

SC and SC Supervisor: Roles and Responsibilities Succeeding in an Environment of **Change: Exploring the Evolving Dynamic of the Adult Autism Waiver** (AAW)

Presented by RO Reps throughout the Western, Central, Southeastern, and Northeastern regions

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Where do we go from here?

Our focus this session will be on shifting roles and responsibilities.





GOALS OF THIS SESSION:



Empower SC supervisors to play a more significant role in supporting the Supports Coordinators they supervise.



Empower SCs to make informed decisions by utilizing all available resources and working closely with the SC Supervisor.



WHO YOU GONNA CALL?

When should you call your BAS rep, supervisor or someone else?

Play this game to test your knowledge!

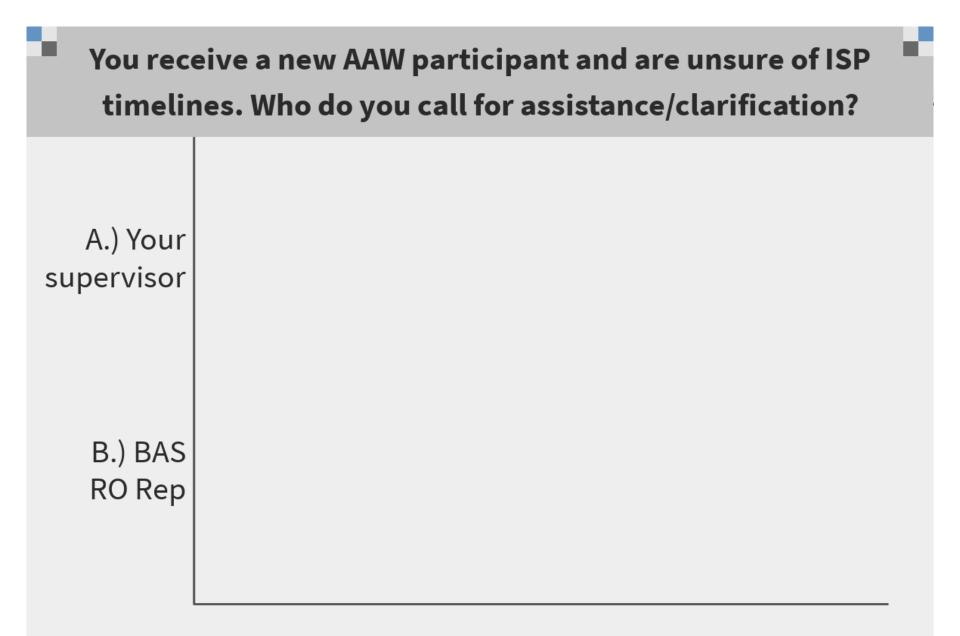


An interactive activity - get your cell phones ready to text!

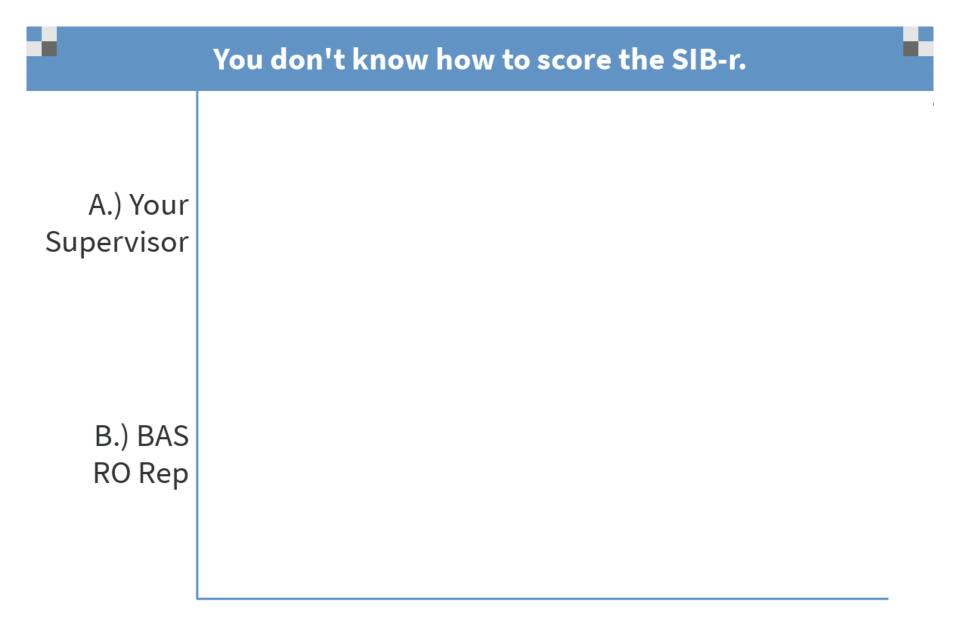
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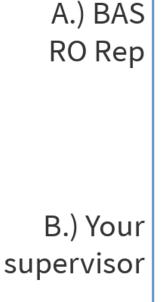
TEXT EMILYKOPPENH253 TO 22333 TO JOIN. THEN TEXT A OR B TO SUBMIT YOUR ANSWER. ALL ANSWERS ARE ANONYMOUS.

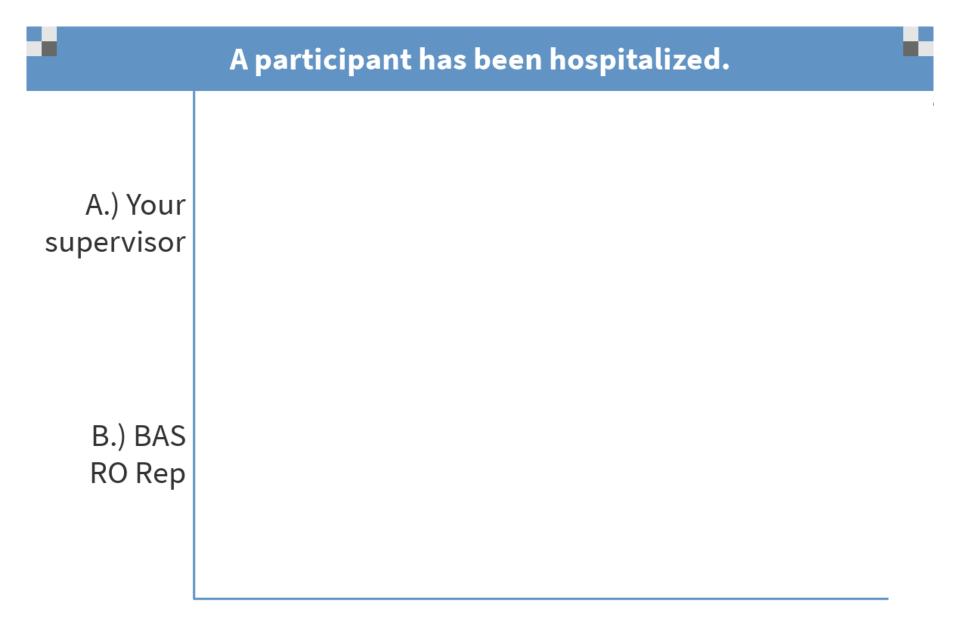


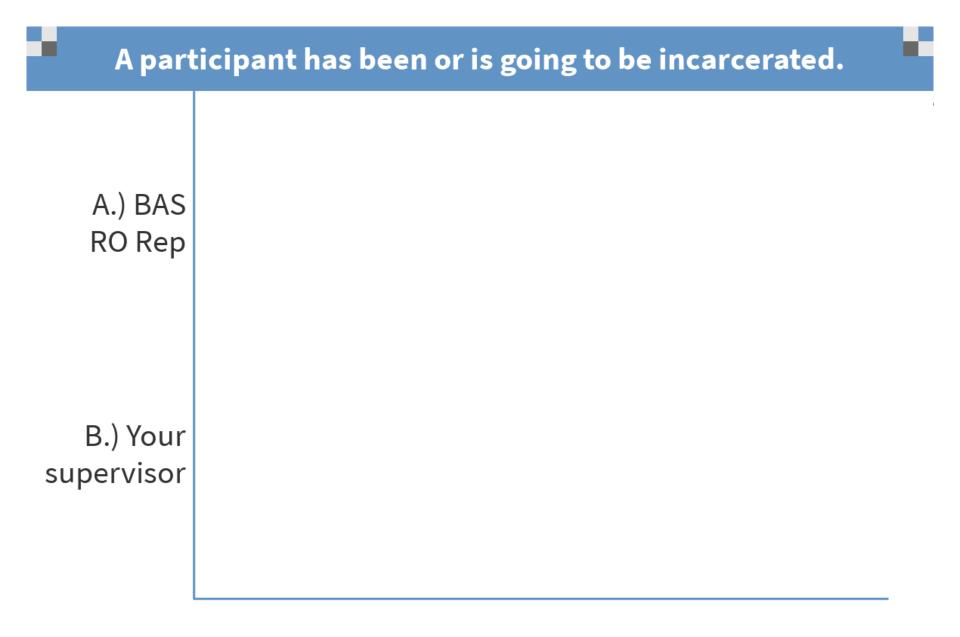


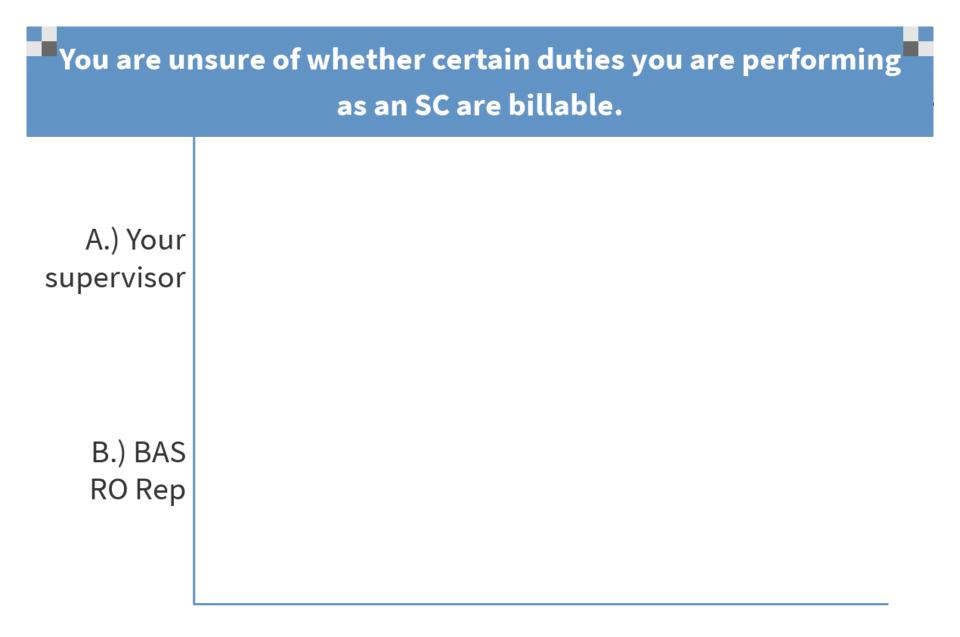


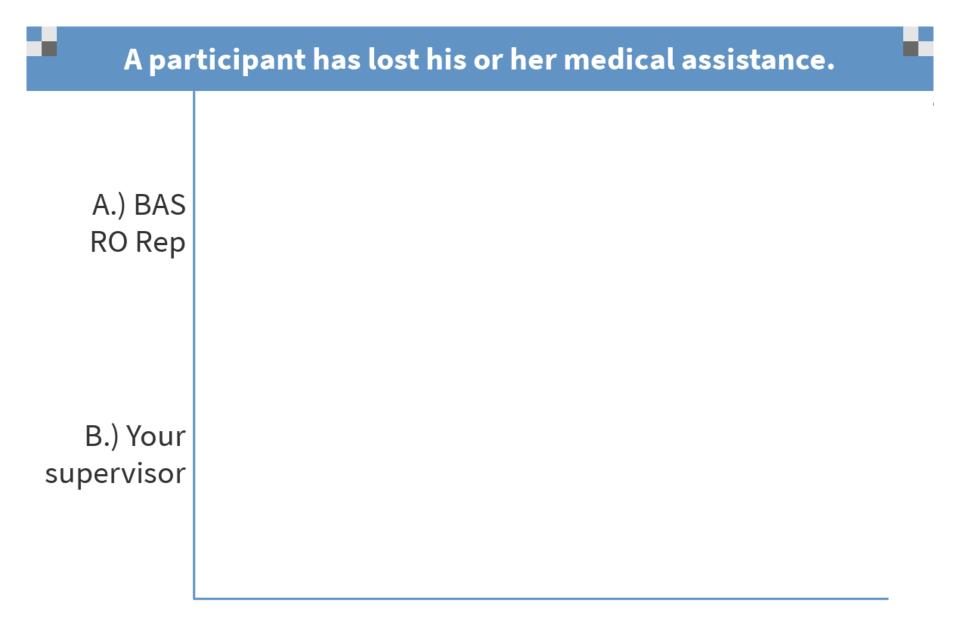


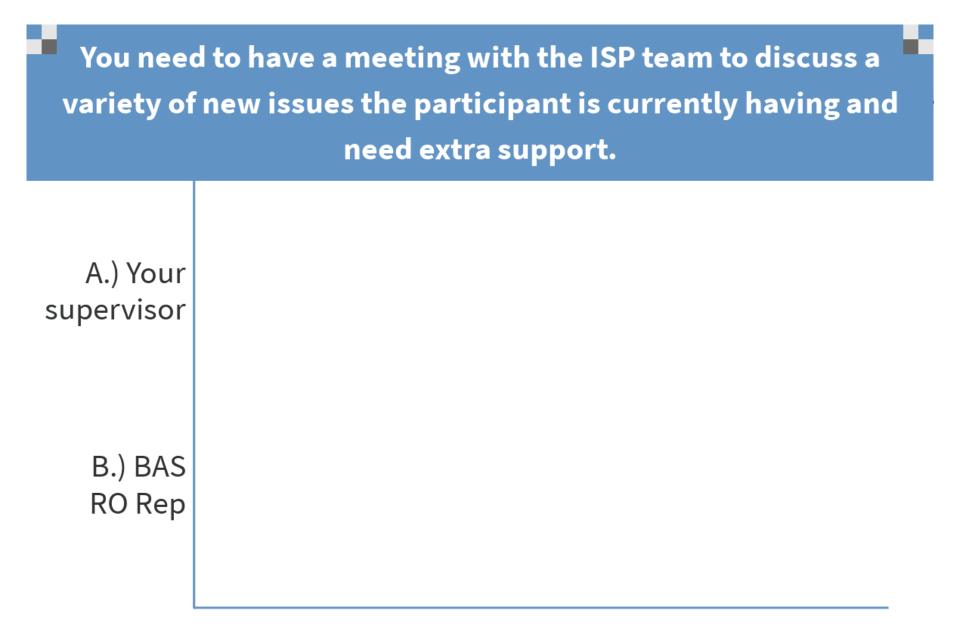




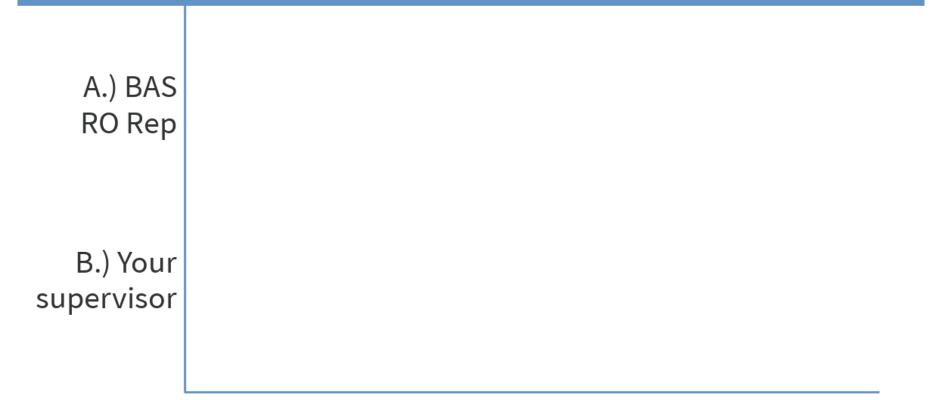








A provider has not submitted objectives for a service that was added to the ISP 2 months ago . You have contacted the provider agency several times but the agency has not responded.



A participant's needs are extremely complex and you feel the waiver services are not helping the participant. You have had several team meetings, your supervisor has attended many of these meeting to offer additional support and the BSS is struggling to come up with solutions that you have not already tried.

> A.) BAS RO Rep

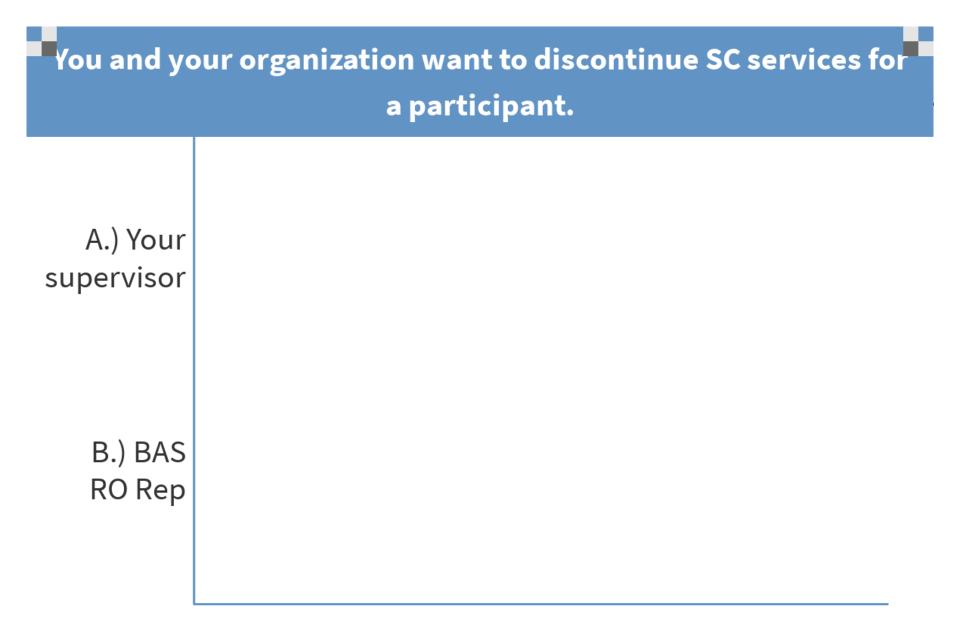
B.) Your supervisor

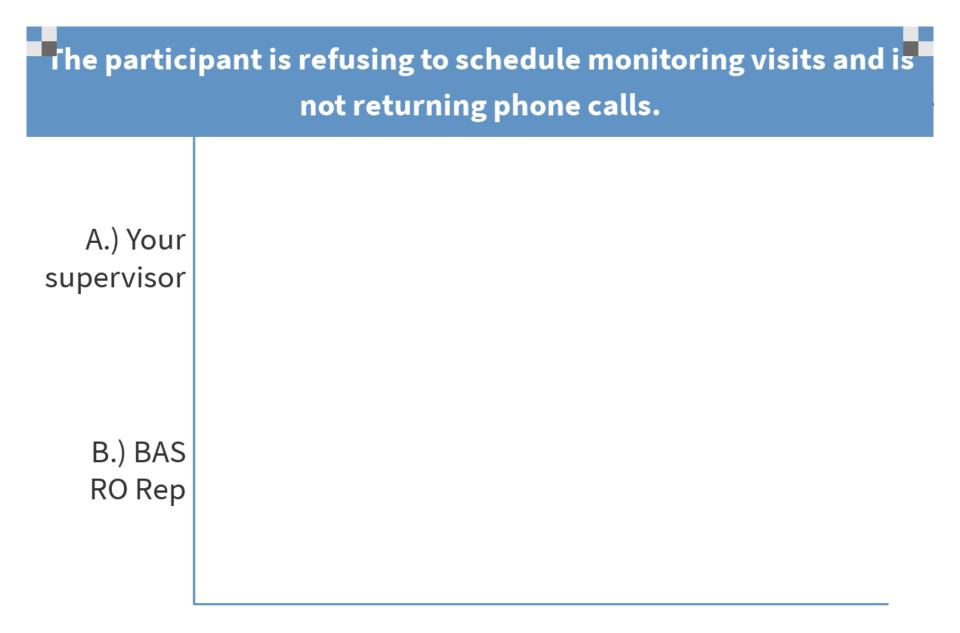
HCSIS isn't working and you can't submit a time-sensitive CR.

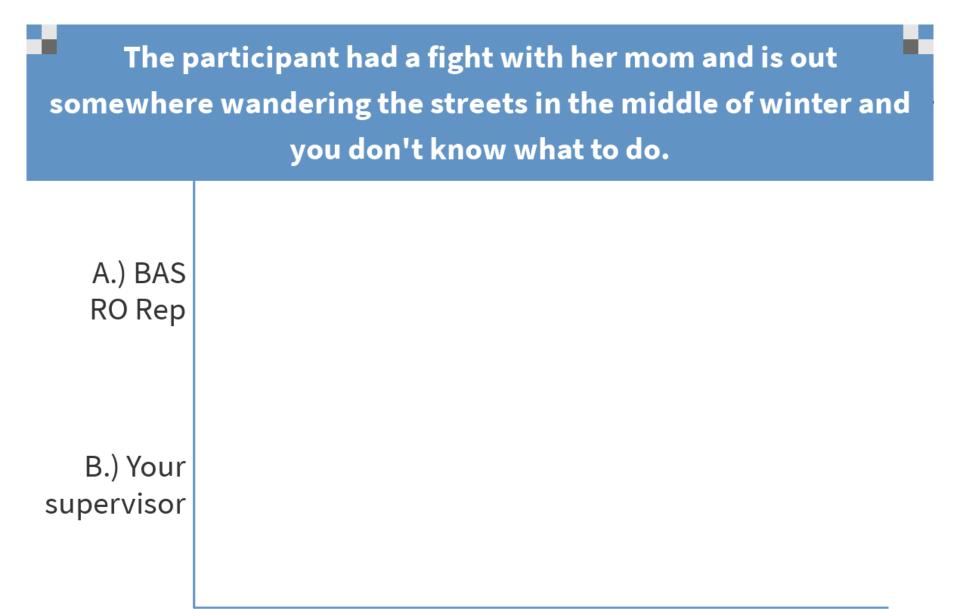
B.) HCSIS Help desk

A.) BAS

RO Rep









THE IMPORTANCE OF THE SC SUPERVISOR ROLE IN THE AAW

SC Supervisors:

- Are responsible for ensuring the quality of work of the SCs
- Serve as the primary point of contact for SCs
- Ensure the SCs are familiar with available resources
- Must be reasonably available to provide support to SCs

The AAW requires that an SC must have a supervisor and may not act as his or her own supervisor, however. An SC Supervisor may act in the capacity of an SC if they meet all qualifications for the SC service.



SC ORGANIZATION RESPONSIBILITIES

The SCO is responsible for ensuring overall quality of services and compliance with requirements and regulations

SCs and SC supervisors play a critical role in the SCOs service quality and in meeting regulations and requirements

SC Supervisors are responsible for supporting SCs and should be viewed as a resource for SCs

When in doubt, refer to the handout!





WHAT HAPPENS IF I AM THE SC AS WELL AS THE SC SUPERVISOR?

Collaborate with your fellow SCs if you are in a dual role and be sure that you are enrolled to receive emails from the Listserv.





ISP REVIEWS

Please use the AAW Initial and ARP checklists to review ISPs prior to submitting to BAS for review.

BAS should never have to reject an ISP more than once!





BUT WHAT ABOUT BILLING?



Billing is very important as we all want to be rewarded for the work that we do. **Any activity that directly benefits a participant is billable!** SC Supervisors may bill any time they are acting in the capacity of an AAWqualified SC. SCs may bill for time spent receiving supervision IF that time is spent addressing a single participant in a way that directly benefits him/her.



SC AND SC SUPERVISOR RESOURCES

- The next few slides will focus on helpful resources available to SC and SC Supervisors.
- One of the most important resources is MyODP.

On MyODP.org you can find ODP and BAS trainings, the AAW SC Manual (currently being updated), the AAW Provider Manual, information about Everyday Lives, and ODP/BAS communications.



DHS/ODP WEBSITE : PA.GOV



Here you'll find Chapter 51 Regulations (soon to be 6100 Regulations) and the AAW Approved Waiver Document.



OTHER RESOURCES AVAILABLE TO YOU:

★ Learning Management System (LMS)

- 🛧 Claims Resolution Hotline
- 🛧 HCSIS Helpdesk
- ★ ASERT Website





Important Reminder! LISTSERVS

ODP Listserv: Submit your name and email to **RA-PWODP_OUTREACH@pa.gov**

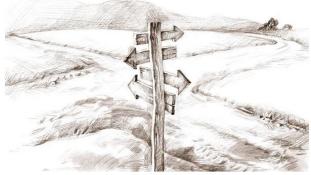
AAW Listserv: SC providers should subscribe to http://listserv.dpw.state.pa.us/ODP-BAS-AAW-PROVIDER-SC.html

ALWAYS read and save these emails with the attachments

www.dhs.pa.gov



Please note... BAS RO REPS SHOULD ONLY BE CONSULTED WHEN ALL OTHER RESOURCES HAVE BEEN EXHAUSTED.





The role of BAS employees will primarily be oversight. Our job is to ensure regulations and requirements are met and quality services are being delivered. We also ensure participants meet their responsibilities to maintain waiver eligibility. We will also provide technical assistance when resources cannot be found, for judgement calls the SC Supervisor cannot make, and exceptions to timelines and other requirements.



ROLE OF BAS STAFF



SUPPORTS COORDINATORS





Access available resources



Strategize with your Supervisor

www.dhs.pa.gov



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Round 2 – get your cell phones ready to text!

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WRAP UP

We hope you enjoyed our presentation and learned something new. Do you have any questions

or comments?