

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

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!



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

You receive a new AAW participant and are unsure of ISP timelines. Who do you call for assistance/clarification?

A.) Your supervisor

B.) BAS
RO Rep

A participant wants to voluntarily disenroll from waiver services.

A.) BAS
RO Rep

B.) Your
supervisor

You don't know how to score the SIB-r.

A.) Your
Supervisor

B.) BAS
RO Rep

You are having difficulty navigating a complex team and the varying personalities of its members.

A.) BAS
RO Rep

B.) Your
supervisor

A participant has been hospitalized.

A.) Your
supervisor

B.) BAS
RO Rep

A participant has been or is going to be incarcerated.

A.) BAS
RO Rep

B.) Your
supervisor

You are unsure of whether certain duties you are performing as an SC are billable.

A.) Your supervisor

B.) BAS
RO Rep

A participant has lost his or her medical assistance.

A.) BAS
RO Rep

B.) Your
supervisor

You need to have a meeting with the ISP team to discuss a variety of new issues the participant is currently having and need extra support.

A.) Your supervisor

B.) BAS
RO Rep

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.) BAS
RO Rep

B.) Your
supervisor

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.

A.) BAS
RO Rep

B.) HCSIS
Help
desk

You and your organization want to discontinue SC services for a participant.

A.) Your supervisor

B.) BAS
RO Rep

The participant is refusing to schedule monitoring visits and is not returning phone calls.

A.) Your supervisor

B.) BAS
RO Rep

The participant had a fight with her mom and is out somewhere wandering the streets in the middle of winter and you don't know what to do.

A.) BAS
RO Rep

B.) Your
supervisor

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 AAW-qualified 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

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



Document, document,
document!



Access available
resources



Strategize with your
Supervisor

WHO YOU GONNA CALL?

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Round 2 – get your cell phones ready to text!

WRAP UP

We hope you enjoyed our presentation and learned something new.

Do you have any questions or comments?