Community Supported Living (CSL) Provider Training

May 17th and 18th 2018

Presented By:
Community Resources/Provider Relations
Training Agenda

01. CSL Unification Highlights
02. Unified CSL Assessment
03. Referral Process
04. Initial Assessment and Reviews
05. Rate Setting
06. Implementation
What is Community Supported Living?

Community Supported Living, or CSL, is a collaborative effort for members living in an unlicensed or uncertified setting of their choosing. It offers flexible services, both planned and unplanned, tailored to meet the member’s individualized outcomes while maximizing member strengths. It is a partnership between the member, paid supports, and unpaid supports who work together to ensure the appropriate level of assistance. Community Supported Living creates a balance between autonomy and risk while facilitating community inclusion.
Community Supported Living
Unification Highlights

01 CSL Unification Project began in the Summer of 2017 to bring all current processes into alignment.

02 In October 2017, we held CSL provider forums to get feedback regarding the different CSL process from each legacy MCO.

03 In February 2018, Inclusa piloted a provider driven assessment CSL process with six (6) CSL providers affecting 12 Inclusa offices in their direct vicinity.

04 The pilot included any new CSL referrals and members with six month/annual reviews. This allowed for us to refine the process based on provider and team feedback.

05 Training for the unified CSL process is being rolled out to all of Inclusa teams and CSL providers May 17 and 18, 2018.

06 The unified CSL Process will begin Friday, June 1, 2018.
Unified CSL Assessment Document

1. One Unified Assessment for all Providers
2. Referral is included in the assessment for easy review
3. Assessment automatically calculates points
4. Assessment points used to determine rate
Initial CSL Referral

01 RAD
IDT staff explore services with member through the RAD process and explore provider choices with member.

02 Referral Emailed
IDT staff will complete Demographic & Referral tab and securely email to provider(s)

03 Provider Evaluates
Provider will evaluate the referral and agree whether or not to assess based on referral information or consult with IDT staff

04 Assessment Scheduled
Assessment is scheduled with all parties in attendance
Urgent Referrals

CSL is not typically meant to be a program for emergent referrals; however, we recognize this will happen occasionally with imminent health and safety concerns arise.

If a provider is being asked to provide emergent CSL services, they will receive a rate for up to 14 days to allow time for the completion of the assessment/plan.
Initial Assessment

**01 Initial Meeting**
CSL Provider will meet with member and IDT staff to gather information for initial assessment.

**02 Provider Completes Assessment**
CSL Provider completes the assessment and securely emails the document to the IDT staff and MSM; provider may also include a proposed rate.

**03 Assessment Consult**
IDT staff will review assessment with MSM to ensure it captures all outcomes and needs.

**04 Provider Follow-Up**
IDT will have further follow-up with provider if any changes are needed to the assessment outcomes or assessed skills.
Six Month/Annual Assessment

Provider Completes Assessment
CSL Provider completes the assessment and securely emails the document to the IDT staff and MSM; provider may also include a proposed rate.

6-Month/Annual Assessment
Member, IDT staff, and provider will meet with member and complete review

Assessment Consult
IDT staff will review assessment with MSM to ensure it captures all outcomes and needs.

Provider Follow-Up
IDT will have further follow-up with provider if any changes are needed to the assessment outcomes or assessed skills.
Unified CSL Rate Setting Process

The assessment automatically calculates points based on member skill ability level, type of support in each skill area, and frequency of support. The points are added to the CSL rate table for acuity comparison and a rate is developed.

Inclusa Rate used as Threshold

Providers can submit their own rate for review when they submit the assessment. Providers are encouraged to find creative and cost effective ways to support members referred for CSL.

Rate Discussion

If a provider submits a rate that is less than the rate table, the provider rate will be proposed. If a provider submits a rate that is more than the rate table, the table rate will be proposed.

Rate Review

If the provider does not accept the rate, IDT staff will engage in a conversation with the provider to determine if the assessment captures all supports that are needed and ask for updates if necessary. The rate can also be submitted to the Community First Living Option Committee for review.
# Rate Table

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<thead>
<tr>
<th>CSL Rate Table</th>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
<th>Tier 4</th>
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**Assessment Points** | 1-20 | 21-40 | 41-60 | 61-80 | 81-100 | 101+
## Member Assessment Table

<table>
<thead>
<tr>
<th>AREA OF ASSESSMENT</th>
<th>SKILL ABILITY</th>
<th>SUPPORT</th>
<th>FREQUENCY</th>
<th>SKILL ABILITY POINTS</th>
<th>SUPPORT POINTS</th>
<th>FREQUENCY POINTS</th>
<th>TOTAL POINTS</th>
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<tr>
<td>Community Inclusion</td>
<td>Moderate</td>
<td>Physical Presence by Staff</td>
<td>Weekly</td>
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<td>2</td>
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<td>Interperson</td>
<td>Basic</td>
<td>Non-Physical Presence by Staff</td>
<td>Weekly</td>
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<td>6</td>
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<tr>
<td>Legal &amp; Personal Rights</td>
<td>Moderate</td>
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<td>Weekly</td>
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<td>2</td>
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<td>Advanced</td>
<td>Non-Physical Presence by Staff</td>
<td>Infrequently</td>
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<td>1</td>
<td>1</td>
<td>3</td>
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<td>Basic</td>
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<td>Weekly</td>
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<td>Food &amp; Nutrition</td>
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<td>Physical Presence by Staff</td>
<td>Daily</td>
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<td>Money Management</td>
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<td>Medication Management</td>
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<td>Med-Daily</td>
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<td>Medical Appointments</td>
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<td>Education</td>
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</table>
Implementation Process

The unified CSL process will start June 1, 2018. This will affect all new referrals and reviews.

01 New Referrals

02 Current Member Reviews
Review every six month months at the time of the MCP

03 Change in Intervention Rate Review
When there is a change in the supports provided outside of the six month (MCP) review dates
**Additional Information**

- **Initial Review**: Timeframe for review of the initial CSL plan will be identified within the assessment.
- **Best Practice**: Assessment is meant to be a conversation, not a review of checkboxes.
- **Communication Plan**: Within the assessment, there is an area to develop a communication plan.
- **Ongoing Reporting**: Assessment is only submitted at MCP reviews or during significant changes in intervention.
Questions?

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