

SUPPORTS COORDINATOR CHECK-IN FOR WELL-BEING TOOL

UPDATED 1/15/2021



OBJECTIVE FOR TODAY



- Reemphasize the purpose and importance of SC Check-Ins
 - Why ODP updated the tool
- Highlight changes since initial release of the SC Check-In for Well-Being Tool → April 2020
 - Frequency of check-ins
 - Helpful reminders
 - Tips on facilitating conversations
 - New guidance and resources

ODP updated this tool as a result of the impact of the prolonged nature of the COVID-19 pandemic.

- Impacts range from, but are not limited to:
 - change in routine
 - extended remote services and schooling
 - closing of CPS programs
 - not being able to spend time with family and friends; and
 - job loss

SC reengagement with individuals and/or families using this updated tool is important to ensure there are no gaps in services and supports as needs may have changed over time.

*Reminder, if the individual is unable to engage in the check-in, the SC should connect with the individual's caregiver or staff.

FREQUENCY OF CHECK-INS

- Weekly check-ins are not required
- Frequency should be based on the needs of the individual and/or family and can fluctuate
- SC should document frequency of check-in in a service note

HELPFUL REMINDERS



- The tool is not a checklist
 - Prep for the check-in
- The tool is not a comprehensive list of all questions
 - Only ask questions that are applicable to the individual and/or family
 - You can ask questions that are not on this tool
- The tool does not need to be “completed” or “submitted” to ODP

- Check-Ins should be documented in a service note
- Check-Ins do not take the place of a Waiver or TSM individual monitoring
- Check-Ins are not required for individuals residing in a public ICF

TIPS:



- Is the question applicable?
- Should I rephrase how I ask the question?
- Do I need to follow-up with someone else?
- How can I incorporate this naturally into the conversation?
- What other questions can I ask a follow-up?
- Do I fully understand their perspective?
- Am I being sure to remove my own bias or judgments?
- Am I being an active listener?
- If a need is identified, what are the next steps?

EXAMPLE:



SC: *How are things going at home? How are you spending your day?*

Individual: *Things are good. Not much has been going on.*

An individual may say things are good but that might mean, “things are good today”.

CONTINUE WITH PROBING QUESTIONS:

“Have you done anything new this week?”

“What was your favorite part of the week?”

“What was your least favorite part of the week?”

New Guidance – each section includes new prompts

New Resources:

- MyODP
- PA Family Network
- Department of Health
 - COVID Testing
 - Vaccine Information



[Link to Tool: MyODP: ODP Coronavirus \(COVID-19\) Provider Resources](#)

Please contact your regional ODP office with any questions regarding the SC Well-Being Check-In Tool



ANY QUESTIONS?

THANK YOU