

Specialized Services and Case Management: Individuals with ID/DD

Presenters:

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Presentation Overview

- Objectives
- Historical Background
- Overview of Specialized Services
- Overview of Case Management
- Case study #1
- Case study #2

Objectives

1. Summarize aspects of specialized services provision that impact the client's quality of life
2. Summarize aspects of case management that impact the client's quality of life
3. Compare current service delivery practices to those described in the case studies

Background

History

- 1999, *Rolland vs. Cellucci* Class Action Lawsuit
 - Over 1600 persons with ID/DD
 - Inappropriately confined to nursing facilities (NFs)
 - State failed to provide appropriate community living and active treatment while in NFs subsequent to the state's PASARR Level 2 findings

- 2000, Settlement Agreement requiring
 - State to provide community placements for over 1100 residents and
 - Active treatment for those remaining in NFs
 - 2008, a second Settlement Agreement was entered into which required the placement of an additional 640 individuals

University of Massachusetts Medical School Role

- Public medical school partners with public agencies
- Assist agencies with academic, policy, research and complex operational activities
- Often involved in litigation related items

- Case management to individuals who do not meet legislative mandate of state ID agency
 - Referral, oversight and coordination of active treatment
- Transitional case management
 - Referral, and transition planning of individuals into the community

Provision of Specialized Services

Active Treatment, in layman's terms

- Thorough and consistent coordination and implementation of care and services to improve and/or maintain the client's quality of life in a long-term care facility

What is the goal of Active Treatment?

- To promote the optimal level of functioning that allows the client to have as much self-determination as possible and strives to prevent a regression of current optimal status

What does Active Treatment involve?

- Active Treatment involves a collaborative team process that represents intensified service provision and the regular review of the client's care and services quarterly, at minimum, via the Rolland Integrated Service Plan (RISP) process.

Initiating specialized services

- Case manager completes a referral to a service provider
- Service provider assesses the client
- Specialized services are initiated within 90 days of nursing facility (NF) admission

Specialized Services: 3 Types

- Off-site day habilitation (Medicaid State Plan)
- Mobile day habilitation (Medicaid State Plan)
- Individual supports (UMass contract)

Case Management

- Coordinate services in accordance with the client's assessed needs and wishes
- Face-to-face contact to observe services
- Attend the plan of care (POC), ad hoc meetings
- Monitor and document the service provision and progress of the identified goals

A Systems Approach

- Case manager
- Nursing Facility
- Service Provider
- Individual/guardian/and family

Case Studies

Case Study: A Summary

Dan

- TBI at 18, leading to quadriplegia and Persistent Vegetative State (PVS)
- PVS was later revised to minimally conscious state (MCS)
- Dependent for all care needs
- Resided in nursing facility
- Reviewed for Active Treatment

Case Study: The Team

Dan

- Mom
- Nurse manager
- Activity department
- Pastoral counselor
- Social services
- Rehab
- CNA
- Dietary
- Respiratory therapist
- Service provider
- Case manager

Case Study: The Goals Dan

- To provide best quality of life possible
- To support optimal functioning in meaningful way

Case Study: Dan's Specialized Services

- Mobile Day Habilitation/Outreach Supports
- Individual 1:1 Supports

10 Service Provider Best Practices

1. Assessments: current, accurate, with details to describe the client's ID/DD history, needs, strengths, interventions, goals, and recommendations
2. Schedule sessions to meet client's needs
3. Service plans and strategies should be client centered, sequential, and revised as needed
4. Data sheets should reflect performance level/response to goal

Service Provider Best Practices, continued

4. Clinical staff input for goals
5. Regular communication with NF and case manager
6. Direct care staff should be trained on ID/DD and on the client's diagnoses and situation
7. Attend plan of care (POC) meetings

Service Provider Best Practices, continued

8. Direct care staff should be able to demonstrate the skills/techniques to administer interventions to implement the RISP for the client
9. Regularly update the service schedule and make it available to team members
10. Ensure there is sufficient staffing to carry-out the RISP goals

Case Study: Summary of Dan's Specialized Services

- Service provider was able to meet all the above mentioned best practices
- Measure of success?
- Anecdotal testimony
- Met Active Treatment

Case Study: Summary of Dan's Case Management Support

- Services were arranged in accordance with Dan's assessed needs, mom's input
- Continuous oversight of care and services
- Regular face-to-face visits, meetings
- Advocated for assessments, trainings
- Supported goal development

Case Study: Take-away points

- Holistic view
- The “little things”

Case Study: A summary

Diane

- Epilepsy/seizure disorder at age 12, leading to increased dependency on her family
- Completed school until 6th grade
- Lived with family all her life
- Now resides in a nursing facility (NF)

Case Study: The Team

Diane

- Diane
- Sister
- Brother
- Nurse manager
- CNA
- Activity department
- Social services
- 2 service providers
- Rehab
- Case manager

Case Study: The Goals Diane

- Support her personal goal to keep busy, keep her mind occupied, keep reading
- Opportunities to experience the community

Case Study: Diane's Specialized Services

- Off-site day habilitation (full-time)
- Individual supports (1:1)

Provider Best Practices, revisited

- The same best practices described in Dan's case study also apply to Diane's case in terms of the individual supports provider
- Benefit to Diane
- Off-site day program collaborated with the team to embrace Active Treatment by adopting these best practices

Case Study: Summary of Diane's Specialized Services

- Both service providers were able to meet all the above mentioned best practices
- Measure of success?
- Anecdotal testimony

Case Study: Summary of Diane's Case Management Support

- Services were arranged in accordance with Diane's assessed needs, her/family's input
- Continuous oversight of care and services
- Regular face-to-face visits, ad hoc meetings
- Advocated for assessments, trainings
- Supported goal development

Case Study: Take-away points

- The “little things”
- Holistic

Concluding Remarks

- Specialized services and case management service delivery impact the client's quality of life
- Best practices to support optimal level of functioning

Thank you

For more information, please visit:

<http://commed.umassmed.edu/dcs>

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