


“Back to the Basics”  
For  
Support Coordinators  
Regarding the HCBS Settings Rule


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- Microphones are muted because of the size of the training.
- Enter all questions into the chat.
- Any questions we are unable to answer will be added to the FAQ document.
- Teams chat will not be available once the meeting closes.
- This training is being recorded.
- Poll

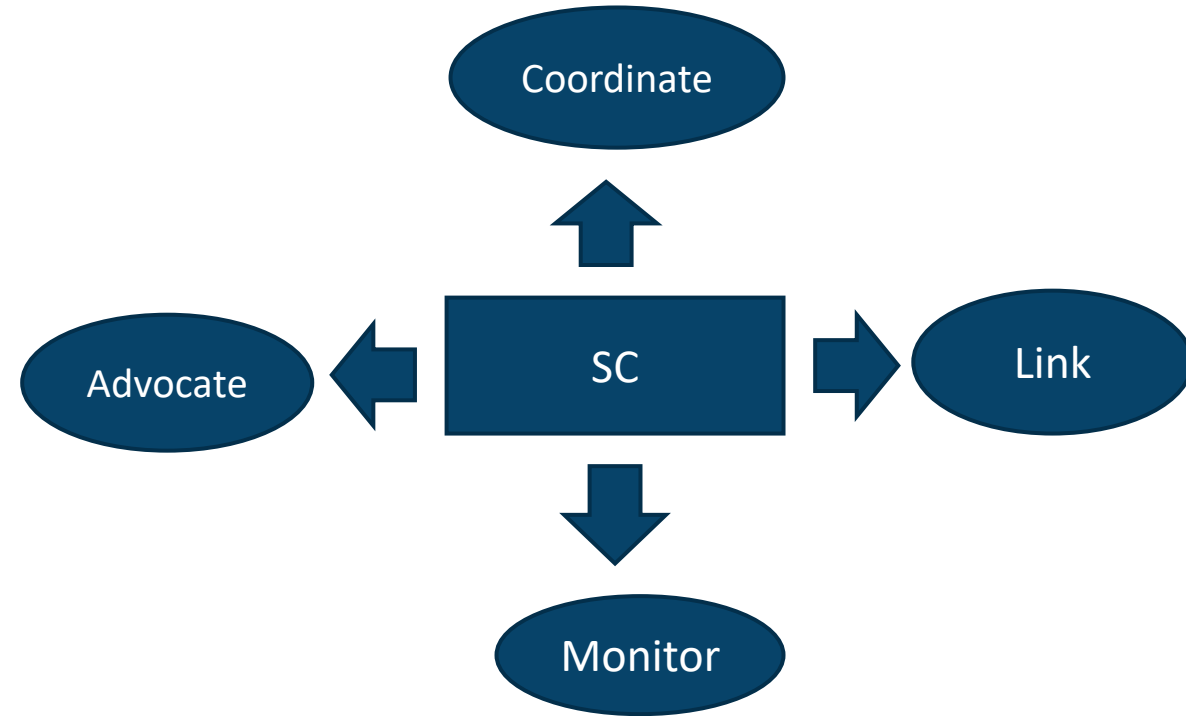


# Purpose of Training

- The purpose of this training is to discuss how critical the Support Coordination role is in maintaining compliance with the HCBS Settings Rule throughout the state.
  - The training will also review key areas of improvement that CMS identified during their June 2024 visit that were included in the CAP.
    - Community Access and Community Engagement
    - Employment
    - Personal Resources
    - Support Coordinator On-Site Visit Tool
    - HCBS Modification Process
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## Support Coordinator Role

- Support Coordinators coordinate follow-through of all waiver services that an individual receives.
- Support Coordinators are the **front-line** person working with the individual, providers, and family/guardians.
- Support Coordinators are tasked with planning and supporting an individual with achieving a life that is individualized (person-centered), meets their needs, and occurs in the least restrictive setting that fosters community engagement and belonging.



- Support Coordinators are required to report any HCBS Settings Rule violation and any Human Rights violation immediately. **When in doubt, report it.**
- To file a complaint, contact your local Human Rights Advocate

[OHR Contact Information - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)


- **Coercion**—(Definition) The use of expressed or implied threats of violence or reprisal or other intimidating behavior that puts a person in immediate fear of the consequences in order to compel that person to act against his or her will OR subtle language or actions intended to persuade or otherwise influence someone to do something that they might typically be unwilling to do, using tactics such as emotions, psychology, imagination, or indoctrination.
  - **Restraint** – (Definition) a measure or condition that keeps someone or something under control or within limits
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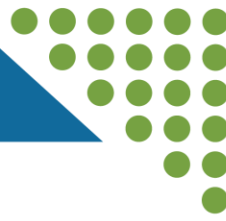
# Community Life Engagement





## What Does Community Life Engagement Mean?

- Everyone is valuable to their community.
  - Everyone should have the opportunity to belong in a meaningful way.
  - Everyone can and should choose the things they do for fun.
  - We should support people to do things they enjoy (whether day or night).
  - People deserve to be supported only up to the level they need (not over supported).
  - People's interests are not static - they change and grow and this should be reflected in their support.
    - ✓ Provide opportunities to learn new things; broaden exposure
    - ✓ Structure and schedule days
    - ✓ Promote citizenship
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### Happens in the Community



- Individuals are supported in the community
- Interact with community members
- Are involved and engaged with community members in community activities (sense of belonging)

### Is Individualized for the Person



- Honors what people want to enjoy all the freedoms of everyday life
- Requires creativity in thinking, planning (staffing) and follow-up
- Focuses on building autonomy and independence

### Is Based on Interests and Preferences

- Everyone starts from a different place
- Sometimes people don't know what is available or possible
- We are responsible for helping to broaden awareness of FUN opportunities in the world!

### Focuses on Building Autonomy and Independence



- Teach individuals how to interact and engage with the community
- Teach community members how to interact and engage with the person



## Questions to Ask?

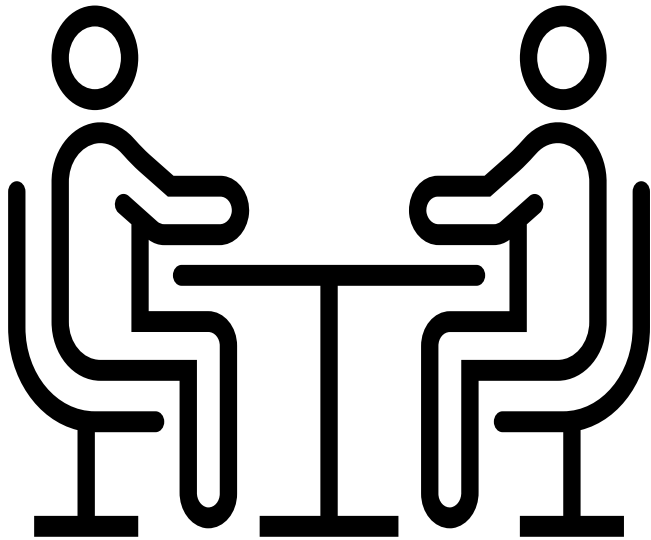


How Would you  
Like to Belong  
to Your  
Community?

- What days?
- What times?
- Where?
- What type of activities?

How do We  
Make That  
Happen?

- Do you have money for activities?
- Do you have friends/family who also like these activities?
- Who would you like to do these things with?
- What support do you need to make this happen?



People communicate in different ways.

Even if an individual does not use words to communicate, they can still tell us what they want to do or do NOT want to do.

We should encourage the support team to be creative – use written and visual cues to encourage communication and making choices.


Pay attention to non-verbal communication: expressions, behaviors, gestures, body language, etc.

# Your ROLE AS SUPPORT COORDINATOR

## During the Annual Planning Process

- Give individuals' personal preferences priority.
- Support and inspire individuals to work toward their goals, dreams and priorities
- Involve trusted people in the decision-making process
- Note the individual's likes, dislikes, communication, and personal preferences to help the provider understand and honor them
- Ensure inclusion of community access/engagement

## During Review of Services/Service Delivery

- Assess personal choice during evaluation of services and service delivery to determine whether a plan is honoring community and personal choices.
  - If choices are not being honored, help the provider identify and resolve barriers to personal choice and community access/engagement
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## Making Choices = Risk

### Life includes risks for everyone.

Making choices means having the dignity to be able to take risks.

Overprotecting people with disabilities keeps them from many life situations that they have the right to experience. It may prevent individuals from experiencing personal connections and fulfilling their hopes and dreams.

“Dignity of risk” is the right of an individual to engage in experiences meaningful to them and that are necessary for personal growth and development.



**12VAC35-115-50 and 12VAC35-115-100**

# Outcomes

Exploring new interests and hobbies


Autonomy –  
increases  
independence

New circles of  
support – building  
networks


Developing skills for  
supported or  
competitive job

Improved mental  
and physical health

## What is **True** Community Engagement?

- Being a member of the church choir
  - Being part of the homeowner's association and going to the neighborhood meetings.
  - Going dancing on Friday night at the club
  - Going to paint and sip night at a restaurant
  - Taking a quilting class at Michael's
  - Enjoying a concert of favorite artist
  - Taking a yoga class at the gym on Saturday mornings
  - Volunteering at a place related to interests (SPCA, etc.)
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## What **IS NOT** Community Life Engagement?

- Staff ordering meals for an individual because it's easier and they “know” what they want.
  - Grocery shopping and just picking up the online order
  - Everyone volunteering at the same place because that's what is on the schedule – activities should be individualized and what the individual wants.
  - Staff introducing an individual in the community instead of encouraging individuals to make their own introductions
  - Van rides or just going to the park and not having any interactions with others.
  - The community coming “in” versus people going out to experience community.
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# Personal Resources



## Control of Personal Resources


The settings rule requires that *“The setting is integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS.”*

### What are personal resources?


- Cash
  - Savings/checking accounts,
  - SNAP benefits,
  - Housing vouchers, etc.
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## As a support coordinator, what is my role in ensuring people have access to their personal resources?

Your role is vital! As an SC, you **should be**:

1. Speaking to individuals about their employment options which will allow for more autonomy of resources.
  2. Connecting people with services like benefits planning, as needed, for full understanding of personal resources.
  3. Assisting individuals in asking questions of potential providers around rent or representative payee options.
  4. Providing oversight of providers and review of plans to ensure the individual's rights are not violated.
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## What if an individual needs a representative payee?


- If the social security administration determines that an individual needs a representative payee, the SC can assist in ensuring the representative payee is working in the individual's best interest.
  - Representative payees may be an individual's family, guardian, friend, provider, or public firm.
  - **A provider may not mandate that the individual select the provider as a payee. An individual may select their provider as payee, but this cannot be required in exchange for services.**
  - This requirement should not be included anywhere in a provider's policies or in a lease agreement.
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**If the provider is the representative payee and the individuals have to wait to access their funds, is this allowed?**

No! Individuals have the right to access personal resources to the same level as people not receiving HCBS. The state of [Illinois](#) provides this guidance:

*Providers must develop procedures that allow an individual to quickly access their resources. For purposes of this Settings expectation, quickly is defined as no more than 24 hours from the time of the request. For instance, if an individual wants to go out for dinner on Wednesday but needs to access funds to do so, it is not acceptable for the provider to say they will have to wait for the weekend when they can be taken to the bank. The provider is responsible for assuring the individual can access funds when needed.*

*For situations where resources cannot be accessed within 24 hours - for example, an individual chooses not to have a debit card and asks for funds on a Saturday afternoon after the banks have closed - providers must develop a policy to ensure individuals have timely access to both large and small sums of money upon request and should discuss with the individual how to address future requests so they can be accommodated.*



## Where Do I Report Concerns?

You can report concerns to the DBHDS Office of Human Rights if you believe an individual is being financially exploited.

If you believe the representative payee is not acting in the best interest of the individual contact the Disability Law Center of Virginia (804-225-2042).



## Support Coordinator Tips:

1. Ask individuals if they can spend their money how they wish. If they say no, ask their providers/representative payee for details.
2. If an individual is expressing wanting more money- talk about employment!
3. Ensure that individuals are not being made to earn THEIR money OR preferred activities through “good behavior”, “chores” or “allowance”.
4. If something does not seem “right”- report it! Trust your instincts!

