be determined under guidance of the LCD Interdisciplinary Team (IDT) staff. Staffing ratios are subject to change. When a staffing ratio changes, Provider must notify the IDT staff and the PNS within 24 hours. Provider must also submit a revised staff to member ratio form to the PNS. This form will be reviewed with the provider and the IDT staff before any requests for rate increases are approved or denied. Any decrease in staffing ratios must also be reported to the PNS and IDT staff within 24 hours. Rates are subject to change in the case of a staffing reduction and will be backdated to the date of the change.

Staffing Assignment and Turnover

Assistance with ADLs

The provision of SHC assistance with ADLs provided within a SAP setting encompasses direct hands-on care to members. The intimate and personal nature of these services necessitates a trusting and respectful relationship between the care provider and the member. In order to establish and preserve this relationship, providers of SHC assistance with ADLs must take specific precautions to establish and monitor these services. Providers of SHC assistance with ADLs must have a process in place for members to provide feedback on their experience with the employees performing these tasks. This process shall allow for members to express concerns to individuals other than the individual who performs the tasks. SHC assistance with ADLs provider agrees to make reasonable accommodations for members to request and retain specific staff. Under this agreement, the provider retains authority to assign and change staff assignments while accepting consideration of member preference and the need for trust and consistency in the provision of assistance with ADLs services.

Supervision & Routine Home Care

The provision of SHC Supervision and Routine Home Care provided within a SAP setting encompasses services that typically include employees coming into a member's home at regular intervals. Provider and LCD agree that to ensure the satisfaction of members in this service, the provider agrees to assess member satisfaction by monitoring the assignment and turnover of its direct care staff. Provider agrees to have a process in place to gather member feedback on service satisfaction and respond when appropriate. Provider will forward documentation and/or feedback from the member to the Provider Network Team. Provider retains authority to assign and reassign employees under this agreement while accepting responsibility for considering member preference in that responsibility.

Collaboration and Coordination of Care

Through the use of the Resource Allocation Decision method (RAD), the LCD IDT staff shall assess the member's needs and outcomes to determine the amount of support needed to be authorized in the SAP setting. The IDT staff shall exchange pertinent information with the provider at the time the referral is made to assure all health and safety needs are met during the provision of SAP services. This information exchange shall include the member's personal experience outcomes, assessed preferences, strengths, and needs/limitations, and expectations for specific SHC tasks needed within the SAP.

Documentation - Assistance with ADLs, Supervision, Routine Home Care

Providers shall prepare and send a written report to the LCD monthly. All reports must be emailed securely, mailed and/or faxed to the member's assigned LCD IDT staff.

The report shall contain the following elements:

1. Any changes in Members daily activities
2. List of Supportive Home Care tasks being provided
3. Share any ongoing concerns specific to the member

Billable Units

Providers should reference the Rates and Service Codes chart of the contract for contract units and rates. Contracted units of SAP's are billable for each day the member is authorized.

Provider rates for provision of Supported Apartment Program services will incorporate all administrative and business functions related to the provision of service. Contracted rates

expect that the provision of administrative functions necessary for services are not billable beyond units provided to each authorized member.

Providers of SAP services are required to provide for all identified care needs during the provision of SAP services and are specifically prohibited from billing for additional services during the provision of SAP services.

It is the provider's responsibility to submit the appropriate documentation to the Provider Network Team (PNT) when requesting a revised rate for reasons that include, but are not limited to change in staff to member ratio and/or staffing patterns. Provider must contact the Provider Network Specialist (PNS) when a member moves in or out of a SAP. Changes to staffing patterns as a result of the move must be reflected in a revised staff to member ratio form and submitted to the PNS within 24 hours. This form will be used by the IDT staff and PNT to evaluate changes in rates.

Proposals for rate increases will be reviewed, but are not guaranteed. Revised rates will not be effective until all completed paperwork has been submitted by the provider to the LCD provider network department. Required documentation for requests to revise rates include:

1. Residential Computation Worksheet
2. Residential Salary Allocation Worksheet
3. Residential Weekly Staff Schedule
4. Residential Member-Staff Scheduling Form

*the above forms can be found on the LCD website at:

<http://www.lakelandcaredistrict.org/providers/providers.htm>

Lakeland Care District's Contract Expectations for SAP Providers

- SAP service providers will provide services as identified and authorized by the LCD IDT staff.
- SAP service providers may not limit or deny any LCD member SAP services due to dissatisfaction with their LCD contracted rate.
- As a provision of the SAP's daily rate the service provider will negotiate rates that include mileage and travel time.
- Payment of rent shall be paid directly to the landlord by the member or representative payee.
- Household expenses and payment of utilities **are not** the responsibility of the provider and should be paid directly by the member or their representative payee.
- Use of the member's apartment by the provider for business purposes (i.e. office space or storage) shall be shared equally between the resident and provider (i.e. SAP rent is \$800 which includes 4 bedrooms, 3 are occupied by LCD members, the members portion of the rent is \$200/member; provider's rent is \$200 for the 1 bedroom occupied by the provider). Payment of the provider's rent portion shall be paid directly to the landlord.
- SAP service providers are responsible to provide the lawn care & snow removal associated with the residence, if it is not covered by the landlord in the lease.
 - Unless a more cost effective way can be identified and the PNS is notified of that.

- SAPs are not eligible for bed holds and the provider cannot bill the LCD for the following circumstances:
 - When a member is discharged from the setting at the provider's request,
 - A member elects to move to a different setting,
 - A member goes on vacation,
 - A member attends a camp,
 - A member dis-enrolls from LCD, or
 - The death of member
- Before a SAP service provider involuntarily discharges a resident, the provider shall give the member, IDT staff, PNT and legal representative a 30 day written advance notice. The notice shall explain to the resident or legal representative the need for and possible alternatives to the discharge. The provider shall collaborate with the member/guardian, IDT staff, PNT, and new provider in order to ensure a smooth transition for the member. The provider shall provide assistance in relocating the member and shall ensure that a living arrangement suitable to meet the needs of the member is available before terminating service to the residents.
- It is not the responsibility of the LCD member to provide food, meals, or personal supplies to staff. The provider and/or staff are responsible to pay for staff food/ meals and supplies used while providing services to LCD members.
- SAP service providers are partly responsible for the condition in which the member's home is maintained. Damages done to an apartment/home as a result of the provider's negligence or failure to adhere to the expectations of the LCD as stated in the above SHC definitions, are the responsibility of the provider and should be paid for directly by the provider to the landlord/owner.
- SAP service providers are responsible to share information related to the lease of the property with the LCD. Copies of any leases held by the provider must be furnished to the LCD.

Scope of Services in Community Residential Settings – SAP

A contract for SAP services with the Lakeland Care District (LCD) incorporates the services and supports listed below. This list is not all encompassing, but a listing of general categories and examples of costs typically incurred in each category. SAP settings include the following items and supports:

Program Services Program (Care and Supervision)

1. Supervision- adequate qualified staff to meet the scheduled and unscheduled needs of members.
2. Personal Care, Assistance with Activities of Daily Living and Daily Living Skills Training.
3. Activities, socialization and access to community activities- including facility leisure.
4. Activities, community activities information and assistance with accessing, and assistance with socialization with family and other social contacts.
5. Health Monitoring- including coordination of medical appointments and accompanying members to medical service when necessary.
6. Medication Oversight- including medication set-up, medication management, or administering medications.
7. Behavior Management, including participation with the LCD in the development and implementation of Behavioral Support Plans and Behavioral Intervention Plans.
8. Personal Protective Equipment for staff use including gloves, gowns, masks, etc.
9. Transportation-whether coordinated or provided directly, transportation is typically

included in the SAP scope of services.

10. Resident Funds Management – assistance with personal spending funds, not including representative payee services. Members accounts must be balanced monthly and the financial monthly summary forwarded to the IDT staff.

The following costs are *not typically* provided in the daily rate of a SAP and are costs incurred by the individual member:

- Medication and Medical Care Co-payments.
- Personal Hygiene Supplies- including toothpaste, shampoo, soap, feminine care products.
- Member Clothing- shirts, pants, underclothes, socks, shoes, coats.
- Costs associated with community recreational activities- event fees, movie tickets, other recreational activities of the member's individual choosing.