

## Addendum SPC 706: Day services

Lakeland Care District members receiving Day services shall have an identified outcome that necessitates the provision of Day services programming to support this outcome.

The provision of contracted, authorized, and provided Day services shall be in compliance with the provision of this agreement and the service description and requirements of this section.

### **Definition**

Day center service/treatment is the provision of regularly scheduled activities in a non-residential setting (day center) to enhance social development and to develop skills in performing activities of daily living and community living. Day services include services primarily intended for adults with disabilities. Transportation may be provided between a participant's place of residence and the site of habilitation services or between habilitation sites (in cases where the individual receives habilitation services in more than one place) as a component part of habilitation services. The cost of this transportation is included in the rate paid to providers of the appropriate type of habilitation services. Day center services may be provided to supplement, but may not duplicate services provided under vocational futures planning provided under the waiver (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.).

### **Standards, Training and Competency**

#### **Standard**

A Day Services Program must have a director who has the skills and knowledge typically acquired through a course of study leading to a bachelor's degree in a human services or related field and who has a minimum of two years' experience working with the target groups covered in this service.

#### **Training**

Provider shall ensure that staff providing Day Services to members have training within the first six months of beginning employment or sooner if the scope of services necessitates the completion of prior training. Staff providing Day Services to members shall have a minimum of two years' experience working with target group or daily contact with supervisor or Provider designated employee with at least five years' experience working with target group. All Day Services staff shall have training by the provider. Training shall include, but not be limited to, the following requirements:

- Provider agency recording and reporting requirements for documentation, critical incident reporting, and other information deemed necessary and appropriate to the provision of services.
- Information about the member(s) to be served including information on specific disability, ability, needs, strengths and preferences of the member(s).
- Interpersonal and communication skills for working effectively with members. These include: understanding principles of person-centered services, rights, respect for age, cultural, linguistic and ethnic differences, and active listening.
- Confidentiality
- Provider procedure for handling complaints
- LCD reporting requirements for communication and critical incident reporting.

**Competency**

Provider shall ensure the competency of staff assigned to provide Day services. Competency shall include general skills and ability to support the target group and specific training as indicated in training section and related sections of this full agreement. Provider will communicate and collaborate with the LCD IDT staff, be cognizant of support needs and will respond to the member ratio needs for the safe and successful provision of service.

**Staff to Member Ratio**

Day service staffing to member ratio will be based on the members' individual outcomes and support needs. The maximum staff to member ratio allowed under this service is 1 staff to each 15 participants. Exceptions to this ratio will need to be discussed with the LCD Provider Network Specialist.

**Collaboration and Coordination of Care**

Through the use of the Resource Allocation Decision method (RAD), the LCD interdisciplinary team (IDT) staff shall assess the member's needs and outcomes to determine the amount of Day services to be authorized. IDT staff shall share pertinent information to assist the Day service in the completion of their assessment. This information exchange shall include the member's outcomes and assessed needs as it relates to Day services. To ensure proper care coordination, the Day service provider will share with the IDT staff, the assessment and the tool used to determine the level of care/support. The IDT staff and provider shall collaborate and agree upon the level of care/support to ensure appropriate authorization. The same process shall be followed by both parties in the event that the level of care/support changes.

**Documentation**

Each member participant in Day services shall have a written individual service plan that clearly identifies the member's goals pertaining to the Day services program and mechanism for measuring progress toward each member's goals.

Providers shall prepare and send this written plan to the LCD at least every six months to the attention of the assigned IDT staff. In addition, the IDT may request a written report monthly to enhance the coordination and/or quality of care.

The written report shall include the following elements:

- Attendance
- Established goals specific to the member
- Measurement of progress toward any established goals
- Level of participation in program activities
- Cares provided by the program staff (ADLs and IADLs)
- Behavioral interventions
- Significant changes in condition to physical, mental or emotional health

**Billable Units**

Providers should reference the Rates and Service Codes chart of the contract to determine the rates and units indicated in this agreement. Contracted units of Day services are billable for each 15 minute increment the member is authorized **and attends** Day services. Services are billable at contracted rates.

Increments of 15 minutes are used to bill the LCD up to the authorized units for the member. Fifteen-minute increments are determined by 7.5- minute timeframes. Increments of less than 7.5 minutes are not billable; increments of 7.5 to 15 minutes are billable at 15 minutes.

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

### **Lakeland Care District's Contract Expectations for Day service Providers**

- Additional units will not be authorized to provide supervision pre or post program hours. Supervision provided to members pre and post Day service program hours shall be included in the negotiated rate.
- Transportation between the individual's place of residence and the Day services program site is not provided as a component of Day services. The cost of this transportation is not included in the contracted rate. If the Day services provider also provides transportation LCD may negotiate a rate for that service (SPC 107).