

# **NORTH DAKOTA**



## **OPERATIONAL PROTOCOL**

**North Dakota Department of Human Services**

**Medical Services Division**

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# SECTION A – PROJECT GOALS AND BENCHMARKS

## Introduction / Goals

### Project Introduction

In 2007 the Centers for Medicare and Medicaid Services (CMS) awarded North Dakota (ND) a grant through the Money Follows the Person (MFP) Rebalancing Program established by the Deficit Reduction Act of 2005. The State has utilized MFP funding to develop processes that assist individuals with moving out of Intermediate Care Facilities for persons with an intellectual disability (ICF/ID) and Nursing Facilities (institutions) and to assure that the necessary Home and Community Based Services (HCBS) are available to support community living. The design and development of a system that can serve all individuals in need of support services in the community is the benchmark of success for the North Dakota MFP grant process.

North Dakota provides transition assistance to those persons that would not have naturally moved out of nursing facilities by offering a Nursing Facility Transition Coordination demonstration/supplemental service. ND has 80 nursing facilities with the capacity to serve 6080 persons. The current total population of our nursing facilities is at about 92% occupancy. The State will continue to support the efforts of North Dakota nursing facilities as approximately 40% of all residents who are discharged per year are discharged to their home or to a more independent level of care.

A Nursing Facility Transition Coordination service has been developed to facilitate transitions from nursing facilities across the state. The four ND Centers for Independent Living have been contracted to provide these services. Supplemental services are offered to pay for onetime transition costs to additionally support transitions from nursing facilities into community settings. A Nursing Call Service has been developed to offer 24-hour backup assistance to all participants of the grant.

To promote long term and sustainable system changes the Stakeholder Committee identifies and documents barriers to services and unmet support needs. Services considered necessary are identified and communicated to the appropriate State legislative and governmental agencies, advocacy groups, and provider groups. The Stakeholder group advocates for the funding and/or policy changes required to “fill the gaps” in the service delivery system. The MFP Stakeholders Committee and workgroups have been tasked with the overarching responsibility of collaboration for system change to increase the capacity of the community support services.

A Pilot Resource Link was established in the Bismarck Region of ND in 2009. It served as a single-point-of-entry for long term care and support services for adults with disabilities in the designated pilot region. The Resource Link also provides a Web-based (and telephone/TTY disability accessible) Aging and Disability Resource Center that can be accessed by seniors and adults with disabilities, their family members, providers, and others to obtain information and assistance accessing long term support services. The Aging Services Division of the ND Department of Human Services has expanded the services of Options Counseling statewide. ND MFP Services continue to cooperate with the Aging Services Division to promote increased use of community supports through this new service.

The MFP grant process also has been utilized to promote state wide education processes to increase public awareness and utilization of the Long-Term Care services (LTC) available in the community. The Resource Link supports this goal. Education promotes a better understanding of the support needs of persons with a disability and for persons that are aging, helps to communicate the services currently available, and the most effective ways to access services. The Resource Link plays a key role in this process.

The Resource Link supports the efforts of the Centers for Independent Living in transitioning individuals from nursing facilities by referring potential consumers and providing information about the local resources available to support persons transitioning to the community. The Resource Link also assists consumers currently living in the community connect with resources and services that may assist them to delay admission to an institution.

For the past 20 years North Dakota has been working to ensure that persons with intellectual and developmental disabilities are being cared for in the least restrictive environment possible. In the 1960s, the Life Skills and Transition Center (Center) had over 1,200 residents between its two facilities in Grafton and Dunseith. The Dunseith facility has closed and the resident census at the Center has declined to the current level of about 55 people. This decrease was a direct result of the availability of improved training and treatment, increased community-based supports including the establishment of eight regional human service centers, and growth in the number of private providers.

North Dakota also has 67 community ICF/ID. The ICF/ID facilities are currently serving 471 persons. Many of the individuals that reside in an ICF/ID facility previously were residents of the ND Life Skills and Transition Center. The ND MFP grant assists individuals now residing in a community ICF/ID with transition to a more integrated setting in the community as services are available to meet their needs.

During the 1990s a number of programs were initiated that were aimed at further reducing the number of admissions to the Center while enhancing available

community services. For instance, the Evaluation, Respite, Intake, and Consultation unit was established to allow a more rapid response to regions referring for admissions and to provide informal intervention to prevent admissions. This was later replaced with the comprehensive Clinical Assistance, Resources, and Evaluation Services program, which was established to ensure high-quality and systematic assistance to private providers and human service centers. Today, the Center continues to provide needed services and supports to consumers living in the community and to their support services providers enabling consumers to be more successful participants in their communities.

In 2005 The North Dakota Legislature directed the Department of Human Services, with input from developmental disabilities service providers, to develop a plan to transfer individuals from the Life Skills and Transition Center to community placements with transfers beginning in the 2005-2007 biennium. The Department convened the Life Skills and Transition Center Transition to the Community task force made up of providers, advocates, consumer family members, and various divisions within the Department. The Task Force has been working to build the care infrastructure in the community and to determine the long-term viability and role of the Life Skills and Transition Center.

The Task Force has developed a plan for building community services capacity and an enhanced state-wide crisis intervention system. The three subcommittees of this task force are currently working to develop specific strategies to transition individuals from the Life Skills and Transition Center into the community and divert new admissions to the institution. The MFP Grant Program Administrator is now a member of the task force to support the long-term sustainable system changes being recommended to serve persons transitioning from the Life Skills and Transition Center or community ICF/ID facilities. MFP participants transitioning from the Life Skills and Transition Center or a community ICF/ID are supported by the Money Follows the Person Grant for the first year after transition and with supplemental services funds for onetime moving related costs.

The ND MFP Grant began transitioning in July of 2008 following both outreach and education for staff at the nursing facilities and intermediate care facilities for individuals with an intellectual disability across the state. The populations served by the grant include individuals with an intellectual disability primarily from ICF/ID and individuals with a physical disability and adults 65 and older from nursing facilities, and children from ICF/ID and hospitals.

ND has utilized all six of the state's 1915 (c) waivers and the Medicaid State Plan-Person Care Program to support all persons transitioning to the community. In addition, two state-funded HCBS program were utilized as well to support transitions as needed. The PACE program was also available to support transitions for a small number of individuals.



To sustain the efforts of the MFP grant, Community Transition services were added to the Aging and Disabilities waiver on July 1, 2018 to maintain the transition services and one-time moving costs established by the MFP Grant. The DD wavier will add the Community Transition service in April of 2019 to sustain.

## Demonstration Objectives

### 1. Rebalancing: Increasing use of HCBS

The demonstration service of Nursing Facility Transition Coordination has worked cooperatively with nursing facility discharge planning teams to facilitate transitions for qualified consumers who have spent a minimum of three months in a nursing home and/or another institution, meet level of care requirements for nursing facility care, and have been determined to be Medicaid eligible for the at least one day prior to transition. The Transition Coordinators along with the discharge planning team rely on a variety of home and community-based services and supports to make these transitions viable. The Transition Coordinator provide support for the 365 days following transition to optimize adjustment. Once the transition period has concluded, transitioned consumers maintain themselves in a community setting through services available under the State's 1915(c) Waivers, the Medicaid State Plan, the Service Payments to the Elderly and Disabled Program, the Expanded Services Payment to the Elderly and Disabled Program, the Older Americans Act, and other community-funded programs.

The grant has financially supported additional persons transitioning from the Life Skills and Transition Center or a Community ICF/ID throughout the grant. This financial support has been provided during the first year of transition from the institution with the enhanced rates provided by the grant. The additional Federal funding provided by the grant is utilized to increase the capacity of the community service system. The Life Skills and Transition Center Community Transitions Task Force works with the MFP Grant Administrator to determine the most effective ways to utilize the MFP Grant funds to increase the use of services in the community.

### 2. Money Follows the Person: Eliminate barriers that prevent/restrict flexible use of Medicaid funds to receive LTC in HCBS.

In addition to services already offered under North Dakota's 1915 c Waivers, Transition Assistance has been made available to ease the transition back into community living for all population groups being served by the grant. These service payments have been for one-time occurrences, such as security deposits, home furnishings, assistive technology, and home

modifications. The availability of flexible funding has been shown to make a significant difference in enabling a former nursing facility or ICF/ID resident achieve his or her goal of living in the community.

The Money Follows the Person Stakeholder Committee and workgroups that have been established are considered vital to the success of the Money Follows the Person initiatives and in creating long term sustainable system change. The general responsibilities of the committee is to provide ongoing oversight and/or advice on State policy changes to achieve rebalancing, monitor grant implementation progress, monitor achievement of grant benchmarks, and to suggest ways to improve program design or implementation. The Committee includes consumers and/or their family members, advocacy groups, provider association representatives, State agency staff, and housing agency representatives in a collaborative planning process that can uniquely facilitate change.

The Stakeholder Committee and workgroups have identified barriers to service, gaps in the service delivery system, funding concerns, and policy changes that would eliminate barriers to flexible use of Medicaid funds for the provision of Long-Term Care in community settings. The Committee and the workgroups continue the collaborative efforts that have been established to promote and create sustainable changes to North Dakota's care delivery systems. In addition, the Life Skills and Transition Center Transition to the Community Task Force has established specific strategies to improve services to individuals with a developmental disability and continue to work with the MFP Grant Manager to implement those strategies.

The Stakeholder Committee has identified the shortage of qualified providers and the limited services available in the community as the primary barriers to achieving the capacity to provide support services at levels needed in the community. These issues encompass the need for training of service providers, recruitment of additional persons to provide services, and the development of additional services to support persons with more challenging needs. The barriers cross services for all population groups and at all levels of service. The intent is long term development of the professionals needed to support persons transitioning during and after the demonstration period. The Direct Service Worker Resource Center (<http://www.dswresourcecenter.org/>) will be used as a resource to accomplish this goal. North Dakota is addressing these issues with Money Follows the Person rebalancing funds, maintained in a separate fund, over the life of the grant in the following ways:

Development of recruiting processes to attract new providers for all population groups. This is being accomplished through activities such as:

- The provision of informational sessions around the state that would outline the process for becoming a Qualified Service Provider (QSP),

define the role of a QSP, and, describe the opportunities available in the state. This process involves Medical Services Program Administrators providing a series of informational sessions around the state each year. The sessions are advertised using public service announcements. The process and informational modules have been developed for long term use in the state's QSP recruitment efforts.

- MFP has funded the Direct Service Professional (DSP) recruitment efforts of state DD service providers. This involved contracting with a consultant or other services to develop sustainable recruitment strategies. This included such activities such as TV advertising and provision of informational sessions at high schools and colleges, and other locations. The North Dakota Association of Community Facilities continues to work with the Governor and the Lieutenant Governor about the importance of professionalizing DSP's.
- The continued public education strategies to communicate / market the HCBS services available to support continued community residence. This involved the development and implementation of a marketing plan and/or process that can be utilized around the state.
- Fund a small demonstration grant to a nursing facility to provide personal care in the community or incentive program. In many of the small ND cities the local nursing facility is the only resource for services of any kind. Current reimbursement rules for nursing facilities create disincentives for nursing facilities to provide community-based services such as personal care or other Home and Community Based Services. In addition to the limited population in these communities most qualified care givers are employed by the local nursing facility. To address the reimbursement structure issues that these facilities face a grant maybe offered that would allow a nursing facility to offer community-based services without compromising their financial situation. This would also provide them with the opportunity to expand their scope of practice and support efforts of the policy changes necessary to make the provision of personal care or other related service a viable means to support persons in the community.

Grants would be structured to address the administrative and care requirements of expanding services while at the same time utilizing the current rules and regulations, and funding related to the provision of QSP services.

- Training processes for service providers of all population groups are accomplished by: a) providing training opportunities to service providers in relation to positive behavior interventions to meet the needs of higher need individuals transitioning to the community. To

support the efforts of service providers to develop the skills necessary to serve persons with the most significant disabilities specialized training opportunities are developed and provided. This training has been added to the current training curriculum offered to DD provider staff at this time.

- Web based and face to face training is provided for individuals to become or to continue as a qualified service provider as defined by N.D.C.C. 50-06.2-02(6) and to provide training to nurses who will provide the training to individuals to become or continue to as a qualified service provider. The QSP recruitment efforts provided are designed to increase the number of providers. This increase in providers will necessitate the demand for training resources and opportunities.
3. Continuity of Service: Assure continued provision of HCBS after 1-year transition period.

The State assures the continuity of services to all MFP Grant participants following their one-year transition period to community living. Participants continue to receive home and community-based services and supports through the State's 1915 c Waivers, the State Plan, and other programs for which they may qualify. Participants who have successfully transitioned to community living and continue to be eligible for HCBS services are assigned a case manager who is responsible for coordinating all aspects of a participant's care plan, as well as monitoring the provision of services provided under that plan. The types of case management services available include: Home and Community Based Services Case Manager, Developmental Disabilities Program Managers, and Case Managers for persons with a serious mental illness.

North Dakota continues to work to rebalance long term care funding resources to support consumer preferences for home and community-based care with the goal of preventing unnecessary or premature institutionalizations and to allow consumers a wider range of options. Additional customized services under a 1915c Waiver or other funding sources have been assessed and developed based on service needs identified during the MFP grant period and contingent on legislative approval.

The use of a person-centered service planning and delivery model helps to eliminate barriers to the flexible use of services funded by Medicaid. The model is a critical first step in departing from the previous rigidity of service plans that were based on where consumers live, not necessarily on what they need. North Dakota assess support needs first and works to develop a systems that can meet those needs with home and community-based services.

4. QA/QI: Ensure at least same level of QA for MFP participants as available to other HCBS beneficiaries.

Quality assurance protocols have been developed for the Nursing Facility Transition Coordination Service, Transition Assistance payments, and the 24 hour on call nursing service to be offered during the grant period. In addition, an incident management, risk mitigation, and 24-hour backup services quality protocols have been developed to assure that the health and welfare needs of all MFP participants are addressed in a responsive manner. Processes for these are outlined in the Operational Protocol in more detail. The quality assurance strategies in place for the 1915(c) Waiver services that MFP participants receive are generally outlined as well in the Operational Protocol.

## SECTION A.2 – BENCHMARKS

The following are the five benchmarks that will be measured for the North Dakota’s Money Follows the Person Demonstration.

### **Benchmark #1: Projected number of eligible individuals to be assisted in transitioning**

The following table represents the projected number of eligible individuals in each target group to be assisted in transitioning from an inpatient facility to a qualified residence during each year of the demonstration that began on June 1, 2008. Individuals included in the “other” category are children that are expected to transition into the Medically Fragile Children’s Waiver, Children’s Hospice Waiver or other Home and Community Based Services waivers or the Medicaid State Plan services.

Proposed Transition Benchmarks for MFP Grant 2018

Grant Year	Aged	Physically Disabled	Individuals with ID/DD	Dual Diagnosis: ID / DD and MI	Other	TOTAL
2007	0	0	0	0	0	0
2008	1	1	3	0	0	5
2009	4	7	4	0	0	15
2010	6	6	8	0	0	20
2011	15	15	8	0	1	39
2012	15	15	8	0	1	39
2013	15	19	12	0	1	47

2014	15	19	12	0	1	47
2015	17	27	15	0	2	61
2016	17	27	16	0	2	62
2017	15	19	17	0	2	63
2018	15	19	15	0	4	53
<b>TOTALS</b>	<b>111</b>	<b>178</b>	<b>141</b>	<b>0</b>	<b>20</b>	<b>454</b>

**Actual Transitions for 2008-2017**

Year	Adults 65 and Older	Persons with an ID/DD	Persons with a Physical Disability	Children	Totals
<b>Actual Transitions</b>					
<b>2007</b>	0	0	0	0	<b>0</b>
<b>2008</b>	1	3	1	0	<b>5</b>
<b>2009</b>	4	4	7	0	<b>15</b>
<b>2010</b>	4	16	6	0	<b>26</b>
<b>2011</b>	4	19	9	0	<b>32</b>
<b>2012</b>	13	12	21	1	<b>47</b>
<b>2013</b>	14	20	18	0	<b>52</b>
<b>2014</b>	17	14	27	2	<b>60</b>
<b>2015</b>	14	17	28	5	<b>64</b>
<b>2016</b>	15	17	28	3	<b>64</b>
<b>2017</b>	9	10	15	3	<b>37</b>
<b>Projected 2018 Transitions</b>	15	15	19	4	<b>53</b>
<b>2018</b>					
<b>Total Goal</b>	<b>111</b>	<b>141</b>	<b>178</b>	<b>20</b>	<b>454</b>

<b>Institutional vs. HCBS Expenditures Total</b>				4%			
	<b>CY 2013</b>	<b>CY 2014</b>	<b>CY 2015</b>	<b>CY 2016</b>	<b>CY 2017</b>	<b>CY 2018</b>	<b>CY 2019</b>
Total NF Expenditures	264,333,000	274,906,320	285,901,580	297,343,600	309,232,380	321,605,150	334,474,320
DD/MR Expenditures	111,549,605	109,546,359	104,035,151	94,728,802	81,342,661	63,565,229	45,076,699
	375,882,605	384,452,679	389,936,731	392,072,402	390,575,041	385,170,379	379,551,019
Decrease in NF Expenditures	2,643,330	2,749,063	2,859,016	2,973,436	3,092,324	3,216,052	3,344,743
Decrease in DD/MR Expenditures	3,169,237	3,295,994	3,427,832	3,574,693	3,707,539	3,855,845	-
	5,812,567	6,045,057	6,286,848	6,548,129	6,799,863	7,071,897	3,344,743
<b>% Decrease to Institutional</b>	<b>1.55%</b>	<b>1.57%</b>	<b>1.61%</b>	<b>1.67%</b>	<b>1.74%</b>	<b>1.84%</b>	<b>0.88%</b>
HCBS Expenditures	19,707,149	20,495,435	21,315,252	22,167,862	23,054,576	23,976,759	24,935,829
MR/DD Expenditures	164,169,259	172,303,385	182,391,134	194,573,968	209,001,036	225,830,576	245,229,902
	183,876,408	192,798,820	203,706,386	216,741,830	232,055,612	249,807,335	270,165,731
NF MFP Expenditures	3,752,990	3,897,984	4,048,798	4,205,679	4,368,752	4,538,411	-
MR/DD MFP Expenditures	1,567,356	1,628,258	1,691,574	1,756,921	1,825,390	1,896,604	-
	5,320,346	5,526,242	5,740,373	5,962,600	6,194,142	6,435,015	-
<b>% Increase to HCBS</b>	<b>2.89%</b>	<b>2.87%</b>	<b>2.82%</b>	<b>2.75%</b>	<b>2.67%</b>	<b>2.58%</b>	<b>0.00%</b>

### Benchmark #3:

Benchmark # 3 MFP Housing Program Initiative:

Program Goal: Develop and maintain an effective, consumer accessible comprehensive housing resource system of safe, affordable, accessible, quality, permanent housing options for consumers wishing to transition to the community from an institutional level of care and for consumers at risk of institutionalization.

**Measurable Objective #1:** Develop a comprehensive database/ registry of available safe, affordable, accessible, quality, permanent housing options by June 1, 2012. The initial objective has been completed and the data base will be maintained and enhanced with additional housing resources, technical assistance, and state housing collaborative communications.

**Measurable Objectives #2:** ND Housing Staff will assist a targeted number of consumers each year transitioning from an institutional level of care or at risk of institutionalization to find suitable, affordable, and/or accessible housing in the community.

### Housing Target Goals

Year	Units Located
2012	30
2013	40
2014	40
2015	50
2016	50
2017	50
2018	50
2019	50

**Measurable Objective #3:** The MFP Housing Initiative staff will deliver at least six outreach housing presentations each year between 2011 and 2019 to community housing partners for purpose of enlisting their participation in addressing the housing needs.

These presentations will be for purpose of educating traditional and non-traditional community partners, including, but not limited to, group home operators, social service providers, landlords, apartment complex owners and housing developers in the state with the overall goal of enlisting their participation in addressing the housing needs of consumers transitioning from institutional to community settings or for consumers at risk for institutionalization.

**Benchmark #4: Home and Community Based Services**

**Program Goal:**

North Dakota will increase the aggregate use of available home and community-based long-term care services by 3% each year

**Measurable Objective**

ND will increase the number of Medicaid eligible individuals utilizing each of the ten community-based services offered by the ND Department of Human Services. This

effort will be focused on consumers wishing to transition to the community from an institutional level of care and for consumers at risk of institutionalization.

<b>HCBS Service</b>	<b>Waiver Slots Available</b>	<b>Baseline Number of Individuals receiving services on 12/31/17</b>	<b>Number of Individuals receiving services</b>	<b>Waiting list for services</b>
Developmental Disabilities Wavier	5,385	5,030		0
Aging and Disabilities Waiver	496	300		0
Service Payments for the Elderly and Disabled	N/A	1,120		0
Expanded Service Payments for the Elderly and Disabled	N/A	170		0
Technology Dependent Wavier	3	1		0
Autism Wavier	96	35 current Working on filling	35	90
Children's Hospice wavier	30	0	0	0

Children's Medically Fragile	15 active 25 per year	15	15	3
Medicaid State Plan-Personal Care Services	N/A	623		
Totals				93

## Benchmark #5

### Tribal Home and Community-Based Services Capacity Building

The intention of this benchmark is to measure the development of the tribal community-based long term services and support service (LTSS) infrastructure. The LTSS infrastructure elements will support the goal of assisting tribal elders and persons with disabilities to remain in their own homes.

The proposed LTSS programs of Targeted Case Management (TCM) Qualified Service Provider Agency (QSP), Non-emergency Medical Transportation (NEMT), and Home Health services do not currently exist within the tribal communities.

**Baseline Measure: The Tribal communities do not provide any community-based Long Term Services and supports.**

### Mandan, Hidatsa, Arikara Nation

#### Objectives:

- 1: The Mandan, Hidatsa, Arikara Nation will enroll as QSP, NEMT, TCM, and Home Health providers with NDDHS. (Short term)
2. The Mandan, Hidatsa, Arikara Nation provides services as an enrolled Medicaid provider to Tribal elders and persons with disabilities (intermediate term)

HCBS Infrastructure Element	Mandan, Hidatsa, Arikara Nation	
	Currently Pursuing? yes or no	If yes, date implemented
QSP Agency <ul style="list-style-type: none"> <li>• Adult Day Care</li> <li>• Adult Foster Care</li> <li>• Adult Residential</li> <li>• Chore &amp; ERS Systems</li> </ul>	Yes	

<ul style="list-style-type: none"> <li>• Environmental Modification</li> <li>• HCBS Case Management</li> <li>• Homemaker</li> <li>• Non-Medical Transportation</li> <li>• Respite</li> <li>• Specialized Equipment Supplies</li> <li>• Supported Employment</li> <li>• Transitional Care</li> <li>• Extended Personal Care</li> <li>• Home-Delivered Meals</li> <li>• Family Personal Care</li> <li>• Supervision</li> <li>• Community Transition Services</li> <li>• Medicaid State Plan- Personal Care</li> </ul>		
NEMT	Yes	
TCM		
Home Health Agency	Yes	

### Turtle Mountain Band of Chippewa Indians

#### Objectives:

- 1: The Turtle Mountain Band of Chippewa Indians will enroll as QSP, NEMT, TCM, and Home Health providers with NDDHS. (Short term)
2. The Turtle Mountain Band of Chippewa Indians provides services as an enrolled Medicaid provider to Tribal elders and persons with disabilities (intermediate term)

HCBS Infrastructure Element	Turtle Mountain Band of Chippewa Indians	
	Currently Pursuing? yes or no	If yes, date implemented
	Yes	
QSP Agency <ul style="list-style-type: none"> <li>• Adult Day Care</li> <li>• Adult Foster Care</li> <li>• Adult Residential</li> <li>• Chore &amp; ERS Systems</li> <li>• Environmental Modification</li> <li>• HCBS Case Management</li> <li>• Homemaker</li> <li>• Non-Medical Transportation</li> </ul>	Yes	

<ul style="list-style-type: none"> <li>• Respite</li> <li>• Specialized Equipment Supplies</li> <li>• Supported Employment</li> <li>• Transitional Care</li> <li>• Extended Personal Care</li> <li>• Home-Delivered Meals</li> <li>• Family Personal Care</li> <li>• Supervision</li> <li>• Community Transition Services</li> <li>• Medicaid State Plan- Personal Care</li> </ul>		
NEMT	Yes	
TCM		
Home Health Agency	Yes	

### Service or Program Definitions

**The 1915 C Medicaid Waiver for Home and Community Based Services (Elderly and Disabled) waiver offers:**

- Extended Personal Care Services (EPCS) is to complete tasks that are medical in nature and specific to the needs of an eligible individual community. EPCS are services that an individual without a functional disability would customarily and personally perform without the assistance of a licensed health care provider, such as catheter irrigation, administration of medications, or wound care
- Supervision-Supervision may be provided to assist eligible recipients who live alone or with an individual who is not identified as a relative within the definition of family home care because of their impairment they have delusions, hallucinations, severe depression, emotionally labile (severe mood swings) and or other behaviors like screaming, hitting, kicking, biting, wandering, hyperactivity, aggression, inappropriateness, elopement (running away), or frequent falls that may require human intervention to safeguard the individual from harm. (The list of behaviors/needs is not an all-inclusive list).
- Adult Day Care - provides a variety of social and related support services in a protective setting for a Minimum of 3 hours per day through a maximum of 10 hours per day, on a regularly scheduled basis, for one or more days per week.

- Adult Family Foster Care – Assist with ADL's, IADLs and supportive services provided in a licensed private home by a care provider that lives in the home
- Case Management - Assesses needs; helps with care planning, provider selection, referrals and service monitoring

Chore Service - Service is provided to complete tasks, which an elderly or disabled individual is not able to complete in order to remain independent in his/her own home. Includes snow removal and heavy cleaning

Emergency Response System (Lifeline) - Allows individuals to access emergency call systems during the absence of human assistance.

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Environmental Modification - (Limited) Modifies the home to enhance the client's independence as required by the individuals' plan of care.

•

Homemaker Service - The purpose of homemaker service is to complete intermittent or occasional environmental tasks that an elderly or disabled individual is not able to complete in order to maintain that individual's home- Provides house cleaning, laundry, and/or meal preparation services

- Non-Medical Transportation - Transports or escorts client for essential needs such as grocery shopping social security office visit, etc.
- Adult Residential Care - Services provided in a facility in which at least five (5) unrelated adults reside, and in which personal care, therapeutic, social, and recreational programming are provided in conjunction with shelter. This service includes 24-hour on-site response staff to meet scheduled and unpredictable needs and to provide supervision, safety, and security
- Respite Care - Provides temporary relief to full-time caregivers

Specialized Equipment - Provides Specialized equipment, supplies, safety devices, or assistive technology that enable individuals to increase their abilities to perform activities of daily living, or to perceive, control, or communicate with the environment in which they live.

- Supported Employment Services - Provision of intensive, ongoing support to individuals to perform in a work setting with adaptations, supervision, and training relating to the person's disability. This would not include supervisory or training activities provided in a typical business setting. This service is conducted in a work setting, mainly in a work site in which persons without disabilities are employed
- Transitional Living Service - Services that train people to live with greater independence in their own homes. This includes training, supervision, or assistance to the individual with self-care, communication skills, socialization, sensory/motor development, reduction/elimination of maladaptive behavior, community living, and mobility
- Community Transition Services- Services to assist individuals move from an institution or another provider-operated living setting back to a community setting
- Home Delivered Meals- provision of nutritious and well-balanced meals to individuals who live alone and are unable to prepare an adequate meal for themselves or who live with an individual who is unable or not available to prepare and adequate meal.
- Family Personal Care- assists individuals to remain with their family members and in their own communities by allowing individuals who want to choose their

legal spouse as their personal care service provider an option of receiving personal care services under the waiver.

### **Service Payments for the Elderly and Disabled (SPED) Program**

The SPED program provides services for people who are older or physically disabled and who have difficulty completing tasks that enable them to live independently at home.

#### **Covered Services Include**

- Adult Family Foster Care - Provides a safe, supervised family living environment, 24-hours per day in a state licensed setting
- Case Management - Assesses needs, helps with care planning, provider selection, referrals, and service monitoring
- Chore Service - Includes snow removal and heavy cleaning
- Emergency Response System (Lifeline) - Provides telephone emergency response
- Environmental Modifications- (Limited) Modifies the home to enhance client independence (e.g. install safety rails)
- Family Home Care - Reimburses a family caregiver who meets the relationship requirements defined by state law and resides in a client's home 24-hours per day
- Homemaker - Provides house cleaning, laundry, and/or meal preparation services
- Personal Care - Helps with bathing, dressing, transferring, toileting, and supervision
- Respite Care - Provides temporary relief to the full-time caregiver
- Extended Personal Care- community. EPCS are services that an individual without a functional disability would customarily and personally perform without the assistance of a licensed health care provider, such as catheter irrigation, administration of medications, or wound care

### **Expanded Service Payments for the Elderly and Disabled (Ex-SPED) Program**

The Expanded-SPED program pays for in-home and community-based services for people who would otherwise receive care in a licensed basic care facility.

#### **Covered Services Include**

- Adult Family Foster Care - Provides a safe, supervised family living environment, 24 -hours per day in a state-licensed setting
- Chore Service - Includes snow removal and heavy cleaning
- Emergency Response System (Lifeline) - Provides telephone emergency response
- Environmental Modifications (Limited) - Modifies the home to enhance client independence (e.g. install safety rails)

- Family Home Care - Reimburses a family caregiver who meets the relationship requirements defined by state law and resides in a client's home 24-hours per day
- Homemaker - Provides house cleaning, laundry, and/or meal preparation services
- Respite Care - Provides temporary relief to the full-time caregiver

#### Medicaid State Plan

Personal care services assist an individual with activities of daily living (ADLs) and instrumental activities of daily living (IADLs), so that the individual is able to live at home. Personal care services are provided so as to assist the eligible individual with as many activities of daily living and instrumental activities of daily living as needed and as permitted in order to maintain independence and self-reliance to the greatest degree possible. Personal care services are appropriate when service activities are essential either on an intermittent or ongoing basis and the need for personal care services is expected to continue for an extended period of time in excess of 30 days.

**Personal Care Service:** Assistance with activities of daily living (ADLs) such as bathing, dressing, toileting, transferring, eating, mobility and incontinence care and with instrumental activities of daily living (IADLS) may be provided in conjunction with the tasks for ADLs.

**Non-emergent Transportation:** Covers non-emergency transportation services to and from the recipient's home to the closest medical provider capable of providing a medically necessary examination or treatment

**Home Health-** Covers nursing care, therapy and medical supplies when provided in a recipient's home. Care must be ordered by a physician

## **SECTION B – DEMONSTRATION IMPLEMENTATION POLICIES AND PROCEDURES**

### **B.1 Participant Recruitment and Enrollment**

The ND Outreach/Marketing/Education Operational Protocol outlines the general and population specific efforts that have been utilized to educate potential participants/family members, agency professionals, and the community about the MFP demonstration. Reference is invited to this section B. 3 Outreach/Education/Marketing of the operational protocol for a review of these strategies.

#### Target Populations

##### **Nursing Facilities:**

The ND MFP Demonstration has specifically targeted persons for transition who are elderly or persons that have a physical disability and have expressed that they expect to be discharged to the community or as indicated in Minimum Data Set MDS section Q.

The Medical Services Division also has additionally identified nursing facility residents either in an active or pending Medicaid status. The name of those identified are forwarded to both the nursing facility social worker and the regional MFP transition coordination staff for review. The MFP transition coordinator scheduled an appointment with each social worker to review the needs of each individual to determine how to communicate the availability of MFP services. The review involves discussion of the recipient's medical and cognitive status to determine the need for involvement of family and/or a legal decision maker. Once a decision is reached by the social worker and transition coordinator, the transition coordinator communicated in person with the individual recipient, their family and/or the legal representative to provide information about the MFP Grant services.

Persons with a developmental disability with a section Q preference to return to the community are offered transition assistance from a nursing facility. In addition, these persons need to have been residing in an institutional setting for at least three months, meet level of care requirements, and have been determined to be Medicaid eligible for one day immediately prior to transition.

The Minimum Data Set (MDS) is a tool used by nursing facilities to assess the needs of their current residents/consumers. ND utilizes this assessment to help determine eligibility for MFP participation.

Section Q of the MDS assessment evaluates the residents “Participation in Assessment and Goal Setting”.

- The document specifically asks (Q0300) what the Resident’s Overall Expectation of their nursing facility admission.

The nursing facility professionals responsible for completing the assessment communicate with the individual/consumer in the communication method preferred by the individual to ascertain the individual’s preference.

### **Level of Care Review**

Individuals completing an application for the North Dakota MFP Grant Program are required to meet institutional level of care at time of admission to the respective institutional setting. This level of care eligibility is tracked by the MFP Program Administrator utilizing the agency responsible for the screening process of each designated setting. Level of Care screening is completed at time of discharge to the community or within eleven months of transition to the community based on the community service program eligibility supporting the consumer’s transition.

### **Nursing Facility Level of Care Screening Criteria**

Minimum criteria for nursing facility Level of Care as specified in the North Dakota Administrative Code 75-02-02-09.

In determining level of care, the individual must require or meet a minimum of one of the criteria listed in “Section A” **or** two criteria included in “Section B” **or** criteria in “Section C” **or** all the criteria in “Section D”.

#### **Section A:**

1. Nursing Facility (NF) stay is, or is anticipated to be, temporary for receipt of Medicare Part A benefits. Nursing facility stay may be based on this criterion for no more than fourteen (14) days beyond termination of Medicare Part A benefits;
2. The individual is in a comatose state; Date of onset: \_\_\_\_\_
3. The individual requires use of a ventilator for at least six (6) hours a day;
4. The individual has respiratory problems that require regular treatment, observation or monitoring that can only be provided by or under the direction of a registered nurse (or in the case of a facility which has secured a waiver of the requirements of 42 CFR 483.30(b), a licensed practical nurse) and she/he is incapable of self-care;

- a. Problem
  - b. Treatment
5. The individual requires constant help at least 60% of the time with at least two (2) of the following Activities of Daily Living (ADL's):
- a. Toileting (process of using toileting equipment and cleansing self)
  - b. Eating (process of getting food from receptacle into the body)
  - c. Transferring (process of moving to and from bed, chair, toilet)
  - d. Locomotion (process of navigating home environment with or without adaptive devices, as appropriate)
  - e. Constant help is required if the individual requires a caregiver's continual presence or help, without which the activity would not be completed.
    - i. Identify and describe:
6. The individual requires aspiration for maintenance of a clear airway;
- a. Describe Frequency:
7. The individual has dementia, physician diagnosed or supported with corroborative evidence for at least 6 months, and as a result of that dementia, the individual's condition has deteriorated to the point that a structured, professionally staffed environment is needed to monitor, evaluate and accommodate the individual's changing needs.
- a. Describe needs and provide date of onset/initial diagnosis:
  - b. Date of Diagnosis:
  - c. Needs:

**Section B:** (If no criteria in section A are met, an applicant or resident is medically eligible for NF level of care if at least two of the following criteria apply):

- 1. The individual requires administration of a prescribed:
  - a. Injectable medication; **or**
  - b. Intravenous medication and solutions on a daily basis; **or**
  - c. Routine oral medications, eye drops or ointments on a daily basis
  - d. List relevant medications:
    - i. Medication Dosage:
    - ii. Route:
    - iii. Date started:
- 2. The individual has one or more unstable medical conditions requiring specific and individual services on a regular and continuing basis that can only be

provided by or under the direction of a registered nurse ( or, in the case of a facility which has secured a waiver the requirements of 42 CFR 483.30 (b), a licensed practical nurse). Identify diagnosis and describe services needed:

- a. Unstable Medical Diagnosis:
  - b. Date of instability:
  - c. Services Required:
3. The individual is determined to have restorative potential and can benefit from restorative nursing or therapy treatments. (e.g., gait training, bowel and bladder training) which are provided at least five (5) days per week. Identify restorative procedures required:
- a. Restorative Services
  - b. Frequency Provided
4. The individual needs administration of feedings by:
- a. Nasogastric tube
  - b. Jejunostomy
  - c. Gastrostomy parenteral route
  - d. Other (specify):
5. The individual requires care of:
- a. Decubitus ulcers
  - b. Stasis ulcers
  - c. Other widespread skin disorders (specify):
  - d. Treatment required:
6. The individual requires constant help at least 60% of the time with one (1) of the following:
- a. Toileting (using toileting equipment and cleansing self)
  - b. Transferring (moving to/from bed, chair, toilet etc.)
  - c. Locomotion (navigating home environment with/without adaptive devices)
  - d. Eating (getting food from receptacle into the body)
  - e. Describe Assistance Needed:

**Section C:** If **no** criteria in Section A and/or insufficient criteria in Section B was met, an applicant/resident who applies to or resides in a nursing facility for non-geriatric individuals with physical disabilities may demonstrate that nursing facility level of care is necessary if:

1. The individual is determined to have restorative potential. Describe:

**Section D:** If no criteria in Section A, Section B or Section C are met, the individual who applies for care in a nursing facility may demonstrate that a nursing level of care is medically necessary if:

1. The individual has an acquired brain injury which includes:
  - a. Date
  - b. Anoxia
  - c. Cerebral vascular accident
  - d. Brain tumor
  - e. Infection
  - f. Traumatic Brain Injury;
  
2. As a result of the brain injury, the individual requires direct supervision at least eight (8) hours a day.
  - a. Describe Supervision
  - b. Who Provides

### **Level of Care Appeal Process**

The individual or legal representative may appeal the Level of Care eligibility decision within 30 days of the date of this notification. If the request for a hearing is received by the appeals supervisor within 10 days from the date of this notice, the funding for services may continue until an appeal decision is reached. However, all costs for services received must be paid back if the appeal is upheld. The individual may represent him/herself in an appeal hearing or may use a legal counsel, relative, friend, or other spokesperson. The reason for the appeal must be submitted in writing to:

Appeals Supervisor  
North Dakota Department of Human Services  
600 East Boulevard Avenue  
Bismarck, North Dakota 58505-0250

### **75-01-03-08.2 – Notice of preadmission screening and resident review determinations.**

1. An individual dissatisfied with an adverse determination made with regard to the preadmission screening and resident review requirements of 42 U.S.C. 1396r(e)(7)(A) or (B) may request a fair hearing in review of that determination.
  
2. The right to request a fair hearing under subsection 1 arises upon receipt of a notice under subsection 3.

3. If the department's action in administering preadmission screening and resident review is adverse to an individual, the department shall provide to the individual a written notice which conforms to section 75-01-03-07 and which includes:
  - a. A statement of the adverse determination;
  - b. The reason for the adverse determination;
  - c. The date of the adverse determination; and
  - d. A statement that 42 U.S.C. 1396r(e)(7) requires the Department to make such determinations.
  
4. For purposes of this section and sections 75-01-03-07 and 75-01-03-09.2:
  - a. "Adverse determination" means a determination made in accordance with 42 U.S.C. 1396r(b)(3)(F) or 42 U.S.C. 1396r(e)(7)(B), through the application of section 75-02-02-09, that the individual does not require the level of services provided by a nursing facility or that the individual does or does not require specialized services, but does not mean a determination, made under 42 CFR 483.128, that an individual is not suspected of having mental illness or mental retardation; and
  
  - b. "Significant change" means:
    - i. A Significant physical status improvement experienced by a nursing facility resident, such that the resident is more likely to respond to special treatment for that condition or might be considered appropriate for a less restrictive alternative setting;
    - ii. The presence of a nursing facility resident's mental illness, mental retardation, or condition related to mental retardation, not identified prior to admission, when it later emerges or is discovered;
    - iii. Exhibition of increased symptoms of mental illness or behavioral problems by a nursing facility resident; or
    - iv. A circumstance arising if a review resulted in a determination requiring inpatient psychiatric treatment for a nursing facility resident, and an update to that determination is needed to support that individual's admission or readmission to a nursing facility following delivery of psychiatric services.
    - v. Preadmission screening and resident review, including determinations of significant change, is undertaken applying professional judgment and standards approved by the department that are consistent with the requirements of 42 CFR part 483, subpart C, and 42 U.S.C. 1396r(f)(8).

## **Nursing Facility Transition Recruitment and Enrollment Process:**

All persons who are eligible for home and community-based services and reside in a nursing facility and have expressed that they expect to be discharged to the community or as indicated in MDS section Q, are eligible to participate in the ND MFP demonstration. This includes persons eligible for the North Dakota HCBS Waiver for HCBS Services, North Dakota Technology Dependent Waiver, Medically Fragile Children Waiver, Children's Hospice Waiver, ID/DD Waiver, other waivers as developed, MFP demonstration services, state funded services or informational community support services. All current waiver services are listed to allow for MFP eligibility and services to persons that are elderly, persons with a developmental disability, or persons with a physical disability. Services received from any one of these programs during participant grant eligibility would be considered an MFP demonstration service and not a waived service.

The Transition Coordinator staff from the ND Independent Living Centers serve as the professionals involved with enrolling MFP participants that reside in a nursing facility. The four centers include the Dakota Center for Independent Living of Bismarck and Dickinson; Independence Inc. of Minot and Williston; Options Resource Center for Independent Living of East Grand Forks and Cavalier; and Freedom Resource Center of Fargo and Jamestown. Each of these Centers are responsible for serving the nursing facilities in their designated service area. All transition coordinators are responsible for outreach and transition activities.

The Transition Coordinators provide MFP brochures and information to nursing facility social services staff to use to make other residents aware of the grant and are available for presentation to NF Resident Counsels or facility staff. An MFP sign will be displayed in all nursing facilities.

The demonstration project as originally planned was designed to focus nursing facility transition services only in the Fargo and Grand Forks regions of State for the first year of the grant. The MFP nursing facility transition services demonstration services are now provided Statewide from the beginning of grant implementation. In addition, there were up to eight full time nursing facility transition coordinators employed by the Centers for Independent Living CILs dedicated solely to outreach and MFP transition activities.

The ND Department of Human Services, Medical Services Division maintains a Minimum Data Set (MDS) database and this has been used to help identify potential grant participants. ND nursing facilities complete a comprehensive MDS assessment quarterly and this information is submitted to the ND Department of Human Services.

In addition, the lower Resource Utilization Groups RUG will be considered for possible transitions to the community. Transition coordinators are required to visit all nursing facilities in their designated quadrants on a quarterly basis to do outreach activities

which included visiting resident councils, family councils, individual residents, and facility staff.

The Money Follows the Person (MFP) Program Administrator accesses the information contained in the Minimum Data Set (MDS), which is an instrument used in nursing facilities to assess residents. All certified Medicare or Medicaid nursing facilities must complete, record, encode and transmit to CMS the MDS for all residents in the facility. While the MDS was developed to provide consumers with an additional source of information about the quality of nursing home care and to help providers improve quality of care, it is also a tool that could be used to identify and locate nursing facility residents who would like to be served in an alternative setting. The MFP Program Administrator uses the MDS information to identify nursing facility residents who wish to be served in a more home-like setting and to assess which residents are most likely to be successful in transitioning to the community.

The most recent Minimum Data Set (MDS) on file in the ND Department's database has been used to first identify Medicaid individuals who meet the minimum three-month institutional requirement and expects to be discharged to the community. Once identified, information on all individuals is forwarded through the mail by the MFP Grant Program Administrator to both the local Center for Independent Living Nursing Facility Transition Coordinator (TC) and the individual's nursing facility Social Services Director. Once the referral information has been received the Transition Coordinator and the NF Social Services staff interview the nursing facility consumer/resident together to determine if transitioning is desired by the individual and to assess the potential for transitioning the individual to his or her desired community based on available informal and formal resources and supports available in the community.

In addition, any Medicaid eligible individual can self-refer to a TC if they meet the level of care at the time of admission to the institution, meet minimum 3 -month occupancy criteria, and intend to move to a qualified residence. If a Local Contact Agency (LCA) is already providing information to a resident, the Nursing Facility Transition Coordinator would not become involved until after the initial information is given to the resident and transition is desired.

The TC is responsible to initiate contact with the NF Social Services representative and to conduct a face-to-face interview with the potential participant, family/legal decision maker and the NF Social Services representative to determine the individual's desire to participate in the MFP Grant services. The TC enlists the nursing facility discharge planning team, appropriate health care professionals, and consumer-identified informal supports to gain additional information to support the viability of a transition to the community.

The TC is responsible to address the concerns/questions that may be identified by the consumer, a family member/legal guardian, or NF staff member related to the MFP participant's interest in transitioning to the community.

If a nursing facility resident has a developmental disability and is in need of assistance with a transition to the community, a referral will be initiated to the regional human service center for Developmental Disabilities (DD) Program Management services. The TC works with the DD Program Manager to determine the most appropriate transition assistance delivery system to be employed.

Individuals who are admitted to nursing facilities are recruited for the MFP demonstration project through a variety of agency groups including:

- Nursing Facility Social Services staff,
- Long Term Care Ombudsman Program staff,
- ND Protection and Advocacy Project Representatives,
- County Social Services Staff and,
- Center for Independent Living Center Transition Coordinators.
- Local Contact Agencies (LCAs)

The Nursing Facility Social Services staff, Center for Independent Living Transition Coordinators, Long Term Care Ombudsman, ND Protection and Advocacy staff, County Social Services staff and Local Contact Agencies are provided with MFP specific training related to eligibility, demonstration and supplemental services, consent, rights, and processes by the MFP Program Administrator. (Attachment B.1-E (MFP Power Point and Person-Centered Training Information) A Referral Packet Information List and Process Directions (B.1-F) are prepared for use by Transition Coordinators and NF Social Services staff when meeting with potential MFP demonstration participants to review service options for transition to the community and to assure that all necessary consent and rights information is reviewed and needed documents are signed. This packet includes the following documents: B.2-A Informed Consent Document; B.1 Money Follows the Person Brochure and Rights Document B.2-C Guardianship Expectation Document; B.1-B MFP Role Matrix ; B.1-C MFP Fact Sheet; B.5-A Transition Assistance Request Form, and an Assistive Technology Assessment form from the IPAT agency.

#### 1) Local Contact Agency Overview

Options counseling services are currently available statewide in ND. Our goals are to build capacity in providing options counseling, and to strengthen coordination between the eight regional Local Contact Agencies (LCAs) and the MFP project by increasing education and training efforts. Objectives include:

- A) The deployment of eight LCA options counseling agencies to increase opportunities for person-centered planning with residents who are interested in transitioning from skilled facilities;
- B) Providing training and education on service and support options for nursing facility staff and the public; and
- C) Increasing resident transitions to of the facility residents referred to the LCAs.

## 2) Current Status of MFP- Resource Link-Partnership

Coordination with MFP: DHS administers the MFP grant through its Medicaid Division, which also administers home and community-based long-term care services. The MFP program administrator is the lead person for MDS 3.0 Section Q. The Aging Services Division supervises the Options Counseling agencies and is a member of the MDS 3.0 Section Q workgroup. The MFP program has contracted with the CILs to provide transition assistance to nursing facility residents.

CIL transition coordinators meet with facility residents to assure eligibility and secure consent to participate in MFP services. An assessment is completed to identify community support needs followed by collaborative person-centered transition planning with the resident, their family, nursing facility staff, and community support agency personnel. A transition occurs when all identified needs, risks, and backup planning is complete.

## 3) Goals, Objectives and Outcomes

ND has two primary goals to 1) enhance ND's capacity to provide options counseling to support transitions from institutions and to prevent premature institutionalization, and to 2) strengthen coordination between the Resource Link, Options Counselors/LCAs and MFP project.

There is a lack of awareness of long-term care options. The general public lacks awareness of service and support options available in the community to address long term needs. Available resources vary across communities, and this may also present barriers to some residents who want to return or remain in their preferred community. This will be addressed by close collaboration between nursing facilities, the Resource Link, LCAs, and MFP transition coordination services to evaluate individual's needs, finances and available community transition support resources.

Our initiative continues to develop and implement professional training through the Resource Link to new LCA/Options Counseling Agencies options counselors, long term care ombudsman program staff, and MFP partners so they have a shared understanding of person-centered planning, options counseling, and their respective roles and coordination in supporting MFP transition work. They will be involved in awareness building activities.

## 4) Nursing Home Transition and Diversion Program

This program will serve older adults and adults with physical disabilities who reside in institutions and desire to move to a community setting and their families. As the program matures, ND will begin diversion activities by partnering with health systems

and other providers to help people remain in the community and delay or prevent institutional placement.

ND desires to create infrastructure to support the LCA functions and MFP implementation.

Options counseling services have expanded statewide as of January 1, 2013.

### **Formal and Informal Referral Process:**

The goal of the North Dakota MDS 3.0 Section Q referral process is to initiate and maintain collaboration between the nursing facility and the local contact agency and/or a transition agency to support the resident's expressed interest in being transitioned to community living.

The LCA educational brochure titled "Your Right to get Information about Returning to the Community" will be distributed and utilized by North Dakota Nursing Facilities and Local Contact Agency staff to educate individuals about available community services and supports. See Appendix B.1.I.

### **Nursing Facility Role**

#### **Referral to Local Contact Agency**

- **Q0500**-When a resident (or family or significant other or guardian/legally authorized representative, if the resident is unable to respond) answers yes to the question; "Do you want to talk to someone about the possibility of returning to the community?" a Local Contact Agency (LCA) Referral Form will be completed and faxed or mailed to the designated contact agency within 10 business days of the completion date of the MDS. This will typically be completed by the facility social services staff or other designated discharge planner. See Appendix B.1.G
- **Q0600**- A Local Contact Agency (LCA) Referral Form will be completed and sent to the designated contact agency within 10 business days when the assessment process identifies a resident's desire to speak with someone about returning to community living. See Appendix B.1.G (LCA referral)

### **Release of Information:**

Nursing facilities will manage the release of information to the Local Contact Agency per their facility HIPPA Policy and Procedure.

### **Care Planning**

- Follow-up care planning will need to be initiated by the interdisciplinary care team to assess the resident's preferences and needs for possible transition to the community. Facilities are encouraged to utilize the "Discharge Plan of Care"

developed by the MDS 3.0 Section Q Planning Committee to assure that all minimum planning requirements are addressed by the Care Team. See Appendix B.1.H (Service Activity Visit Summary)

- The Local Contact Agency will be responsible to respond to all LCA referrals received from the nursing facility within 3 business days by phone and will complete an in person visit within 15 business days.
- If the Local Contact Agency does not contact the facility discharge planner by telephone or in person within 3 business days, the nursing facility is encouraged to make a follow-up call to the designated Local Contact Agency.

### **Local Contact Agency**

- Once a Local Contact Agency Referral Form has been received, the LCA staff member will follow-up within 3 business days with a phone call to the designated discharge planner to review the referral. This may include establishing an in person visit date.
- Within 15 business days the LCA will meet in person with the resident and anyone else that the resident would like to have present. The purpose of this meeting is to gather information about the goals of the resident, identification of their support needs, and to provide information about community living options that may or may not be available in the community.
- The LCA will prepare and present an LCA Transition Plan in cooperation with the individual nursing facility resident. The LCA Transition Plan will outline the community living options, the long-term care supports and services that may or may not be available in the community and will identify agencies available to assist with transition if the resident's support needs can be met in the community. This information will include contact information. The LCA will provide a copy of the completed LCA Referral Document to the resident and facility discharge planner at the time of the in person visit. See Appendix B.1.G and Appendix B.1.H

A final copy of the LCA Service Visit Activity Summary will be provided to the discharge planner within 3 business days. The Discharge Planner will provide a copy to the resident upon receipt. The LCA will also provide a copy of the Summary to the MFP Program Administrator for all MFP eligible residents. See Appendix B.1.H.

### **Transition Agency and/or Nursing Facility Discharge Responsibilities:**

- The nursing facility, the LCA and/or a transition agency including MFP transition coordination services will jointly explore community care options/supports and conduct appropriate care planning to determine if transition back to the community is possible.
- If the resident wishes to move forward with discharge/transition, the facility interdisciplinary care team will assist with the discharge care planning process which will be reflected on the nursing facility Discharge Plan of Care. This assistance could include a referral to MFP or one of the other agencies available to assist with the resident's transition planning needs.
- If the resident wishes, the facility social services staff member/discharge planner will assist the resident with referral to a transition agency/MFP to work toward the resident's goal of returning to the community.
- The nursing facility and the transition agency/MFP will work collaboratively to support the resident's expressed interest in being transitioned to community living.
- The resident, interdisciplinary team and the transition agency (when a referral has been made to a transition agency /MFP) will determine the services and assistance that the resident will need post discharge (e.g., homemaker, meal preparation, ADL assistance, transportation, prescription assistance, etc.) and make appropriate referrals.

A MFP participant who is re-institutionalized for a period of time greater than 30 days is deemed dis-enrolled from the MFP program. However, a dis-enrolled individual may re-enroll in the program without re-establishing the 3-month institutional residency requirement.

A former participant may re-enroll in the MFP program after first undergoing re-evaluation (Attachment B.8-A Transition Assessment) by their Transition Coordinator/discharge planning team and after development of a current Independent Living Plan (ILP). (Attachments B.8-B Independent Living Plan which includes Risk Mitigation Plan/24-hour Backup; B.8-H Risk Assessment and Mitigation Policy and NF plan form; B.8- I 24-backup Planning Policy and Back-up Plan).

Once an individual is found appropriate for waiver or other community support services, the consumer and planning team develops and/or updates their Independent Living Plan so that it addresses the change in the status of the MFP participant and any necessary support service needs in the community. This planning process involves the review and update of the risk mitigation and 24-hour backup plans to assure that they continue to address the participant's current need for support. As long as a former MFP participant meets Medicaid waiver eligibility criteria, the participant continues to be

eligible for MFP services at the enhanced Federal Medical Assistance Percentage (FMAP) match.

See Attachments:

B.1-A MFP Referral; B.1-B MFP Role Matrix; B.1-C MFP Fact Sheet; B.1-D MFP Brochure and Rights Document; B.1-E: Education PowerPoint/Person Centered Planning Information; B.1.F: Referral Packet Information B.2-A Informed Consent Document; B.2-C Guardianship Expectation Document; B.8-A Transition Assessment; B.8-B Independent Living Plan which includes Risk Mitigation Plan/24 hour Backup; B.8-H Risk Assessment and Mitigation Policy and NF plan form; B.8- I 24-backup Planning Policy and Back-up Plan

### **North Dakota Life Skills and Transition Center and Community Intermediate Care Facilities for Persons with Intellectual Disabilities:**

The MFP Demonstration targets persons for transition that reside at the ND Life Skills and Transition Center or a community ICF/ID, have a diagnosis of an intellectual disability and desire to return to the community. In addition, these persons need to have been residing in an institutional setting for at least three months, meet ICFID level of care requirements, and have been determined to be Medicaid eligible for at least one day immediately prior to transition. MFP participants are involved with MFP demonstration services in the community. These are the same services the participant would normally have received through one of the developmental disabilities waived services.

### **ICF/ID Level of Care (LOC) requirements are as follows:**

**The Progress Assessment Review (PAR)** (Attachment B.8-D) is the comprehensive assessment used to evaluate an individual's support and service needs. There are two PAR formats: one for children birth to three and one for individuals three and older. The PAR is also the evaluation used to determine whether an individual meets the basic requirements for ICF/ID level of care.

The Progress Assessment Review (PAR) is an individual assessment that describes the level of supports needed by an individual 3 years of age and older in the following areas: residential, day services, motor skills, independent living, social, cognitive, communications, adaptive skills, behavior, medical, psychiatric and legal. The PAR also includes a section that lists the individual's diagnoses on Axis I regarding chronic or recurrent clinical disorders, Axis II regarding chronic or recurrent personality disorder or mental retardation and Axis III regarding chronic or recurrent medical conditions from the DSM IV. The DD Program Manager completes the PAR with input from the consumer and/or family and provider support staff.

The D.D. Program Manager completes the PAR either at the time of intake or shortly thereafter, prior to the eligibility determination for developmental disabilities Program management services. Certain areas derived from the PAR will provide the MFP Regional Eligibility Team with information regarding limitations in the seven major life activities during the process of the eligibility determination.

- Self-care
- Learning
- Receptive and Expressive Language
- Mobility
- Self-Direction
- Capacity for Independent Living
- Economic Self Sufficiency

The Child PAR (for children birth to three years of age) addresses: Engagement/Persistence, Reasoning/Problem Solving, Listening/Understanding, Speaking/Communicating, Phonological Awareness, Print Awareness, Fine Motor, Gross Motor, Hygiene/Nutrition, Cooperation/Self Control, Social Relationships, Arts/Movement/Music, numbers/Operations, Patterns/Measurement, Matter/ Force/ Energy, and Family Roles/Relationships.

Once the PAR is completed, an indicator is derived from the scores in the assessment that determines whether an individual meets the basic criteria for the ICF/ID level of care. The indicator is referred to as the “HCBS indicator”. If the HCBS is “Y” (Yes), the individual meets the basic criteria; “N” (No), the basic criteria is not met and the individual cannot be screened; “P” (Professional Judgment), the case manager must apply the criterion outlined in State policy DDD-PI-090 to determine if the individual can be screened.

If the individual is eligible for DD Program Management Services, the Program Manager will assist the individual and/or their legal decision-maker to identify desired outcomes and the services that can assist them in achieving the outcomes. If the individual chooses to receive a waiver service within the next 30 days, and meets the ICF/ID level of care, the Program Manager will complete the ICF/ID level of Care screening document.

The **Case Action Form** documents an individual’s need for an ICF/ID level of care. The information contained in the Case Action Form is entered into the MMIS (Medicaid Management Information System) payment system. The Case Action form, in conjunction with the Individual Service Plan, authorizes reimbursement for Title XIX Medicaid funds for ICF/ID and DD Waiver Home and Community Based waiver services.

The Progress Assessment Review (PAR) and ICF/ID level of care screening (Case Action Form) must be updated at least annually. System generated alerts within (Therap) inform the case manager of when the annual PAR and LOC are due. The individual's screening status/LOC should also be reviewed and updated if necessary; each time an individual starts or terminates a DD service to ensure the screening status LOC is correct. If the Case Action Form is not current and accurate, the Medicaid payment is suspended.

## **Review of ICF/ID Level of Care Decisions**

The PAR (which is the assessment for Level of Care) is completed annually. Based on a formula the results indicate screening categories. A sample of all PARs and ICF/ID level of care screenings are reviewed and compared during the human service center licensure process. If errors are discovered the regional human service center must develop a plan of correction and a follow up sample will be examined.

If an individual was incorrectly screened, the program manager will work with the individual to find alternative funding sources to meet their support needs

North Dakota Life Skills and Transition Center and Community Based Intermediate Care Facilities for Individuals with an Intellectual Disability Transition Recruitment and Enrollment Process:

All persons who are eligible for home and community-based services and reside at the ND Life Skills and Transition Center (NDLSTC) or who reside in a community based ICF/ID in ND and meets MFP eligibility requirements are eligible to participate in the ND MFP demonstration. This includes persons eligible for the ID/DD Waiver and the Medically Fragile Children Waiver.

The waivers require that the participant meet ICF/ID level of care requirements as well as waiver specific functional eligibility requirements. Once it is determined that an individual meets MFP specific criterion an assessment is completed by the DD Program Manager to determine waiver specific eligibility based on the individual service needs of the participant. (Attachment B.8-D Developmental Disabilities Progress Assessment Review (PAR))

The ND MFP demonstration has been implemented statewide for this population group as the community service delivery infrastructure is generally well established.

North Dakota has developed a discharge-planning model to identify eligible consumers at the state operated institution (North Dakota Life Skills and Transition Center – a.k.a. NDLSTC) for persons with developmental disabilities. The discharge-planning model, named the Residential Decision Profile (RDP) (Attachment B.8-E), is based upon principles from the U. S. Supreme Court Olmstead Decision. In general, no person is under commitment to the Life Skills and Transition Center, as residence is a voluntary

decision of the person and/or legal decision-maker (such as guardian, which includes annual judicial oversight). The preferences of the person and recommendations of state professionals (Developmental Disabilities Program Manager (DDPM) and NDLSTC Staff) are measured by the RDP with discharge planning emphasized for those with most agreement. Although the preferences are updated every year, each person is assured the RDP can be modified at any time during the year if there is a change.

For Medicaid eligible individuals, residing in Life Skills and Transition Center ICF/IDs, the service and community preferences of the person, and/or their authorized representative, DDPM and NDDC Staff help guide the priority for discharge planning from the Life Skills and Transition Center (DC) and are recorded in the Residential Decision Profile as:

A) The Individual:

- 1) The RDP is finalized he/she clearly wants to leave NDLSTC
- 2) Generally, appears to want to leave NDLSTC, but the decision may not be firm because it varies, is not completely clear, or there are some reservations
- 3) Unclear which way the person prefers
- 4) Generally, appears to want to stay at NDLSTC but the decision may not be firm because it varies, is not completely clear, or there are some reservations
- 5) Clearly wants to stay at NDLSTC

B) Guardian, Court, or other legal decision-making authority

- 1) Clearly wants the individual to leave NDLSTC
- 2) Generally, wants the individual to leave NDLSTC, but the decision may not be firm because it varies, is not completely clear, or there are reservations
- 3) Unclear which way the legal decision-maker prefers, or NOT Applicable
- 4) Generally, wants the individual to stay at NDLSTC, but the decision may not be firm because it varies, is not completely clear, or there are reservations
- 5) Clearly wants the individual to stay at NDLSTC

C) NDLSTC Staff (note: SP Team NDLSTC staff perspective) on services unique to NDLSTC

- 1) Clearly believes the individual does NOT need NDLSTC services
- 2) Generally, appears NOT to need NDLSTC services, but the decision may not be firm because it varies or there are some reservations
- 3) Unclear to the NDLSTC staff
- 4) Generally, appears to NEED NDLSTC services, but the decision may not be firm because it varies or there are some reservations
- 5) Clearly NEEDS the NDLSTC services

D) DD Regional Program Administrator/Program Management perspective on services known to be available in the region or elsewhere in the state (not based upon openings):

- 1) Clearly able to meet individual's needs
- 2) Generally, appears that the services are able to meet individual's needs, but the decision may not be firm because it varies or there are some reservations
- 3) Unclear to regional staff as to the availability of such services
- 4) Generally, appears that the services are NOT able to meet individual's needs, but the decision may not be firm because it varies or there are some reservations
- 5) Clearly unable to meet the individual's need

The statements listed above are selected by each party before or during the Support Plan meeting, or on their behalf by the team based upon the best understanding the team has of each person (group) perspective. The decision reflects the current opinion, based upon the most current information available to them, and relate to the person now and in the foreseeable future. Each perspective may only choose from the answers available, and may only choose one – however, each person (group) may add to the comments.

From a “scoring” perspective, the number of each selected answer is the “weight” given that answer and a total score may be calculated for the individual. To provide agency planning, the scores would range from 4 (all 1's) (clearly awaiting a place to move to) to 20 (all 5's) (clearly exceeding the services of the region and state providers to meet the individual's needs) and anywhere in between. This provides a ranking of people planning to leave NDDC for private provider opportunities in the communities of choice. This process also highlights areas of disagreement, confusion, and focus planning.

A RDP total score of 12 or less has sufficient agreement that formal discharge planning will be initiated by the NDDC Support Team. At that time consumers and/or their legal decision maker will be made aware of the MFP demonstration services available and will be provided with the opportunity to make an informed decision about participation in the demonstration. The ND Life Skills and Transition Center Social Worker and/or Program Coordinator will be responsible for reviewing the MFP informed consent document (Attachment B.2-A), MFP Brochure, (Attachment B.1-D), Role Matrix (Attachment B.1-B), the MFP Fact Sheet (Attachment B.1-C) documents with the consumer and/or their legal decision maker at that time.

The ND Life Skills and Transition Center Social Worker and Program Coordination staff will be provided with MFP specific training related to eligibility, services, consent, rights, and processes (Attachment B.1-E) by the MFP Program Administrator. An information packet will be prepared for use by each Support Team Program Coordinator/social worker when offering MFP demonstration services for transition to the community to

assure that all necessary consent and rights information is reviewed and needed documents are signed (Attachment B.1-F).

For individuals residing in small, community-based intermediate care facilities for individuals with intellectual disabilities, North Dakota utilizes a referral process whereby consumers and families, working with their DD Program Manager, have an opportunity to make informed decisions regarding the provision of services and supports, choice of service providers, and choice of intermediate care facility for individuals with an intellectual disability (ICF/ID) or home and community-based (HCBS) waiver services. This may include providing the consumer and/or family with questions they may wish to ask potential providers and furnish provider/agency brochures describing available services and supports. The DD Program Manager offers to arrange tours and visits to provider agencies and will accompany the consumer and family on these visits. It may also involve formal referral or case management networking to link consumers with community resources that are not providers of traditional DD services. This process is also utilized with individuals residing at the Life Skills and Transition Center that are considering community placement.

North Dakota uses existing information technology systems to identify MFP participant demographic, financial and case plan information. This information includes Medical Assistance Eligibility, Level of Care determination, and length of time in each level of service including at the ICF/ID level of care. The existing technology system, Therap addresses supports coordinated through developmental disabilities program management. The objective of Therap is to be a consumer driven, outcome oriented, accountable, and integrated business solution.

Through Therap's case management processes, case plans are developed and managed that stress outcomes, goals, and objectives to meet consumer and family needs to work toward providing the most efficient and effective developmental disability services for North Dakota citizens.

Individual ICF/ID planning teams, including the DDPM review the service needs of all consumers during their annual or other planning meetings based on the community provider specific assessments completed in preparation for those meetings. If the consumer and/or their legal decision maker, the DDPM, and the community provider recommend transition to an alternative setting in the community the consumer will be informed of alternatives available under the demonstration grant and that the individual is given choices of services and community residences which must be agreed to by the individual in the individual's transition plan which identifies the demonstration services to be furnished, the individual's choice of providers, informal supports, and residence. If the consumer wishes to participate in the MFP demonstration the DDPM will specifically review and have the consumer/legal decision maker sign the MFP consent document (Attachment B.2-A) and will provide and explain the MFP Brochure (Attachment B.1-D) and the MFP rights documents(Attachment B.2-B), Role Matrix (Attachment B.1-B) MFP Fact Sheet (B.1-C), Guardianship

Expectations (Attachment B.2-C), and assist in the development of the transition plan(Attachments B.8-H Risk Assessment and Mitigation Policy and DD plan form; B.8-I 24-hour Backup Planning Policy and Back-up Plan)

The North Dakota Life Skills and Transition Center Staff, DD Program Managers, and community provider program coordination staff are provided with MFP specific training related to eligibility, services, consent, rights, and processes by the MFP Program Administrator. (Attachment B.1-E) An information packet (Attachment B.1-F) was prepared for use by DD Program Manager when meeting with potential MFP demonstration participants to review service options for transition to the community and to assure that all necessary consent and rights information is reviewed and needed documents are signed.

An MFP participant who is re-institutionalized for a period of time greater than 30 days is deemed disenrolled from the MFP program. However, a disenrolled individual may re-enroll in the program without re-establishing the 3-month institutional residency requirement.

A former participant may re-enroll in the MFP program after first undergoing re-evaluation by their support/planning team and after development of a new and current Transition/Individual Service Plan (ISP) (Attachment B.8- C. Once the individual is found appropriate for waiver services, the planning team and DD Program Manager will develop a transition plan (Attachments B.8-H Risk Assessment and Mitigation Policy and DD plan form; B.8- I 24-Backup Planning Policy and Back-up Plan and ISP that addresses the change in the status of the MFP participant and necessary supports in the community. This planning process involves the review and update of the risk mitigation and 24-hour backup plans to assure that they continue to address the participant's current need for support. As long as a former MFP participant meets Medicaid waiver eligibility criteria, the participant continues to be eligible for MFP services at the enhanced Federal Medical Assistance Percentage (FMAP) match.

See Attachments:

B.1-B MFP Role Matrix; B.1-C MFP Fact Sheet; B.1-D MFP Brochure and Rights Document ; B.2-A Informed Consent Document;; B.2-C Guardianship Expectation Document; B.8- C Developmental Disabilities Individual Service Plan; B.8-D Developmental Disabilities Progress Assessment Review (PAR); B.8-E Resident Decision Profile; B.8-H Risk Assessment and Mitigation Policy and NF and DD form; B.8- I 24-Backup Planning Policy and Back-up Plan; B.1-E Education PowerPoint and B.1-F Referral Packet Information List

## **Re-enrolling into ND MFP Program**

### **Participants who have not completed 365 days in the MFP Program**

When an MFP demonstration participant is readmitted into an inpatient facility for a period of time less than 30 days, the participant remains enrolled in the program.

When an MFP demonstration participant is readmitted into an inpatient facility for a period of time greater than 30 days, the participant will be considered as disenrolled from the MFP demonstration program. However, a former MFP participant that was disenrolled prior to the completion of 365 days in the demonstration may re-enroll back into the MFP demonstration without re-establishing the 90 day institutional residency requirement. That participant is eligible to continue to receive MFP services for any remaining days up to the maximum 365 days of demonstration participation. Enhanced FMAP will be claimed for MFP services during that period.

### **Participants who have completed 365 days in the MFP Program**

ND allows individuals who have been re-institutionalized after completing their initial 365 days of participation to enroll for a second time in ND MFP Grant Services if they are “qualified individuals” who have been in a “qualified institution” for at least 90 consecutive days less any short term rehabilitative days as per the MFP Policy guidance on “Qualified Individual” dated 5-17-10. The qualified participant must transition into MFP “qualified housing.”

When a former MFP participant requests to be re-enrolled into ND MFP Grant Services, the Transition Coordination Agency re-evaluates the former MFP participant’s post MFP Program Plan of Care to determine causes for re-institutionalization.

The re-evaluation process includes the following:

1. The Transition Coordination Agency completes the ND MFP Re-enrollment Evaluation to determine the basis for re-institutionalization and submits it to the ND MFP Project Director for Review.

The Re-enrollment Evaluation determines if the Plan of Care could not be carried out as a result of:

- (a) Medical and/or behavioral changes resulting in the necessity of readmission into the inpatient facility.
- (b) The lack of community services that adequately supported the participant that were originally identified in the original plan of care.
- (c) The plan of care was not supported by the delivery of quality services.

- (d) Changes that will be necessary to Plan of Care taking into consideration the causes of re- institutionalization.
2. The MFP Program Administrator reviews the Re-enrollment Evaluation including recommendations for Plan of Care changes made by the Transition Coordination for the purpose of approving re-enrollment into MFP Grant Services.
3. The MFP Program Administrator provides written notification of the final decision on re-enrollment to the Transition Coordination Agency after which time the normal transition process will be followed. If re-enrollment is not approved the individual may appeal a denial per the MFP appeals process.

### **Attachment B.1 Out of State Transition Request**

Consumers that wish to participate in the ND MFP Grant for purposes of transitioning to another state are required to meet the standard MFP eligibility requirements for enrollment and for transition to community services including the following:

MFP Eligibility Requirement at time of enrollment:

1. 90 days institutional residence
2. Medicaid Payment for services for at least the last day of services
3. Meets Institutional LOC at enrollment

Transitions/Discharge Out of State:

1. Moves to MFP qualified housing environment (Non-institutional Setting)
2. Community Based Services arranged to meet needs post transition
3. Post discharge case management
4. Post discharge plan in place that includes backup planning in new location

Transition Coordination Services are provided by either the DD Program Manager or the Center for Independent Living Center Transition Coordination staff. MFP Program Administrator facilitates transition with other state MFP projects.

### **Tribal Initiative**

#### **Money Follows the Person Tribal Initiative**

North Dakota State University (NDSU) works in collaboration with the Department of Human Services (DHS) and North Dakota's eligible tribes and tribal organizations (T/TO) partners to promote tribal leadership in 1) the design of an effective and culturally sensitive package of Medicaid community-based long term services and supports (LTSS), 2) the operation of delegated administrative responsibilities on behalf of state Medicaid agencies, 3) the elimination of barriers that prevent the use of

Medicaid funds to support tribal members with LTSS needs, and 4) strengthening the ability of state Medicaid programs to respond to the unique needs of tribal communities.

The Money Follows the Person Tribal Initiative (MFP-TI) has four distinct phases as follows:

Phase 1: Concept Paper

Phase 2: Operational Protocol: Detailed Timeline and Activities

Phase 3: Execution of Operational Protocol and Program Submittal

Phase 4: Program Implementation

NDSU has facilitated the involvement and the development of the MFP-TI deliverables with the participating tribes throughout each of the four phases of the MFP-TI. The required deliverables for each Phase have been submitted to and approved by the CMS Project Officer before a DHS and NDSU advance to work on a subsequent phase of the MFP TI project.

NDSU assists the ND DHS with the preparation and submission of reports on the MFP TI deliverables that contain sufficient information so the CMS Project Officer, other federal officials, and external stakeholders may use the reports to clearly understand the phases of the state's program implementation.

NDSU follows the required MFP Tribal Initiative Program Terms & Conditions as noted in the Program Announcement or RFA/RFP. These terms and conditions apply to states that have been approved for Money Follows the Person Tribal Initiative (MFP TI). They serve as an addendum to the terms and conditions already in place as part of the state's existing MFP grant award.

Following are the deliverables for the MFP-TI:

Phase One: Concept Paper – The original award for the MFI-TI was \$279,167 of which \$285,567 was obligated to NDSU or completion of phase one of the MFP-TI. Ongoing funding for the MFP-TI is requested and approved in the annual MFP budgeting process.

Phase One of the grant activity is considered complete when the state and T/TO receive approval from CMS on 1) a partnership/collaboration agreement between the state and tribe(s), 2) a summary of participating tribal population details, including a needs assessment, and 3) a proposal and budget for Phase Two.

Activities the state will take in developing the state-tribal partnership/collaboration agreement:

ND has utilized MFP TI administrative resources to assist T/TOs in their planning efforts to transition tribal members with disabling and chronic conditions out of institutions or inpatient facilities and into a program of community-based LTSS tailored to meet the needs of American Indians (AIs) in a culturally appropriate manner. Additional MFP resources are being used to increase the availability of LTSS in T/TOs, to expand the

tribal role in state Medicaid programs, and to improve community integration of AIs in need of LTSS.

NDSU's American Indian Master of Public Health (NDSU AI MPH) team coordinates outreach, engagement, tribal needs-assessment, and development activities using existing communications mechanisms and direct tribal community engagement. This includes the goal of hiring one part-time staff member with each T/TO to locally coordinate communication and needs assessment.

The outcome of Phase One has been the completion of a Concept Paper that consists of three major components: 1) Partnership/collaboration commitment, 2) Relevant tribal population characteristics, and 3) a signed commitment agreement between the state and Tribes. The Community Transformation Grant (CTG) funded by CDC resulted in a Statewide Health Needs Assessment (HNA). The NDSU AI MPH Team continues working with DOH on the Tribal component of CTG and the HNA. Year 2 of 5 has been completed for CTG, and the HNA is already under development. These outcomes have helped to inform the work of the MFP TI.

**PHASE TWO: Operational Protocol: Detailed Timeline and Activities \$100,000 to \$300,000**

Phase Two of the grant activity has been completed with CMS providing ND with approval of our optional protocol that included: 1) a detailed operational protocol, timeline, and budget that includes processes and activities related to the goals and parameters of the desired program, 2) details related to respective roles, 3) the development of tribal administrative structures to address delegated functions, and 4) mechanisms to assure and oversee quality.

**PHASE THREE: Execution of Operational Protocol and Program Submittal \$400,000 to \$1,000,000**

Phase Three continue to be implemented at this time. One tribal nation has an implemented partnership agreements and is working on program development activities, tribal administrative structures to implement delegated functions on behalf of the State Medicaid Agency, and in the development of of HCBS tailored to the needs of AI and consistent with the terms of the CMS-IHS MOU relative to federal match rate.

NDSU continues to assist DHS is fulfilling its MFP-TI reporting obligations. This grant is subject to the reporting requirements of the Federal Funding Accountability and Transparency Act of 2006 (P.L. 109-282), as amended by Section 6202 of P.L. 110-252 and implemented by 2 CFR Part 170.

- NDSU has established safeguards to prohibit employees from using their position for a purpose that constitutes or presents the appearance of personal or organizational conflicts of interest or personal gain.

## Procedures for Providing Informed Consent

As a first step in ensuring that participants have informed consent, participants and/or their legal representatives are provided with ample information concerning the MFP project and ongoing opportunity for questions. North Dakota requires that all individuals participating in the MFP Demonstration or their Legally Authorized Representative (LAR) -- i.e., parent, guardian, or managing conservator of a minor individual, or a guardian of an adult -- be informed of all their rights (Appendix B.2-B) and options for long-term services and supports and that participation is voluntary. This includes acceptance of services and the consent to participate in the evaluation component of the grant. The Informed Consent Form (Appendix B.2-A) is to be signed only by the individual being transitioned or those who have legal authorization to act in the individual's behalf.

The Transition Coordinator or DD Program Manager determine if the participant has a guardian or an active Durable Power of Attorney (DPOA). The Coordinator or Program Manager will obtain a copy of the legal document(s), review it/them and have an understanding of the extent of the surrogate decision-making power that exists. This information is garnered from a review of the facility records once consumer consent is obtained. For participants with a guardian or other legal representative, both the participant and the legal guardian are involved in providing information and in the transition planning process.

Transition Coordination, Developmental Disabilities Program Management, or the Life Skills and Transition Center Social Work staff secure the appropriate signatures on the Informed Consent form (Appendix B.2-A) which indicates that the participant has been informed and is voluntarily choosing to participate in the MFP Demonstration without coercion.

## Awareness of Transition Process/Knowledge of the Services and Supports

Section B.1 Participant Recruitment and Enrollment of the MFP Operational Protocol identifies the transition process and information provided to the consumer and/or their Legally Authorized Representative for nursing facility and ICFs/ ID and Life Skills and Transition Center transitions.

Consumers are identified for grant participation in several ways including but not limited to MDS assessments, nursing facility referral, referral from an advocacy representative, family referral, community provider referral, case manager referral, and self-referral. In most cases, the initial contact for a nursing facility transition is through the Transition Coordinator and the nursing facility social worker who provide information on the transition process. The Transition Coordinator then assess the individual's transition needs and work with the nursing facility discharge team to assist with transition.

Individuals living in an ICF/ID facility or at the Life Skills and Transition Center are not likely to identify themselves for grant participation due to the nature of their disability. Life Skills and Transition Center staff or DD Program Management staff make the initial referral for services. At the Life Skills and Transition Center the individual support plan team using the Residential Decision-Making Process (RDMP) and RDP (Attachment B.8-E Resident Decision Profile) is the typical first step in assessing the desire to move into a community setting and the increasing awareness of the transition process. At a community ICF/ID the DD Program Manager and the consumers planning team communicate MFP information when community transitioning is being planned. It is during this process that the individual's desires and choices for their preferred living arrangement are determined and information is gathered to affect a successful transition. The Life Skills and Transition Center Social Worker and/or the DD Program Manager in cooperation with the community provider team further discuss the transition process, assist in locating the preferred living arrangement, and develop a transition plan that takes into consideration the individual's need and choice for services and supports.

### Information about Rights and Responsibilities

Informed consent under this MFP Demonstration includes two components: 1) the acceptance of services and; 2) the consent to participate in the evaluation component of the project.

The consent for waiver services follows current 1915(c) waiver practices (as dictated by CMS) and is obtained during the support planning phase of the transition but prior to the delivery of home and community-based services. Risks of receiving certain services, the range of services that are available, and any restrictions on amount, duration and scope because of cost caps are included in the informed consent process. Additional supports necessary to carry out the service plan are fully explained to the prospective MFP Demonstration participant or representative, particularly with regard to self-directed services and supports.

The Informed Consent form (Attachment B.2-A Informed Consent Document) includes the provision that participation in the MFP Demonstration is voluntary and protects project-related information that identifies individuals. The document states that the information is confidential and may not be disclosed directly or indirectly, except for purposes directly related with the conduct of the project. The document also indicate that the state will obtain written consent of the individual prior to disclosure of individual level information.

Finally, the Informed Consent form advises the individual that they can withdraw from the project at any time, that the 24-hour nurse call service will only be available while they are an active MFP participant, that the MFP Demonstration services are available for one year, and that their support services will continue after the MFP Demonstration

period through an existing Medicaid 1915c waiver as long as they continue to meet the eligibility requirements for the program.

## **Waiver Appeal Process**

The waiver appeal process is outlined Section B.6 Consumer Supports:

### **Guardianship Alternatives**

Guardianship is considered the least favorable alternative to independent decision making by a consumer. The least restrictive alternative for decision making support is most preferred. Alternatives that are most commonly considered include payee/fiduciary services to manage finances, Health Care Directives, Power of Attorney arrangements for the management of finance or property, Durable Power of Attorney arrangements to manage finances, property, or medical decisions, and/or conservatorship to manage finances. Limited guardianship is also considered more favorable than full guardianship when that is deemed appropriate by the court.

### **Guardian Relationships**

North Dakota Century Code chapter 30.1-28 allows a court to establish a guardianship of a person lacking decision making capacity. After court order, guardianship continues until the death of the guardian or the ward, or the guardian resigns. The court may terminate the guardianship before then and can appoint a replacement (successor) guardian. Sometimes when the ward is a spouse or child, the guardian can name a successor guardian in the guardian's will. The guardian must file an annual report with the court. The guardian is responsible for the ward's care, comfort, and maintenance, and any training, education, or habilitative services that are appropriate. The guardian must care for the ward's property. The court may give the guardian partial or complete decision-making authority in the areas of residential, educational, medical, legal, vocational, and financial decision-making. No matter what powers the court grants the guardian, the guardian must maximize the ward's involvement in decision making. The guardian may only intervene in the ward's life to the extent necessary to protect the ward. If possible, the guardian should act as they believe the ward would act if the ward had full knowledge and decision-making capacity. A guardian always needs a court order for the ward's psychosurgery, abortion, sterilization, or experimental treatment. Unless the court orders otherwise, the ward retains the rights to vote, marry, divorce, apply for a driver's license, or testify in legal proceedings.

### **MFP Participant Welfare**

A review of a MFP participant's contact with their guardian six months prior to MFP participation is completed by the Transition Coordinator or DD Program Manager/Life

Skills and Transition Center Social Worker. The nature of this contact is reviewed based on the guardian's response to the need of the ward. Nursing facilities, community ICF/ID facilities, and the Life Skills and Transition Center professionals all document guardian contact with potential MFP participants and have firsthand knowledge of this contact. It is expected that guardians have demonstrated active involvement related to the health and welfare needs of the MFP participants.

North Dakota guardianship laws and guidelines do not identify a specific frequency of visits that a guardian or legal representative must abide by in order to meet the responsibilities owed to their ward. For the MFP project, however, the frequency of guardianship interaction is ensured, through the care planning requirements that are established in the HCBC waivers. The ND MR/DD Waiver requires the development of an Individual Service Plan (Plan of Care) Attachment B.8- C Developmental Disabilities One Service Plan) with the involvement of the Service Coordinator (DD Program Manager), with input from the individual, his/her guardian, family and friends. The services outlined in the Individual Service Plan are tailored specifically to the interests, needs, and competencies of each individual. The Service Plan reflects the choices made by the individual and or guardian and becomes effective only after receiving individual or legal guardian approval. The service agreement is monitored and assessed, and any change or additional service needs again require participant and legal guardian involvement and agreement.

The HCBS waiver provides similar safeguards and guidelines for ongoing participant and guardian involvement for development of Care Plans. This includes the development of a Plan of Care prior to receipt of Home and Community Based Services and ongoing review of care after transition that will involve the participant and their legal guardian.

## MFP Guardianship Requirements and Interactions

If a public guardian has been appointed for a prospective MFP Demonstration participant, DD Program Manager, Life Skills and Transition Center Social Worker, or the Transition Coordinator must make contact with that guardian to explain the choices of the prospective MFP participant, key features of the MFP Demonstration program, and various long-term services and support options that are available to the individual.

Guardians of MFP participants are provided MFP guardian expectations document (B.2-C) outlining the standards that they will be expected to follow in their interaction with the MFP participants. As a project requirement, the Transition Coordinators or DD Program Manager/Life Skills and Transition Center Social Worker engages in a minimum of one contact with the participant and their ward prior to any transition being implemented. A contact serves to maximize the information sharing and assessment. The Transition Coordinator or DD Program Manager also follow up with both the participant and their legal guardian post-transition to ensure that the individual has successfully transitioned to community living. The Transition Coordinator or the DD Program Manager/Life Skills

and Transition Center Social Worker document these contacts and share information with the MFP Grant Program Administrator wherever appropriate.

See Attachments:

B.1 Money Follows the Person Brochure and Rights Document; B.2-C Guardianship Expectation Document; B.8- C Developmental Disabilities Individual Service Plan

### **B.3 Outreach, Marketing and Education**

The primary types of media used for MFP outreach, marketing, and education include brochures, electronic media, MFP Grant Program Administrator presentations, Local Contact Agency outreach efforts, newsletter communication, and other written training materials.

To educate and inform the public of available community services, ND MFP realizes that there needs to be an increased effort on communicating with all ND citizens regarding the MFP transition process. A concerted marketing effort has strengthened the educational process, therefore increasing transitions. Some of the activities that this marketing effort have included are creative development services (Marketing Agency), tool kit development, educational materials, development and print expenses, website development, booth materials, postage, public and media relations and promotional giveaways.

#### **MFP Brochure**

The State of North Dakota utilizes the MFP brochure as one method to market MFP Demonstration Grant Services and to provide outreach and education to prospective consumers, family members, professionals, and the general public. The MFP Stakeholder Committee has developed the MFP brochure in English and large print versions. The MFP brochure is available in Spanish and other alternative languages as the need is identified. The Brochure includes information on the purpose/mission of the MFP grant; grant eligibility criteria; four primary objects of the grant; contact numbers; and website information.

The MFP informational brochure is targeted to:

- Potential Enrollees (Consumers)
- Family Members/ Decision Makers/Legal Decision Makers
- Service Providers
  - Families of children appropriate for HCBC services
  - Hospital Discharge Planners
  - Outreach Workers

- Home and Community Based Case Managers
- Public Health Offices
- Parish Nurses
- Human Services Center Personal
- Home Health Agencies
- Senior Centers
- DME Venders
- Senior Centers
- Hospitals and Clinics
- Nursing Facilities

A Money Follows the Person Fact Sheet have been prepared for Center for Independent Living staff, Stakeholder Committee Members, DD Program Managers, HCBS Case Managers, LTC Social Services Staff, the MFP Grant Program Administrator, LTC Ombudsman Staff, Protection and Advocacy Staff and other professionals to use in conjunction with the MFP Brochure to educate consumers, family members, and other professionals about MFP services, eligibility, and related referral process.

See Attachments B.1-C and B.1-D

#### Electronic Media

The fully accessible ND MFP Website provides an overview of the demonstration services and supplemental services available during the demonstration period outlines MFP eligibility criteria, lists referral contact information, and Stakeholder Committee and workgroup minutes and meeting schedules. The Website is listed on the MFP brochure to encourage a more in-depth review of MFP Grant referral and contact information. <http://www.nd.gov/dhs/info/pubs/mfp.html>

The ND Aging and Disabilities Link is maintained by the North Dakota Department of Human Services' Aging Services Division. The link is a one-stop connection to information about services that enhance independence, assure quality of life, and meet the unique needs of seniors and people with disabilities living in North Dakota and other states. The link includes information about MFP Demonstration Services, referral processes, and contacts. The Link will be used by the Aging and Disabilities Resource Center staff to provide MFP specific information. [https://carechoice.nd.assistguide.net/site/371/find\\_organizations.aspx](https://carechoice.nd.assistguide.net/site/371/find_organizations.aspx)

#### Newsletters

Quarterly MFP information has been provided for the quarterly Home and Community Based Services newsletter that is targeted to HCBS case managers and other County Social Services professionals.

Quarterly MFP information is provided as appropriate for the Regional Aging Services Newsletter. This newsletter audience includes county Social Services Directors and HCBS Case Managers, Options Counselors, Senior Centers, and Regional Aging Council members.

MFP information has been provided for the Long-Term Care Social Workers of ND Association Newsletter.

MFP information has been provided to the ND Association of Community Providers for their newsletter.

MFP information has been provided to the Protection and Advocacy Project and Ombudsman programs for inclusion in their newsletter.

### Outreach/Education

MFP training and educational forums and other types of outreach are scheduled and provided to HCBS Case Managers, Aging and Disabilities Resource Link staff, LTC Ombudsman staff, hospital discharge planners, Nursing Facility Social Services Staff, Nursing Facility Administrators, Protection and Advocacy staff, etc. including the strategic methods outlined below:

- MFP information booth at Long Term Care Conventions
- Provide written MFP information to Nursing Facility Administrators
- Provide training to HCBS Case Managers at regional meetings and annual training.
- Provide informational packets for use by DD Program Manager when enrolling MFP participants
- Provide informational packets for use by Long Term Care Social Services staff when discussing MFP with potential participants and their family members
- Provide training to Long Term Care Social Services staff during association membership meeting or annual training
- Provide MFP information to Regional Councils on Aging, Governors' Commission on Aging, Forum on Aging, and other senior groups like the Senior Sensation and Graying of North Dakota
- Life Skills and Transition Center program staff will be provided with an overview of the MFP grant, transition services available, supplemental services options, eligibility requirements, and referral processes
- Provide MFP information to Senior Center staff/ outreach workers
- Provide MFP information to Long Term Care Ombudsman and Volunteer Ombudsman at annual training session
- Provide MFP information to members of the ND Association of Community Facilities serving persons with developmental disabilities

- Provide MFP information to ND Advocacy Groups including ND Association of Disabilities, ND Disabilities Advocates Consortium, ND Protection and Advocacy, AARP, IPAT, Center for Persons with Disabilities
- Provide Information to Staff of Centers for Independent Living
- Review MFP services and referral processes with Aging and Disabilities, Resource Link staff and Resource Link staff when developed
- Continue MFP grant education with ND Housing providers and initiate contact with all public housing authority's directors related to the needs of MFP participants
- Provide Regional Aging Service Program Administrators with information related to MFP services and referral process options.
- Stakeholder Committee Member verbal communication to their organization
- Provide an MFP Grant poster to nursing facilities and ICF/IDs to make consumers aware of the grant.
- Provide ongoing outreach to the ND Indian Reservation and Tribal communities with the assistance and support of the DHS Tribal Liaison. This will include continued invitations to participate on the MFP Stakeholder Committee, continued DHS involvement with Tribal planning groups, and MFP participant specific outreach by Transition Coordinators or DD Program Manager on a case by case basis.
- Provide Local Contact Agency with information and education on MFP grant referral process.

## **Local Contact Agency**

MDS 3.0 Section Q is designed to engage nursing facility residents in their discharge planning goals by directly asking the resident if they want information about long-term care community options. The primary goal is to support the nursing facility resident's ability to achieve his or her highest level of functioning.

Section Q is also intended to promote information exchange between nursing homes, local contact agencies, and community-based long-term care providers as well as to promote discharge planning collaboration between nursing homes and local contact agencies for residents who may require medical and supportive services to return to the community.

Enriched transition resources are now available and will grow over time. Resource availability varies across local communities and may present barriers to allowing some resident's return to their community. Close collaboration between the nursing facility and the local contact agency is needed to evaluate the resident's medical needs, finances and available community transition resources.

The Local Contact Agencies will be responsible to respond to nursing facility staff referrals and requests for information by providing information about community-

based long-term care supports and services to residents and/or to nursing facility staff through a process called “Options Counseling”. This “Options Counseling” will involve one or more visits with the resident and those persons the resident would like to be involved with the process and the provision of an “Options Plan” outlining what services and supports may be available in the community. The Options Plan will also provide information about the agency choices that may be able to assist with discharge or transition activities including MFP transition coordination services.

Once the community services options plan has been outlined by the Local Contact Agency, nursing facility staff will work jointly with community agencies that can assist with discharge/transition to the community for nursing facility residents that wish to pursue transition.

The community agencies available to assist with transition include but are not limited to the Centers for Independent Living; Money Follows the Person Grant Transition Coordination Services; County Home and Community Based Services Case Management; and private home health services. The nursing facility and the community transition agencies are jointly responsible to meaningfully engage the resident in their discharge and transition planning process and collaboratively work to arrange for all of the necessary community-based long-term care service

North Dakota has designated the 8 Regional Options Counseling Agencies as the Local Contact Agencies. The Regional Options Counseling Agencies serve designated counties in their region. Nursing facilities will be served by the Regional Options Counseling Agency designated to provide services in the county where the nursing facility is physically located. See Attachment (F) for specific designation and Local Contact Agency information

MFP Marketing Plan:

North Dakota has worked with Marketing consultant agency to assist in developing statewide marketing plans and strategies. A concerted marketing effort does strengthen the educational process, therefore increasing the likelihood that more transitions will occur. Some of the activities that this marketing effort include and are currently utilized are creative development services (Marketing Agency), tool kit development, educational materials, development and print expenses, website development, booth materials, postage, public and media relations and promotional giveaways.

Pre-implementation Outreach /Marketing/ Education Activity

- Long Term Care Association Administrators, Nurses, and Social Service Staff were provided with MFP training at six separate regional meetings. Training included a review of the Transition Coordination demonstration service and supplemental services, eligibility requirements, and referral process.

- Adult HCBS Committee was provided with MFP training related to the Transition Coordination demonstration service and supplemental services, eligibility requirements, and referral process.
- Region V and Region VIII Councils on Aging were provided with training related to the MFP demonstration services, supplemental services, eligibility requirements, and referral processes.
- ND Disabilities Advocates Consortium
- ND Protection and Advocacy agency state advocates were provided with a full review of the MFP grant including service options, eligibility, and referral processes.
- The ND Community Facility Providers Board members were provided with a full review of the grant services as they pertain to services for persons with a developmental disability.
- The IPAT consortium was provided with a review of the MFP grant, demonstration services, eligibility requirements, and referral processes.
- County Social Services Directors were provided with an overview of the MFP grant services, eligibility requirements, and referral processes.
- Grand Forks County Vulnerable Adults Committee including housing providers, DD providers, and HCBS providers were provided with information about the MFP grant demonstration and supplemental services, eligibility requirements, and referral processes.

## B.4 Stakeholder Involvement

The North Dakota Money Follows the Person Stakeholder Committee was established on November 20, 2007 for the purpose of providing ongoing oversight and/or advice on State policy changes to achieve rebalancing, monitoring grant implementation progress, monitoring achievement of grant benchmarks, recommending ways to improve program design or implementation, participating in the design of the operational protocol (OP), and monitoring its implementation throughout the demonstration period. Active stakeholder involvement has been vital to the success of the implementation of the Money Follows the Person Rebalancing Demonstration Grant.

The Stakeholders Committee is focused on identifying and implementing strategies that will assist North Dakota to achieve the four primary objectives of the MFP Demonstration Grant with respect to institutional and home and community-based long-term care services under State Medicaid programs to include:

1. Rebalancing

Increase the use of home and community based, rather than institutional, long-term care services

2. Money Follows the Person

Eliminate barriers or mechanisms, whether in the State law, the State Medicaid plan, the State budget, or otherwise, that prevent or restrict the flexible use of Medicaid funds to enable Medicaid-eligible individuals to receive support for appropriate and necessary long-term services in the settings of their choice.

3. Continuity of Service

Increase the ability of the State Medicaid program to assure continued provision of home and community-based long-term care services to eligible individuals who choose to transition from an institutional to a community setting.

4. Quality Assurance and Quality Improvement

Ensure that procedures are in place (at least comparable to those required under the qualified HCB program) to provide quality assurance for eligible individuals receiving Medicaid home and community-based long-term care services, and to provide for continuous quality improvement in such services.

Consumer participation in the MFP Stakeholder Committee is critical to supporting long term successful system changes. ND has worked with the ND Protection and Advocacy and the Centers for Independent Living to support consumer involvement. Consumers have taken an active role in both the workgroups and the Stakeholder Committee offering significant insight and active participation in decision making and program design

suggestions. Additional Consumers are invited to participate in the workgroups and the Stakeholder Committee as they volunteer or are identified throughout the term of the Demonstration.

To encourage stakeholder involvement arrangements have been made to support participation in the stakeholder meeting through payment of travel expenses for attending members. Members are provided with a travel voucher to complete after each meeting for payment of the expenses that are related to participation. In addition, consumers that participate in meetings are reimbursed for travel, lodging, meals, and personal care assistance expenses. The use of interactive technology is being employed to allow distant stakeholders to participate in workgroups.

## **Membership**

The Stakeholder Committee includes direct consumers and/or their family members, Advocacy Groups, Providers and provider association representatives, State agency staff, housing agency representatives, and a representative of Governor's office. The Committee specifically includes the following members:

### **Consumers and/or their family members and Advocacy Groups:**

Four Consumers/ one family member, ND Protection and Advocacy, ND Long Term Care Ombudsman, The ARC of ND, Interagency Program for Assistive Technology (IPAT), AARP, NDAD, ND Centers for Independent Living, NDDAC, and a member of the ND Committee on Minority of Health Disparities.

### **Provider Associations:**

ND Long Term Care Association, ND Community Facilities Association, Home Nursing Association. Long Term Care Social Workers of ND, Public Health Association

### **Providers:**

County Social Service Case Management, County Social Services Board

### **Housing:**

ND Community Action Association, County Housing Authority, NDHFA, ND Dept of Commerce-Division of Community Service

### **Governmental Representatives:**

Olmstead Commission Rep, Office of the Governor

### **Department of Human Services:**

Executive office, Fiscal, Aging Services, Developmental Disabilities, ND Life Skills and Transition Center, Regional Human Service Center Administration, Vocational Rehabilitation, Medical Services-Long Term Care Continuum, HCBS

Services, Administration and the Money Follows the Person Grant Program Administrator.

**Workgroups:**

In addition, the MFP Stakeholder Committee established five workgroups for the purpose of developing the operational protocol. These include the groups of Goals and Benchmarks, Nursing Facility Transitions, DC/ ICF/ID Transitions, Housing, and Quality Assurance. The Stakeholder Committee reviews and gives final approval for all the work submitted by the workgroups. The workgroups include additional stakeholders not part of the larger MFP Stakeholder Committee. These workgroups include:

- **Goals and Benchmarks:** This workgroup is responsible for addressing the four primary objectives of the MFP Grant, grant benchmark design and review, case study development, and preparation of the operational protocol related to goal development.

**Membership includes representatives from the following groups/agencies:**

County Social Services Administration and Case Management, AARP Representative, ND Protection and Advocacy, Consumers, ND Long Term Care Association, ND Dept of Human Services, Aging Services Division, Center for Independent Living Representatives, Dept of Humans Services, Medical Services, Dept of Human Services, Developmental Disabilities, DHS, Money Follows the Person Grant Program Administrator, Older Americans Act Provider, The ARC of ND, Ann Carlson Center representative, a consumer, and a family member.

- **Nursing Facility Transitions:** This workgroup is responsible for the design of the new Transition Coordination demonstration service to be provided to consumers that wish to return to the community. This includes development of the processes, assessments, referral procedures, transition plans, forms, and policies necessary for successful transitioning to occur. Operational protocol related demonstration policy and procedures that address transitions from a nursing facility are the responsibly of this workgroup.

**Membership includes representatives of the following groups/agencies:**

HCBS Case Managers, Long Term Care Social Workers, Long Term Ombudsmen, Regional Aging Services Program Administration, ND Protection and Advocacy, IPAT, three consumers, Representatives of the Four Centers for Independent Living, Outreach Worker, Burleigh County Senior Adults Program, ND Public Health, and two consumers.

- **Life Skills and Transition Center/Community ICF/ID Transitions:** This workgroup is responsible for the MFP operational protocol related implementation policies and procedures for all transitions from the Life Skills and Transition Center and Community ICF/ID facilities.

**Membership includes representatives of the following groups/agencies:**

Developmental Disabilities State Office personal, ND Association of Community Facilities representative, DD Case Management, ND Life Skills and Transition Center representatives, MFP Program Administrator, The ARC of ND, Protection and Advocacy of ND and the Life Skills and Transition Center Transition Team and Committees, and one family member.

- **Housing:** The MFP Housing workgroup is functioning as part of the Housing Alliance of North Dakota (HAND). This workgroup is responsible for the development of the strategies to assure that MFP participants have available, affordable, and accessible housing options. In addition, the operational protocol related to housing is the responsibility of this workgroup. Implementation of the housing strategies are also addressed.

The North Dakota MFP State Housing Facilitator and the MFP Regional Consumer Housing Resource Specialists work collaboratively with the Housing Alliance of North Dakota and MFP Housing workgroup members.

Membership includes representatives of the following groups/agencies: ND Protection and Advocacy, ND Community Action Association, County Housing Authorities, ND Housing Finance Agency (NDHFA), ND Dept of Commerce-Division of Community Service, Long Care Association-Assisted Living Facility Representative, IPAT Coordinator, Center for Independent Living representative, MFP Program Administrator, Community Works Housing Coordinator, Medicaid Infrastructure Grant Housing Task Force Representative

- **Quality Assurance:** This workgroup is responsible for the development of the operational protocol related to quality for transitions from nursing facilities and the Life Skills and Transition Center/Community ICF/ID facilities. This includes addressing the required waiver quality assurance requirements and the three additional quality requirements of Incident management, 24-hour backup, and risk mitigation. This committee is responsible for the implementation of the demonstration service of 24 hour on call nursing services for all MFP participants.
- **Membership includes representatives of the following groups/agencies:** ND Protection and Advocacy, Department of Human Services, Medical Services

Division-HCBS Waiver, Long Term Care Association-Nursing Facility Quality Assurance Representative, HCBS Case Management, County Social Services Administration, ND Association of Community Facilities, Department of Human Services, Developmental Disabilities, Life Skills and Transition Center, ND Association for Home Care, Vocational Rehabilitation, MFP Grant Program Administration, and the ND Department of Health (State Survey Organization)

## Life Skills and Transition Center – Transition to the Community Task Force

The Department convened a task force of stakeholders in 2005 to prepare a plan in response to the mandate from North Dakota House Bill 1012 – Section 16, to transfer appropriate Life Skills and Transition Center residents to communities. The Superintendent of the Life Skills and Transition Center chairs the task force and task force members include Department staff, community providers, advocates and family members. As a result of input from task force members, a statewide needs survey, and onsite stakeholder input sessions conducted in each of the eight state regional service areas, the task force determined community capacity needs to be built and resources need to be expanded in order to meet the current and projected needs of individuals in the community.

Recommended action steps developed by the task force to accomplish the transitioning of people to the community include: a community placement plan for each individual residing at the Life Skills and Transition Center; a statewide crisis prevention and response system that is based on a “zero reject” model; increased need for crisis intervention services including crisis beds, out-of-home crisis residential services, in-home technical assistance, follow-along services after out-of-home crisis residential services placement, and enhanced training for community professional and direct care staff; increased consultation consisting of behavioral planning and oversight, sexual health, psychiatric and psychological issues. The Transition Task Force is acting in conjunction with the MFP demonstration grant to accomplish these goals. The MFP Grant Program Administrator is now a member of this task force and the recommendation for service system improvements to meet the support needs of persons with a developmental disability are addressed to the extent possible within the operational protocol of the MFP Demonstration Grant.

## Other Stakeholder Involvement

The ND Association Community Facilities conducted a Developmental Disabilities stakeholder meeting in January of 2008 using grant money provide by the ND Council on Developmental Disabilities for the purpose of identifying system improvements. The information from these meetings have been addressed by the MFP Stakeholder Committee and the Transitions to the Community Task Force.

## Legislative Partnership Committee

This committee has also been established by stakeholders involved in the provision of services to persons with a developmental disability. The Committee includes state legislative representatives, Life Skills and Transition Center personal, Parent representatives, Consumer representatives, Guardianship provider representatives, Direct support professionals, ND Association of Community Facility representative, ARC of ND representatives, Developmental Disabilities Division Central Office representatives, ND Protection and Advocacy, ND Disabilities Advocacy Consortium representative, ND State Council on Developmental Disabilities, and the MFP Grant Program Administrator. The purpose of this committee is to assist state leadership to plan and respond to the support service needs of people who have a developmental disability. The group shares information directly with the Director of the Department of Human Services and the Governor's Office of ND. The findings of this committee are addressed by the MFP Stakeholder Committee and the Life Skills and Transition Center/ICF/ID Transitions workgroup.

## Long Term Care Association

Six LTC Association regional meetings afforded the opportunity for significant input from nursing facility administrators, NF Directors of Nursing, and Social Service Staff related to the implementation of the grant. This information resulted in changes to the referral and notification process. The Long-Term Care Social Workers of ND provided input during MFP training and representation on the MFP Stakeholder Committee.

## Home and Community Based Services

The ND Adult Services Committee, the County Social Services Directors Association, and two Regional Councils on Aging met with the MFP Program Administrator and have provided direction and insight into the needs of persons that are elderly or that have a physical disability and are in need of HCBS in the community. Representatives of all of these groups participate in the MFP Stakeholder Committee.

## MFP Benchmark-Stakeholder Group

To assist in rebalancing the state's long-term care system, the stakeholder committee was created and has been led by the project manager for MFP. The committee is comprised of individuals representing Governor's Olmstead Commission, Home Health, Housing Finance Agency, CIL's, Public Health, Senior Centers, Older American Act Providers, County Social Service Board Directors, Long Term Care Association, North Dakota Center for Persons with Disabilities, licensed DD community providers, and other interested parties.

The committee's purpose is to educate consumers of rebalancing efforts, provide information to the Resource Link on available resources, and identify activities and services lacking in communities. Additionally, the committee has developed a plan of action to enhance services in underserved areas of the state. Ongoing activities and accomplishments of the committee, educational resources made available to the public, as well as, rebalancing efforts enhanced, improved or implemented based on recommendations by the committee are reported annually or as requested by the grantor. The ND MFP Stakeholder Committee was created to meet this Benchmark. The Committee also collaborates with the Aging and Disabilities Resource Center staff to meet the goals of this benchmark

#### Prior Stakeholder Contributions:

Information for development of the MFP demonstration was obtained from the Department's Systems Transformation work group consisting of consumers, Older Americans Act (OAA) service providers, county social service boards, AARP, Protection & Advocacy, Independent Living Centers, North Dakota Long Term Care Association, North Dakota Disabilities Consortium, local housing authorities, waiver service providers, and Department staff. Additional information was obtained through statewide Department stakeholder meetings and Aging Services/HCBS state input hearings. Other state agencies and divisions that have contributed in identifying service needs or providing information are Indian Affairs Commission, Health Department, Minot State University, Division of Mental Health & Substance Abuse, Disabilities Services Division, Aging Services Division, Vocational Rehabilitation, Civil Rights Office, and Legal Services Division. Input from advocates continue to address efforts of the Systems Transformation work group, as well as from stakeholder meetings held at least annually to obtain input on waived services.

## B.5 Benefits and Services

### Target Population

The target population consists of North Dakotans who are currently residing in a nursing facility, a qualified hospital setting, the ND Life Skills and Transition Center, or in a community based ICF/ID for a period of 3 months or more, are receiving Medicaid, meet institutional level of care screening requirements at time of admission to the institution, have been determined to be Medicaid eligible for one day immediately prior to transition, and are from one of the following populations:

1. Intellectual and Developmental Disabilities
2. Persons with a Physical Disability/Traumatic Brain Injury
3. Elderly (65 or older)
4. Children with a Disability or Autism

### Institutions

Institutions covered in the ND Demonstration project include all skilled nursing facilities, qualified hospitals, community ICF/ID facilities, and the ND State Life Skills and Transition Center. The State also assists with transitions from Psychiatric Residential Treatment Facilities on a case by case basis.

### Qualified Residences to Which Persons Are Transitioned

- A home owned or leased by the individual or the individual's family member;
- An apartment with an individual lease, with lockable access and egress, and which includes living, sleeping, bathing, and cooking areas over which the individual or the individual's family has domain and control; and
- A residence, in a community-based residential setting, to include Adult Foster Care or a Community Group Home of 4 or less individuals.

Individuals targeted are those with a desire to transition from an institutional care setting to a home or community-based services setting. Services will be provided by the various human service program including but limited to 1915(c) Waiver programs, Medicaid State Plan-Personal Care, mental health services through regional human service centers provided at this time.

## Money Follows the Person Demonstration Services for Persons with a Physical Disability or an Elder

Waiver for HCB Services assists individuals to return or remain in their own homes or communities. Individuals must be Medicaid eligible, meet NF LOC criteria, voluntarily choose to participate in the programs, and must be age 16 or over.

### Home and Community Based Services Waiver Services

This waiver helps eligible individuals who would otherwise require nursing home services to return or remain in their homes or communities. It gives eligible people options, if their needs can be met in their homes.

#### Eligibility Requirements:

- To qualify for services under the HCBS Waiver program, an individual must be:
- A [Medicaid](#) recipient (meets Medicaid income and other eligibility requirements), and
- Screened at nursing facility level-of-care, and
- At least 18 years of age OR disabled by Social Security Disability criteria, and
- Living in his or her own home or apartment (not in dormitory or other group housing), and
- Able to have his or her service/care need(s) met within the scope of this waiver

#### Covered Services:

- Adult Day Care - Provides at least three hours per day of attended care in a group setting
- Adult Foster Care - Provides a safe, supervised family living environment, 24-hour per day in a state licensed setting
- Case Management - Assesses needs; helps with care planning, provider selection, referrals and service monitoring
- Chore Service - Includes snow removal and heavy cleaning
- Emergency Response System (Lifeline) - Provides telephone emergency response
- Environmental Modification - (Limited) Modifies the home to enhance the client's independence
- Homemaker Service - Provides house cleaning, laundry, and/or meal preparation services
- Non-Medical Transportation - Transports or escorts client for essential needs such as grocery shopping, social security office visit, etc.

- Residential Care - Services provided in a facility in which at least five (5) unrelated adults reside, and in which personal care, therapeutic, social, and recreational programming are provided in conjunction with shelter. This service includes 24-hour on-site response staff to meet scheduled and unpredictable needs and to provide supervision, safety, and security
- Respite Care - Provides temporary relief to full-time caregivers
- Specialized Equipment - Provides special equipment reducing the need for human help
- Home Delivered Meals-(7) days per week – The purpose of home delivered meals is to provide a well-balanced meal to individuals who live alone and are unable to prepare an adequate meal for themselves, or who live with an individual who is unable to not available to prepare an adequate meal for the recipient. At a minimum, each meal must meet the most current meal pattern established by the United States Department of Agriculture’s (USDA) Dietary Guidelines for Older Americans.
  - Services Eligibility Criteria – The individual receiving the home delivered mail will meet the following criteria:
    - Must be eligible for the Medicaid Waiver for Home and Community Based Services
    - Must not be eligible to receive home delivered meals under the Older Americans Act
    - Lives alone and is unable to prepare an adequate meal of lives with someone who is unable to or unavailable to prepare an adequate meal.
  - Service Limits – Recipients cannot receive more than (7) hot or frozen home delivered meals per week.
  - The individual will continue to receive home delivered meals under the waiver post demonstration period contingent on waiver eligibility.
- Extended Personal Care-Assistance with Medication
- Supported Employment Services - Provision of intensive, ongoing support to individuals to perform in a work setting with adaptations, supervision, and training relating to the person's disability. This would not include supervisory or training activities provided in a typical business setting. This service is conducted in a work setting, mainly in a work site in which persons without disabilities are employed
- Transitional Living Service - Services that train people to live with greater independence in their own homes. This includes training, supervision, or assistance to the individual with self-care, communication skills, socialization, sensory/motor development, reduction/elimination of maladaptive behavior, community living, and mobility.
- Supervision – Up to 24 hours of supervision may be provided to individuals who because of their impairments need monitoring to assure their continued health and safety.

## MANAGED CARE

### Program of All-inclusive Care for the Elderly (PACE)

PACE programs provide a comprehensive service delivery system which includes all needed preventive, primary, acute and long-term care services so that individuals can continue living in the community. The PACE program becomes the sole source of services for Medicare and Medicaid eligible enrollees. For most participants, the comprehensive service package permits them to continue living at home while receiving services. Providers assume full financial risk for participants' care without limits on amount, duration, or scope of service

### What is PACE

PACE programs provide a comprehensive service delivery system. This system includes:

- All Health and Preventive Benefits
- Hospital and Physician Services
- Home-Health Care and Personal Care
- Dental and Optical Care
- Pharmaceuticals
- Meals and Nutritional Counseling
- and Health Related Transportation

This comprehensive package permits elderly individuals and other persons with disabilities who qualify for nursing home level of care the ability to continue living at home.

PACE services are primarily provided in an adult health center, supplemented by in-home and referral services in accordance with a participant's needs.

### Eligibility Requirements:

In order to qualify for PACE participants must:

- Be a Medicare or Medicaid enrollee who is age 55 or older
- Be eligible for nursing home level of care,
- Be able to live safely in the community when you join with the help of PACE services
- Live in a PACE service area

PACE programs receive a fixed amount of money per person, per month from a participant's state Medicaid and/or Medicare program. (Medicare funds come through a risk adjusted formula in which the program receives more for sicker enrollees).

Once enrolled, the PACE program becomes the participant's insurer and care provider and is obliged to pay for all of the participant's medical care from the point of enrollment forward.

Once enrolled into PACE, a team of health care professionals from different disciplines assesses each participant's needs and develops a care plan with the involvement of the participant and family members. This care-plan is continually monitored for changes in the needs of the participant. PACE is a voluntary program and a participant can disenroll at any time.

PACE provides another option for those individuals who are able to remain in the home with assistance. PACE also focuses on preventive care, promoting independence and health (through therapies, activities, nutrition, and on-going care-coordination), and for those established PACE sites, working toward a reduction in hospital inpatient utilization, maintaining participants in the home setting and out of nursing homes.

### Covered Services:

The emphasis of the PACE program is on enabling participants to remain in their community and enhancing their quality of life. A team of health care professionals from different disciplines assesses each participant's needs, develops a care plan, and delivers all services (including acute care and nursing facility services if necessary). Minimum services that must be provided in the PACE center include primary care services, social services, restorative therapies, personal care and supportive services, nutritional counseling, recreational therapy, and meals. The services are provided primarily in an adult health center, supplemented by in-home and referral services in accordance with a participant's needs. PACE is a voluntary program.

### **Location:**

The Northland Healthcare Alliance has developed two PACE organizations in North Dakota. They are located in Bismarck and Dickinson. The Bismarck PACE program is able to serve 150 enrollees and Dickinson is able to serve 25 enrollees.

- North Dakota Technology Dependent Waiver assists individuals to remain in their own homes or communities. Individuals must be Medicaid eligible, meet NF LOC criteria, voluntarily choose to participate in the programs, dependent on a ventilator for a minimum of 20 hrs per day, medically stable and must be age 18 or over. Fee For Service. (Capacity of three slots)
- Medically Fragile Children Waiver serves children ages 3-18 who would otherwise require nursing home services. Self-Directed. (Capacity of 15 slots)
- Medicaid State Plan-Personal Care (MSP-PC) provides personal care services to assists individuals to remain in their own homes or communities. Individuals must be Medicaid eligible, meet Level A criteria which included impairment in one ADL or impairment in 3 of the following 4 IADLs including meal preparation, laundry, taking medications and housework or Level B criteria which includes meeting Level A criteria and



meeting NF LOC criteria or Level C criteria which includes impairment in 5 ADLs. Fee For Service.

- PACE programs provide a comprehensive service delivery system which includes all needed preventive, primary, acute and long-term care services so that individuals can continue living in the community. The PACE program becomes the sole source of services for Medicare and Medicaid eligible enrollees. For most participants, the comprehensive service package permits them to continue living at home while receiving services. Providers assume full financial risk for participants' care without limits on amount, duration, or scope of service Managed Care/Fee for Service

Additional Services Available for the Elderly and Disabled paid for by other state funding sources

### **Service Payments for the Elderly and Disabled (SPED) new services**

<http://www.nd.gov/dhs/services/adultsaging/homecare1.html>

The SPED program provides services for people who are older or physically disabled and who have difficulty completing tasks that enable them to live independently at home.

#### Eligibility Requirements:

- Liquid assets less than \$50,000
- Impaired in four Activities of Daily Living (ADL's) ( bathing, dressing, toileting, eating, transferring, mobility inside ) OR in five Instrumental Activities of daily Living (IADL's ( meal preparation, housework, laundry, shopping, taking medication, mobility outside the home, transportation, money management, telephone)
- Impairments must have lasted or be expected to last three months or longer OR
- If an individual is younger than age 18, is screened for nursing facility level of care,
- Is not living in an institution, dormitory, or congregate housing
- The need for service is not due to mental illness or an intellectual disability, and the individual is capable of directing his or her own care or has legally responsible party, and has needs within the scope of covered services

#### Covered Services Include:

- Adult Foster Care - Provides a safe, supervised family living environment, 24-hours per day in a state licensed setting

- Case Management - Assesses needs, helps with care planning, provider selection, referrals, and service monitoring
- Chore Service - Includes snow removal and heavy cleaning
- Emergency Response System (Lifeline) - Provides telephone emergency response
- Environmental Modifications- (Limited) Modifies the home to enhance client independence (e.g. install safety rails)
- Family Home Care - Reimburses a family caregiver who meets the relationship requirements defined by state law and resides in a client's home 24-hours per day
- Homemaker - Provides house cleaning, laundry, and/or meal preparation services
- Personal Care - Helps with bathing, dressing, transferring, toileting, and supervision
- Home Delivered Meals-(7) days per week – The purpose of home delivered meals is to provide a well-balanced meal to individuals who live alone and are unable to prepare an adequate meal for themselves, or who live with an individual who is unable to not available to prepare an adequate meal for the recipient. At a minimum, each meal must meet the most current meal pattern established by the United States Department of Agriculture’s (USDA) Dietary Guidelines for Older Americans.
  - Services Eligibility Criteria – The individual receiving the home delivered meal will meet the following criteria:
    - Must be eligible for the Medicaid Waiver for Home and Community Based Services
    - Must not be eligible to receive home delivered meals under the Older Americans Act
- Extended Personal Care-Assistance with Medication

**Expanded Service Payments for the Elderly and Disabled (EX SPED).**

<http://www.nd.gov/dhs/services/adultsaging/homecare2.html>

The Expanded-SPED program pays for in-home and community-based services for people who would otherwise receive care in a licensed basic care facility.

Eligibility Requirements:

- [Medicaid](#) eligible, and
- Receives or is eligible for Social Security Income (SSI), and
- Is not severely impaired in the Activities of Daily Living of toileting, transferring, eating, and
- Is impaired in three of four Instrumental Activities of daily Living: meal preparation, housework, laundry, or taking medications OR

- Has health, welfare, or safety needs, including supervision or structured environment, otherwise requiring care in a basic care facility, and
- Is not living in an institution or dormitory, and has needs within the scope of covered service

Covered Services Include:

- Adult Foster Care - Provides a safe, supervised family living environment, 24 - hours per day in a state-licensed setting
- Case Management - Assesses needs, helps with care planning, provider selection, referrals, and service monitoring
- Chore Service - Includes snow removal and heavy cleaning
- Emergency Response System (Lifeline) - Provides telephone emergency response
- Environmental Modifications (Limited) - Modifies the home to enhance client independence (e.g. install safety rails)
- Family Home Care - Reimburses a family caregiver who meets the relationship requirements defined by state law and resides in a client's home 24-hours per day
- Homemaker - Provides house cleaning, laundry, and/or meal preparation services
- Respite Care - Provides temporary relief to the full-time caregiver
- Home Delivered Meals-(7) days per week – The purpose of home delivered meals is to provide a well-balanced meal to individuals who live alone and are unable to prepare an adequate meal for themselves, or who live with an individual who is unable to not available to prepare an adequate meal for the recipient. At a minimum, each meal must meet the most current meal pattern established by the United States Department of Agriculture’s (USDA) Dietary Guidelines for Older Americans.
  - Services Eligibility Criteria – The individual receiving the home delivered mail will meet the following criteria:
    - Must be eligible for the Medicaid Waiver for Home and Community Based Services
    - Must not be eligible to receive home delivered meals under the Older Americans Act

Money Follows the Person Demonstration Services for Persons with a Developmental Disability

ND is utilizing the current Developmental Disabilities service system to facilitate transitions from the Life Skills and Transition Center and community ICF/ID facilities. During the MFP demonstration period the consumer’s DD Program Manager has continued in their role as service broker however, they additionally manage the MFP

specific transition responsibilities. These responsibilities include the provision of MFP program and rights related information to consumers/family/legal decision makers, securing MFP consent to participate documents, facilitating completion of transition plans that include risk mitigation and 24 hour backup planning, assuring transitions to qualified residences, facilitating applications for Transition Assistance and supplemental Transition Assistance services for one time transition costs, and ongoing case management follow-up after transition.

In addition, the Life Skills and Transition Center Social Worker acts as the primary contact person at the Center. The social worker provides information to consumers or their family/legal decision maker about MFP demonstration services and supplemental services. The worker assures the provision or rights information, eligibility requirements are met, support planning is completed, and consent documentation is in place prior to a participant's transition to a community provider.

### Qualified Home and Community-Based Services Available to Individuals with a Developmental Disability through the Demonstration Program

Residential Habilitation-Residential Habilitation consists of an integrated array of individually designed training activities, assistance and supervision. Residential Habilitation is provided in licensed/unlicensed community residential settings that include Adult Foster Care or Family Foster Care licensed homes, group homes and homes leased, owned or controlled by individuals.

- Residential Habilitation includes:
  - (1) Habilitation Services aimed at assisting the participant to acquire, improve, and retain skills in self-help, general household management and meal preparation, personal finance management, socialization and other adaptive areas. Training outcomes focus on allowing the participant to improve his/her ability to reside as independently as possible in the community.
  - (2) Assistance in activities of daily living when the participant is dependent on others to ensure health and safety.
  - (3) Assistance, support, supervision and monitoring that allow the individual to participate in home life or community activities.

Residential Habilitation is provided in the following settings:

"Congregate care" means a specialized program to serve elderly individuals with developmental disabilities whose health and medical conditions are stable and

do not require continued nursing and medical care and are served within a community group-living arrangement.

"Minimally supervised living arrangements" means either:

- a. A group home with an available client adviser; or
- b. A community complex that provides self-contained rented units with an available client adviser.

"Transitional Community Living Facility" means a residence for clients with individualized programs consisting of social, community integration, and daily living skills development preliminary to entry into less restrictive settings.

"Supported Living Arrangement" means a program providing a variety of types of living arrangements that enable individuals with disabilities to have choice and options comparable to those available to the general population. Clients entering this service shall have the effects of any skill deficits subject to mitigation by the provision of individualized training and follow-along services.

"Individualized Supported Living Arrangements" means a residential support services option in which services are contracted for a client based on individualized needs resulting in an individualized rate setting process and are provided to a client in a residence rented or owned by the client.

"Family Care Option III" is an individual support provided in an apartment for adolescents or young adults who are unable to live in a family home setting. In exceptional circumstances this service may support younger children in order to maintain them in their home community. This service also focuses on close communication and coordination with families and the school system during the transition period.

- (1) Residential Habilitation may include professional services not available as a state plan service, as needed to meet health and welfare needs of recipients. This may include behavior management, nursing, or dietetics. Behavior management services do not duplicate state plan services as services include ongoing development, application, and monitoring of behavior management plans for individuals and training of direct service staff. Psychology services reimbursable under the Medicaid state plan include only evaluation and psychotherapy by a licensed clinical psychologist. Behavior management under Behavior Consultation services in the waiver is not available to Residential Habilitation recipients as that service is limited to individuals living in a family home. Dietician services are not state plan services. Staff employed or contracted by provider agencies must meet licensure or certification appropriate to their scope of practice according to North Dakota Century Code Title 43. Professional services included as part of a rate are not billable as a discrete service

Day Habilitation/Supports – Day Supports provide assistance to the participant with acquisition, retention, or improvement in self-help, socialization and adaptive skills. Day Supports are furnished in a non-residential setting, separate from the home or facility where the participant resides, but may be furnished in the individual's home during traditional Day Supports schedules if the individual(s)' needs preclude traveling from the home on a regular basis. Day Supports focus on enabling the individual to attain or maintain his or her maximum functional level and are coordinated with any physical, occupational, or speech therapies listed in the Person-Centered Support Plan. Participants may receive Day Supports outside the facility as long as the outcomes are consistent with the habilitation described in the Person-Centered Support Plan and the service originates from the licensed day program. This service is limited to individuals who have exhausted eligibility for services under the Individuals with Disabilities Education Act unless enrolled in a school district pursuant to an interdepartmental plan of transition. This service may not duplicate services provided under Extended Services, Adult Day Health, or Residential Habilitation.

Supported Employment/ Extended Services – Extended Services is ongoing support for an individual in supported employment upon completion of training and stabilization in employment; providing on or off the job employment-related support for individuals needing intervention to assist them in maintaining employment. This may include job development, replacement in the event of job loss, and, must include a minimum of two onsite job skills training contacts per month and other support services as needed to maintain employment. It may also mean providing other support services at or away from the worksite. If offsite monitoring is appropriate, it must, at a minimum, consist of two meetings with the individual and one contact with the employer each month.

Supported employment/ Extended Services does not include training and services available to an individual through the Rehabilitation Act of 1973 or IDEA. Supports provided for individuals employed in the community.

Homemaker – Services consisting of general household activities (meal preparation and routine household care) provided by a trained homemaker when the individual regularly responsible for these activities is unable to manage the home and care for him or herself. Homemakers shall meet such standards of education and training as established by the State for the provision of these activities.

Adult Foster Care – Adult Foster Care is a licensed home where residential support services are provided in a family home atmosphere with not more than 4 people. Services include preparation of meals, general housekeeping, medication assistance, personal care assistance, and assistance to access the community and social and leisure activities.

## Adult Day Health

Services furnished 3 or more hours per day on a regularly scheduled basis, for one or more days per week, in an outpatient setting of a health care facility or community-based setting, encompassing either health and social services needed to ensure the optimal functioning of the individual. Meals provided as part of these services shall not constitute a "full nutritional regimen" (3 meals per day). Physical, occupational and speech therapies indicated in the Person-Centered Plan may be furnished as a component of this service if the provider is licensed according to NDCC 43-26.1, 43-40, and/or 43-37 as applicable to the therapies provided.

The cost of transportation from the individual's residence to the Adult Day Health program is included in the rate paid to providers of Adult Day Health services if the provider elects to include transportation in the rate.

This service is limited to individuals who have exhausted eligibility for services under the Individuals with Disabilities Education Act unless enrolled in a school district pursuant to an interdepartmental plan of transition.

This service shall not be furnished/billed at the same time of day as Extended Services, or Family Support Services

Self-Directed Supports – the opportunity to direct a fixed amount of public resources in a flexible manner that is meaningful and helpful in achieving personally defined goals so the individual may remain in the family residence or in their own home.

Personal Care Services – allow the individual to live as independently as possible while delaying or preventing the need for institutionalization.

Extended Home Health Care-Home Health Care is an Extended State Plan Service which is available when an eligible participant living with a primary caregiver has maximized the amount of service available under the State Plan. The Person-Centered Plan must address health and safety issues and support Home Health Care as a service necessary in order for the eligible participant to remain in a family home setting in their community. This service is not available to participants receiving Residential Habilitation.

Behavioral Consultation-Behavior Consultation Services provide expertise, training and technical assistance to assist primary caregivers, in-home support staff and other natural supports. Activities covered are: (1) Observing the participant to determine needs; (2) Assessing any current interventions for effectiveness; (3) Developing a written intervention plan; (4) Intervention plan will clearly delineate the interventions, activities and expected outcomes to be carried out by family members, support staff and natural supports; (5) Training of relevant persons to implement the specific interventions/support techniques delineated in the intervention plan and to observe, record data and monitor implementation of therapeutic interventions/support strategies; (6) Reviewing documentation and evaluating the activities conducted by relevant persons as delineated in the intervention plan with revision of that plan as needed to assure progress toward achievement of outcomes; (7) Training and technical assistance

to relevant persons to instruct them on the implementation of the participant's intervention plan; and/or (8) Participating in team meetings. Behavior Consultation excludes services provided through the Medicaid State Plan or the IEP. This service is only available for individuals living in a family home. Environmental

Environmental Supports/Modifications-Home Modifications are physical modifications to a private residence that are necessary to ensure the health, welfare, and safety of the participant or to enhance the participant's level of independence. A private residence is a home owned or rented by the participant or their family (natural, adoptive, or foster family). Only items that are portable may be purchased for use by a participant who lives in a residence rented by the participant or his/her family. This service covers purchases, installation, maintenance, and as necessary, the repair of home modifications required to enable participants to increase, maintain or improve their functional capacity to perform daily life tasks that would not be possible otherwise. A written recommendation by an appropriate professional is obtained to ensure that the equipment will meet the needs of the participant.

Items that are not of direct or remedial benefit to the participant are excluded from this service. Repair of equipment is covered for items purchased through the waiver or purchased prior to waiver participation, as long as the item is identified within this service definition and the cost of the repair does not exceed the cost of purchasing a replacement piece of equipment. The waiver participant or his/her family must own any equipment that is repaired.

Covered Modifications are:

1. Ramps and Portable Ramps
2. Grab Bars
3. Handrails
4. Lifts, elevators, manual, or other electronic lifts, including portable lifts or lift systems that are used inside a participant's home
5. Porch stair lifts
6. Modifications and/or additions to bathroom facilities
  - a. Roll in shower
  - b. Sink modifications
  - c. Bathtub modifications/grab bars
  - d. Toilet modifications
  - e. Water faucet controls
7. Widening of doorways/hallways, turnaround space modifications for improved access and ease of mobility, excluding locks
8. Specialized accessibility/safety adaptations/additions
  - a. Electrical wiring
  - b. Fire/safety adaptations, including alarms
  - c. Shatterproof windows
  - d. Floor coverings for ease of ambulation
  - e. Modifications to meet egress regulations
  - f. Automatic door openers/doorbells

- g. Voice activated, light activated, motor activated electronic devices to control the participant's home environment
- h. Medically necessary portable heating and/or cooling adaptation to be limited to one unit per participant
- i. Stationary built-in therapeutic tables

Adaptations that add to the total square footage of the home are excluded from this benefit except when necessary to complete an adaptation (e.g., in order to improve entrance/egress to a residence or to configure a bathroom to accommodate a wheelchair).

Central air conditioning; plumbing; swimming pools; service and maintenance contracts and extended warranties are not covered. Equipment or supplies purchased for exclusive use at the school/home school are not covered. Waiver funding will not be used to replace equipment that has not been reasonably cared for and maintained.

For individuals living in a private residence who are supported by a licensed residential provider, environmental modifications/supports will be authorized only if resulting in a cost-effective reduction of staff support.

Vehicle Modifications are devices, service or controls that enable participants to increase their independence or physical safety by enabling their safe transport in and around the community. The installation, repair, and maintenance of these items are included. The waiver participant or his/her family must own or lease the vehicle. The vehicle must be covered under an automobile insurance policy that provides coverage sufficient to replace the adaptation in the event of an accident. Modifications do not include the cost of the vehicle or lease itself. There must be a written recommendation by an appropriate professional that the modification will meet the needs of the participant. All items must meet applicable standards of manufacture, design, and installation. Installation must be performed by the adaptive equipment manufacturer's authorized dealer according to the manufacturer's installation instructions, National Mobility Equipment Dealer's Association, Society of Automotive Engineers, National Highway and/or Traffic Safety Administration guidelines. Repair of equipment is covered for items purchased through the waiver or purchased prior to waiver participation, as long as the item is identified within this service definition and the cost of the repair does not exceed the cost of purchasing a replacement piece of equipment.

Covered Modifications are:

1. Door modifications
2. Installation of raised roof or related alterations to existing raised roof system to increase head clearance
3. Lifting devices
4. Devices for securing wheelchairs or scooters
5. Handrails and grab bars

6. Seating modifications
7. Lowering of the floor of the vehicle
8. Safety/security modification

The cost of renting/leasing a vehicle with adaptations; service and maintenance contracts and extended warranties; and adaptations purchased for exclusive use at the school/home school are not covered.

To receive this service you must be living in a family home.

Equipment and Supplies-Funds may be accessed to meet the excess disability related expenses associated with maintaining an eligible consumer in their primary caregiver's home. Equipment and Supplies enable an individual living with a primary caregiver, to remain in and be supported in their family home (i.e. the home of their primary caregiver), preventing or delaying unwanted out of home placement. Individual needs identified through the person-centered planning process in the following areas could be addressed through the individual budget process if the service is not covered in the Medicaid State Plan:

Examples of Equipment and Supplies not included in the Medicaid State Plan include: (a) devices, controls, or appliances, specified in the plan of care, that enable participants to increase their ability to perform activities of daily living; (b) devices, controls, or appliances that enable the participant to perceive, control, or communicate with the environment in which they live; (c) items necessary for life support or to address physical conditions along with ancillary supplies and equipment necessary to the proper functioning of such items; (d) Assistive technology device means an item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of participants. Assistive technology service means a service that directly assists a participant in the selection, acquisition, or use of an assistive technology device. Assistive technology includes: 1) the evaluation of the assistive technology needs of a participant, including a functional evaluation of the impact of the provision of appropriate assistive technology and appropriate services to the participant in the customary environment of the participant; 2) services consisting of purchasing, leasing, or otherwise providing for the acquisition of assistive technology devices for participants; 3) services consisting of selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices; 4) coordination and use of necessary therapies, interventions, or services with assistive technology devices, such as therapies, interventions, or services associated with other services in the service plan; 5) training or technical assistance for the participant, or, where appropriate, the family members, guardians, advocates, or authorized representatives of the participant; and 6) training or technical assistance for professionals or other individuals who provide services to, employ, or are otherwise substantially involved in the major life functions of participants; and (e) Personal Emergency Response System is an electronic device that enables waiver participants to secure help in an emergency.

The participant may also wear a portable "help" button to allow for mobility. The system is connected to the participant's phone and programmed to signal a response center once a "help" button is activated. The response center is staffed by trained professionals, as specified herein. Installation, upkeep and maintenance of devices/systems are provided.

Items reimbursed with waiver funds are in addition to any equipment and supplies furnished under the State plan and exclude those items that are not of direct benefit to the participant. All items shall meet applicable standards of manufacture, design and installation.

To receive this service, eligible consumers must be living in a family home.

In-Home Supports-Services-In-Home Supports (IHS) enable an individual with a disability, who so desires, to remain in and be supported in their family home and community. IHS is intended to support both the family member with a disability and to permit the rest of the family to live as much like other families as possible with the intent of preventing or delaying unwanted out of home placement. The eligible client must be living with their primary caregiver. IHS benefits the eligible client by supporting their primary caregiver in meeting the needs of the eligible client within their daily and community routines. Support is provided as physical or verbal assistance or prompts to: complete activities such as eating, drinking, toileting and physical functioning; improve and maintain mobility and physical functioning; maintain health and personal safety; carry out household chores and preparation of snacks and meals; communicate, including use of assistive technology; make choices, show preference, and have opportunities for satisfying those interests; develop and maintain personal relationships; pursue interests and enhance competencies in play, pastimes and avocation; and aid involvement in family routines and participation in community experiences and activities.

IHS is available while the primary care is present or absent due to work or school. IHS is also available to provide the primary caregiver temporary relief from the demands of supporting their family member with a disability (Respite). The eligible client will be supported in the home in which they live or in the home of the relief care provider if the home is approved by the legal decision maker. IHS may also be provided on a part time or full-time basis in the home of a relief care provider if the home meets the standards of a licensed foster care home.

Participants not eligible for Day Supports as they are receiving IEP services and not eligible for day care due to age (12 years of age or older) may receive enhanced non-facility based IHS with not more than two other participants. Enhanced In-Home support is designed to provide individualized after school and school break activities that support the participant's natural learning opportunities within their daily family home routines and opportunities for integration in their community with persons who are not disabled. This service does not take place in licensed facilities. The service is designed

to offer the participant the opportunity to develop meaningful skills and community relationships with non-disabled individuals. Services are designed to promote maximum participation in community life while developing natural supports within integrated settings. This service enables the participant to increase or maintain their capacity for independence and develop social roles valued by non-disabled members of the community.

In Home Support also includes Family Care Option which is provided on a part time (was FCO I) or full-time basis (was FCO II) in a family home that meets the standards of a licensed family or Adult Foster Care home. This service also focuses on close communication and coordination with families and the school system during the transition period.

Individuals providing IHS may not live in the same home as the eligible individual.

IHS supports are not be delivered in group residential settings.

Infant Development-Infant Development is a home-based, family focused service that provides information, support and training to assist families in maximizing their child's development. Early intervention professionals work with primary caregivers to identify and adapt natural learning opportunities that occur during daily family and community routines. Infant Development serves children birth to 3 years of age as they are not eligible for special education services available for children eligible for Part B-619 of IDEA offered through the North Dakota Department of Public Instruction.

- The Infant Development service delivery model is based on research showing that infants and toddlers do not learn in massed trials, but through natural learning opportunities that occur throughout the day.

Parenting Support-Parenting Support assists eligible consumers who are or will be parents in developing appropriate parenting skills. Individual and group training and support will be available. Parents will receive training that is individualized and focused on the health and welfare and developmental needs of their child. Close coordination will be maintained with informal supports and other formal supports. This service is not available if Residential Habilitation is authorized. If the eligible consumer (parent) does not have physical custody or visitation rights, they will not receive individualized child-focused training, but group training and support activities will be provided.

Transportation Costs for Financially Responsible Caregiver- Funds may be accessed to meet the excess transportation costs related to the participant's disability.

Transportation Costs for Financially Responsible Caregivers enable a family member with a disability, to remain in and be supported in their family home (i.e. the home of their primary caregiver), preventing or delaying unwanted out of home placement. Individual needs identified through the person centered planning process in the following areas could be addressed through the individual budget process if the service is not covered in the Medicaid State Plan: transportation expenses such as mileage,

lodging, etc. incurred by family members related to accessing supports identified in the Person Centered Plan, lodging for the eligible client and/or accompanying caregiver will only be allowed when medically necessary or cost effective, the reimbursed amount will not exceed allowed state rates which for out of state travel are based on Federal Guidelines. In addition, lodging will not be reimbursed without a receipt.

Self-Directed Supports – the opportunity to direct a fixed amount of public resources in a flexible manner that is meaningful and helpful in achieving personally defined goals so the individual may remain in the family residence or in their own home including the following services.

Extended Services-Extended Services is ongoing on the job support and intervention necessary for an individual with a disability to maintain employment and for whom competitive employment at or above minimum wage is unlikely without the support and intervention. Support and intervention do not include normal employee orientation and training normally provided to all employees. Support and interventions include assuring health and safety, integration into the workplace, assistance with on the job interpersonal relations, and training and supervision beyond that normally provided by the employer. Transportation is not included as part of this support. The ongoing job support and intervention in this service does not include services available under a program funded under the Rehabilitation Act of 1973 or Public Law 94-142.  
Current Programs Serving Persons with a Developmental Disability

### **Program Title and Summary:**

- MR/DD Waiver which covers individuals of any age with an intellectual disability and/or developmental disabilities that would otherwise require the level of care provided in an intermediate care facility for individuals with an intellectual disability (ICF/ID), and meet ICF/ID Level of Care screening requirements. Fee For Service and Self Directed (ND Combined the traditional and self-directed waivers into one waiver).
- Medicaid State Plan-Personal Care (MSP-PC) provides personal care services to assists individuals to remain in their own homes or communities. Individuals must be Medicaid eligible, meet Level A criteria which included impairment in one ADL or impairment in 3 of the following 4 IADLs including meal preparation, laundry, taking medications and housework or Level B criteria which includes meeting Level A criteria and meeting NF LOC criteria. Fee For Service.

## **B.6 Money Follows the Person Services**

Home and Community Based (Demonstration Services / Supplemental Services for Persons Transitioning from a Nursing Facility)

### **Nursing Facility Transition Coordination (Serving all population groups)**

ND provides the demonstration service of Nursing Facility Transition Coordination to individuals who reside in skilled nursing facilities. This service provides needed supports to assist consumers with transition to a qualified residence of their choice prior to discharge and provide support services for one year following transition. This service is offered statewide. Transition Coordination provide services up to 180 days prior to discharge as a demonstration service and all additional days as a supplemental service through discharge. Transition Coordination is provided as a demonstration services for the term of eligibility post discharge.

The Transition Coordinators educate potential MFP participants about the demonstration services available to assist with transition, secure consent for participation in services, provide MFP rights, appeal, and grant information, complete transition assessments, assist consumers to identify support service needs, communicate transition planning needs/issues during the discharge planning team process, assist consumers with the development of an Independent Living Plan, facilitate consumer preparation for transition, assure risk mitigation and 24 hour backup plans have been developed, and assure that all necessary arrangements have been made for successful transition.

The Transition Coordinator provides consumer support for 365 days following transition to the community. The Independent Living Plan is reviewed with the consumer within 45 days of transition to address any changing support needs of the consumer. The review of the Independent Living plan includes a review of the risk mitigation and 24-hour backup plans. Service delivery is coordinated with the HCBS Case Manager involved with service delivery. Transition Coordinators take the lead case management role during the 365-demonstration period. Visits occur at a minimum of one time monthly for the first six months and every other month the second six months or more frequently as consumer need dictates.

Transition Coordination services is provided by the four Centers for Independent Living serving ND including the Dakota Center for Independent Living of Bismarck; Independence Inc of Minot; Options Resource Center for Independent Living of East Grand Forks; and Freedom Resource Center of Fargo. A contract was developed individually with each of the four Centers that delineates the specific demonstration services to be provided for each MFP participant. The services include outreach to all nursing facilities in their quadrant on a quarterly basis. Outreach services include visiting resident councils, family councils, individual residents, and facility staff.

## **Alternative Post Transition Service Options**

For MFP Participants that have needs that do not meet the comprehensive service package requirements in a 1915(c) waiver and their planning team has determined that their needs could be easily met through other similar state or county funded services or state plan services, MFP Transition Coordination Services is offered as the primary qualifying MFP Service post transition. Transition Coordination would be provided for the entire 365 days of MFP Eligibility. The MFP participants additionally qualify for onetime moving costs offered by the ND Transition Assistance Services that include (rent/utility deposits, furniture, household items, assistive technology, and home modifications.

The Transition Coordinator and the MFP participant continue ongoing review of support needs and consider additional services through a waiver service if needed. A LOC determination is conducted as needed to access waiver service if they were determined needed or would be completed around the 11th or 12th month after transition if waiver services were not needed. If the MFP participant's needs increase during the demonstration period a waiver slot is available.

The Transition Coordinator works in cooperation with the Home and Community Based Waiver Case Managers located in each county to assist the MFP participant in arranging the necessary supports throughout the 365 days of MFP eligibility and with services post MFP eligibility to assure continued successful community living and continuity of care to prevent re-institutionalization.

## **24 Hour on Call Nursing Service (Demonstration Service for all Money Follows the Person Participants)**

To assure 24-hour backup to address health and welfare related needs of all MFP participants, ND contracts for a Nurse Call service. Consumers are able to access the on-call Nursing Telephone Service 24 hours a day. The on-call Nurse assists the consumer by assessing crisis situations, contacting available service providers, and if needed will arrange for someone to go to the consumer's home to assess their situation and provide needed services.

The on-call Nursing Service Agency initiates between 1 to 4 calls per month to do a health, welfare, and safety status review for each MFP consumer. Issues identified during these monthly calls are determined by the consumer and their transition planning team. The Nurse Agency contacts the appropriate entity to address any identified issue for follow-up.

The consumer's Transition Coordinator or DD Program Manager discusses this arrangement with the consumer during initial program application and again when the 24-hour back-up plan is developed. The consumer and their team identify services in the community that will be able to address critical health and welfare needs on a 24-

hour basis and provide this information to the on-call nursing agency. The nursing agency utilizes this information during any call for services from the consumer. The consumer's primary mode of communication is considered when developing the backup plan to assure access to the on-call nursing service. The on-call nursing service end after the 365 days of MFP eligibility.

**Transition Assistance:** (MFP Demonstration Service for all MFP participants)

Transition assistance (previously titled Supplemental Services) is the one-time payment of community set-up expenses for individuals who make the transition from an institution to their own home or apartment in the community. This service includes payments for the following:

- Health and safety technology (not otherwise covered by a HCBS Waiver service before transition)
- Security and utility deposits
- Home modifications (not otherwise covered by a HCBS Waiver service before transition)
- Adaptive equipment (not otherwise covered by a HCBS Waiver service before transition)
- Home/Apartment furnishings-linens, dishes, small appliances, furniture
- Assistive technology devices (not otherwise covered by a HCBS Waiver service before transition)
- One-time modifications for a vehicle owned by the individual (not otherwise covered by a HCBS Waiver service before transition)
- Transition Coordination Services between Consent and 180 days pre-transition and for the term of MFP eligibility post discharge

**Supplemental Transition Assistance:** Supplemental Transition assistance is the one-time payment of community set-up expenses for individuals who make the transition from an institution to their own home or apartment in the community not otherwise covered by North Dakota's MFP Demonstration Services or one of North Dakota's waiver services. Such services include but are not limited to moving expenses (costs related to moving personal belongs and transport of the consumer), payment of past due utility bills, etc.

Supplemental Transition Assistance is provided to all MFP participants. These items or activities include but are not limited to the following:

- Health and safety technology (not otherwise covered by a demonstration service)
- Security and utility deposits
- Home modifications (not otherwise covered by a demonstration service)
- Adaptive equipment (not otherwise covered by a demonstration service)
- Home/Apartment furnishings-linens, dishes, small appliances, furniture
- Assistive technology devices (not otherwise covered by a demonstration service)
- One-time modifications for a vehicle owned by the individual (not otherwise covered by a demonstration service)
- Transition Coordination services provided pre-transition from day 181 to date of discharge.

### **Application Process for Transition Assistance or Supplemental Transition Assistance Services**

The Transition Coordinator, DD Program Manager, or a support service provider assists the consumer in making a request for payment of these items by submitting the Transition Assistance or Supplemental Transition Assistance Services Request Form (Attachment B.5-A) to the MFP Program Administrator for approval. Each MFP participant has up to \$3,000 available to them to assist with transition costs. Requests for funds beyond the \$3,000 allotment will be handled on a case by case basis by the MFP Grant Program Administrator. Alternative funding sources, consumer need, and grant money availability are considered when additional Transition Assistance or Supplemental Transition Assistance Service funds request decision are made. An additional \$200 per MFP participant is available for the Supplemental Transition Assistance Program with more available on a case by case basis as approved by the MFP Program Administrator.

The MFP Program Administrator reviews and approves Transition Assistance and Supplemental Transition Assistance Services requests and returns them to the person or agency that submitted the request. Once approved items are purchased by the agency assisting the consumer. The agency is required to retain receipts for all items purchased and submit a MFP itemized Excel spreadsheet request for reimbursement to the MFP Program Administrator for payment approval. Centers for Independent Living submit the request on the SFN along with their other expenses and copies of their

receipts. DD Providers submit an MFP itemized Excel spreadsheet request for reimbursement detailing the amounts spent for each Service Category and all receipts.

### **Purchase limitations:**

- The MFP Grant does not approve or reimburse for any type of gift cards or similar pre-purchased items. The Supplemental Funds must be used for specific items or activities so that the item purchased can be clearly identified.
- MFP does not approve more than \$300 for the purchase of a television unless medical documentation is provided that demonstrates the need for a larger amount.
- Transition Assistance or Supplemental Transition Services Items purchased for individuals that do not transition will need to be returned when that is possible.
- If the return of an item is not possible it can be retained and used for another MFP consumer. The agency should only request reimbursement for the purchase of that item when the new consumer transitions. In cases where an item cannot be returned or used by another consumer please submit as part of your normal reimbursement request and note that the item could not be returned and could not be used for another consumer.
- Transition Assistance or Supplemental Transition Assistance Service items purchased for an MFP Participant becomes the property of the MFP Participant upon their successful MFP Transition. The MFP participant is free to manage this property any way they see fit once the transition occurs.

### **Transition Adjustment Support-Demonstration Service**

Transition Adjustment Support is provided as a demonstration service. The service provides educational/supervisory assistance to individuals transitioning from nursing facilities to the community beyond the times that they receive either HCBS waiver or MSP-Personal Care services. The individual receives assistance in relearning how to live on their own again. The Individual could receive this support service for all or part of the remainder of the 24 hours per day for a period not to exceed four months. The service is targeted for individuals identified by their transition planning team as needing this level of support to successfully adjust to the demands of independent living. The service is designed to decrease over time until terminated by the end of the four-month period.

The service is designed to meet the specific needs of the individual consumer including addressing need for behavioral health issues, supervision, need for staff at night etc.

A plan of decreasing adjustment assistance needs to be established and submitted to the MFP Program Administrator. The number of hours of service provided to any one individual is negotiated with the MFP Grant Program Administrator on a case by case basis and approved by the HCBS Manager.

**Maximum Hours Available:**

Days 1- 30: 14 Hours per Day  
Days 31-60: 10 Hours per Day  
Days 61-90: 6 Hours per Day  
Days 91-120: 2 Hours per Day

Transition Coordinators submit to the MFP Program Administrator an “Authorization to Provide MFP Transition Adjustment Support Services” outlining the services needed and the plan to decrease hours over the 120-day service period.

The Transition Coordinator reviews the authorization with the consumer and the Qualified Service Provider and secure their signature. Copies of the signed authorization and the Transition Adjustment Support Billing worksheet are to be provided to the Qualified Service Provider. Services start only after the authorization has been signed by the Qualified Service Provider.

The Qualified Services Provider will record the number of hours that they have provided services and the tasks that they assisted the consumer with on the Billing Worksheet and submit these to the MFP Program Administrator monthly.

**Rates/Billing**

The services are provided by a Qualified Services Provider (individual or agency) at the rate established for QSP services by the state of ND. Billing is completed by the individual or agency provider that has been selected by the consumer to provide services.

**Sample Request**

Joe Johnson is requesting use of the MFP Transitional Adjustment Support Program. Jake would like some help from a QSP with: transportation; getting used to doing thing independently; cooking; housekeeping; transitioning back home; and a variety of other tasks. Mr. Johnson would like help Monday, Wednesday, and Fridays. He is requesting 4 hours on each of those days for the first month, 3 hours per day for the second month, 2 hours per day for the third month, and 1 hour per day for the 4 month.

These QSP hours should help Mr. Johnson transition back to independent living more safely and easily.

**Services Requested:**

- Assistance with getting involved with activities in the community.
- Assistance with learning the safest ways to load the dishwasher, laundry, cooking, and other housekeeping tasks.
- Assistance with learning the transit and bus system
- Assistance with unpacking items from her move
- Learning how to develop good shopping habits
- Learn skills on remembering appointments
- Assist in developing safest walking routes.
- Assist with learning how to develop safe bathing skills

**Number of persons to be served:**

Up to six persons receive this level of support each year depending on the total number of nursing facility transitions.

**Rates/Billing**

The service would be provided by a Qualified Services Provider (individual or agency) at the rate established for QSP services by the state of ND. It would be billed to the MFP Grant by the individual or agency provider that has been selected by the consumer to provide services.

**Costs:**

This would be a MFP demonstration service and eligible for the increased FMAP. This would require state matching funds as other MFP demonstration services now require.

**Money Follows the Person Eligibility**

Participants are eligible for demonstration services for a total of 365 days following transition from a qualified institution. Waiver services, State Plan Services, Service Payments for the Elderly and Disabled, and Expanded Service Payments for the Elderly and Disabled will be available on an ongoing basis following the demonstration contingent on the consumer meeting program eligibility requirements.

## Qualified Home and Community Based Services to be Paid at the Enhanced FMAP Match Rate

### HCBS Waiver

- Adult Day Care
- Adult Foster Care
- Case Management
- Chore Service
- Emergency Response System (Lifeline)
- Adult Residential
- Environmental Modification
- Homemaker Service -
- Non-Medical Transportation
- Respite Care
- Specialized Equipment
- Supported Employment Services
- Transitional Living
- Home Delivered Meals
- Extended Personal Care
- Supervision

### Technology Dependent Waiver

- Attendant Care Service
- Case Management

### Program of All-inclusive Care for the Elderly (PACE)

### Medically Fragile Children Waiver

- In-Home Supports
- Institutional Respite
- Transportation
- Equipment and Supplies
- Individual and Family Counseling
- Nutrition Supplements
- Environmental Modifications

### Children's Hospice Waiver

- Case Management
- Skilled Nursing
- Hospice
- Palliative Care
- Respite

- Expressive Therapy
- Grief Counseling
- Equipment & Supplies

### Traditional Individual with Intellectual Disabilities/Developmental Disabilities

waiver, Feb 25, 2015.

<http://www.nd.gov/dhs/Info/pubs/docs/hcbs-waiver-amendment-approved-12-1-2014.pdf>

- Homemaker Services
- Adult Day Health Services
- Adult Foster Care
- Day Habilitation
- Residential Habilitation
- Extended Home Health Care
- In-Home Supports
- Equipment and Supplies
- Infant Development
- Behavior Consultation
- Parenting Support
- Extended Services
- Environmental Supports/Modifications
- Transportation Costs for Financially Responsible Caregiver

### Medicaid State Plan Services that will be paid at the enhanced FMAP rate

- Personal Care Services (All Money Follows the Person participants)

### HCBC demonstration services that will be paid at the enhanced FMAP match rate

- Nursing Facility Transition Coordination (Nursing Facility Transitions Only)

### **All Money Follows the Person Participants**

- 24 Nurse Call Services (All Money Follows the Person participants)
- All services normally provided under one of the state's 1915c waiver programs
- Health and safety technology (not otherwise covered by a HCBS Waiver service before transition)
- Security and utility deposits
- Home modifications (not otherwise covered by a HCBS Waiver service before transition)
- Adaptive equipment (not otherwise covered by a HCBS Waiver service before transition)

- Home/Apartment furnishings-linens, dishes, small appliances, furniture
- Assistive technology devices (not otherwise covered by a HCBS Waiver service before transition)
- One time modifications for a vehicle owned by the individual (not otherwise covered by a HCBS Waiver service before transition)
- Transition Coordination Services between Consent and 180 days per-transition and for the term of MFP eligibility post discharge

Supplemental Demonstration services (for all Money Follows the Person Participants) include but are not limited to the following and will be paid at the regular FMAP rate

- Transition Coordination services provided pre-transition from day 181 to date of discharge
- Supplemental Transition Assistance: Other transition assistance is the one-time payment of community set-up expenses for individuals who make the transition from an institution to their own home or apartment in the community not otherwise covered by North Dakota's MFP Transition Assistance Demonstration Services or one of North Dakota's waiver services. Such services include but are not limited to moving expenses (costs related to moving personal belongs and transport of the consumer), payment of past due utility bills, etc.

Money Follows the Person Demonstration (Services Available by Money Follows the Person Population Group)

Service	MR/DD	Elderly	Physical Disability
<b>HCBS Waiver</b>			
Adult Day Care		x	x
Adult Foster Care		x	x
Chore Service		x	x
Emergency Response System (Lifeline)		x	x
Adult Residential		x	x
Environmental Modification		x	x
Homemaker Service		x	x
Non-Medical Transportation		x	x
Respite Care		x	x
Specialized Equipment		x	x
Supported Employment Services		x	x
Transitional Care		x	x
Supervision		x	x
<b>Technology Dependent Waiver</b>			
Attendant Care Service		x	x
<b>Program of All-inclusive Care for the Elderly (PACE)</b>		X	X
<b>MR/DD Waiver</b>			
Adult Day Health Services	x		
Day Habilitation Services	x		
Extended Services/Supported Employment	X		
Homemaker	X		
Residential Habilitation	X		
Extended Home Health Care	X		
Behavior Consultation	X		
Environmental Supports/Modifications	X		
Equipment and Supplies	X		
Infant Development	X		
Parenting Support	X		
Transpiration Costs for Financially Responsible Caregiver	X		
In-Home Supports	x		
Adult Foster Care	x		
<b>Hospice Waiver</b>			
Case Management	x		
Skilled Nursing			
Hospice			
Palliative Care			
Respite			
Expressive Therapy			
Grief Counseling			
Equipment & Supplies			
<b>Medically Fragile Children Waiver</b>			
In-Home Supports	x		X
Institutional Respite			
Transportation			
Equipment and Supplies			
Pediatric Specialty Service			
Individual and Family Counseling			
Nutrition Supplement			
Environmental Modifications			

## **Transition at Termination of Money Follows the Person Eligibility**

Participants are eligible for demonstration services for a total of 365 days following transition from a qualified institution. 1915(c) Waiver services, State Plan Services, and other state services including Service Payments for the Elderly and Disabled and Expanded Service Payments for the Elderly and Disabled are available on an ongoing basis following the demonstration contingent on the consumer meeting program eligibility requirements.

North Dakota has adequate waiver slot availability to serve all Money Follows the Person participants at the end of their 365-day Money Follows the Person eligibility period. There are no waiting lists for waiver slots at this time and no waiting list has been established during the Money Follows the Person demonstration period.

Prior to discharge from Money Follows the Person demonstration services a level of care screening is completed to assure waiver eligibility. The screening is completed by the waiver service broker prior to Money Follows the Person eligibility termination. If a Money Follows the Person participant, no longer meets nursing facility/ ICF/ID level of care screening requirements other service programs are offered to meet their needs based on eligibility. For persons that are elderly or with a physical disability these services include the ND Service Payments to the Elderly and Disabled and Expanded Service Payments to the Elderly and Disabled, Older Americans Act Services, or Basic Care Services. For persons with a developmental disability these services include Supported Living Arrangement services, ND Service Payments to the Elderly and Disabled and Expanded Service Payments to the Elderly and Disabled, and other generic community services.

Money Follows the Person participants are issued a Notice of Denial or Termination notice by the Money Follows the Person Grant Program Administrator prior to the end of their demonstration participation period or if they are found not to meet the established Money Follows the Person eligibility criteria (See Attachment B.5-B)

## **Appeals**

### **Level of Care Appeals Process**

The individual or legal representative may appeal the Level of Care eligibility decision within 30 days of the date of this notification. If the request for a hearing is received by the appeals supervisor within 10 days from the date of this notice, the funding for services may continue until an appeal decision is reached. However, all costs for services received must be paid back if the appeal is upheld. The individual may represent him/herself in an appeal hearing or may use a legal counsel, relative, friend, or other spokesperson. The reason for the appeal must be submitted in writing to:

Appeals Supervisor  
North Dakota Department of Human Services  
600 East Boulevard Avenue  
Bismarck, North Dakota 58505-0250

The Appeals Supervisor processes administrative appeals. North Dakotans who have been denied public assistance benefits or whose benefits are reduced, terminated, discontinued, or suspended may appeal a decision in certain circumstances. The office also processes other kinds of appeals including foster care and daycare licensing, child abuse and neglect assessments, nursing home transfers and discharges, and rate setting.

An individual dissatisfied with a decision made regarding services may appeal that decision to the Department of Human Services under the fair hearing rules set forth in N.D.A.C. [75-01-03-03](#). An individual must be informed of the right to appeal any actions by the case manager or the department that result in denial, suspension, reduction, discontinuance, or termination care services.

## Closures, Denials, Terminations, and Reductions in Services Policy (HCBS Waiver or State Medicaid State Plan Services)

### 1. Closures

If a client (either new or current client) does not utilize the services authorized in the care plan within a 30-day period of time, the case should close and an [SFN 474](#), Closure/Transfer form, should be forwarded to HCBS Program Administration.

- If services were to be implemented within a few days after the 30th day, contact the HCBS Program Administrator for written approval.

County social service boards must notify HCBS Program Administration of HCBS closures using the [SFN 474](#), Closure/Transfer form, this includes all HCBS programs. The Notification is to be submitted within 3 days of closing the case.

#### 10-day Notice Not Required

Either because the client has taken action that results in the termination of services or it is a change in benefits that is not appealable, a 10-day notice is not required. The county is required to inform the client of the action taken to close their case. The notice may be a letter stating the effective date of the closure and the specific reason.

Note: If the case closure is due to death and the County has factual information confirming the client's death, a letter is not required to be forwarded to the client's estate. The source of the information should be documented in the case file.

Any of the reasons below do not require a 10-day notice:

- a. County has factual information confirming the death of the client.
- b. The county has received in writing the client's decision to terminate services
- c. Client has been admitted to a basic care facility or nursing facility.
- d. Client's whereabouts are unknown.
- e. Special allowance granted for a specific period is terminated.
- f. State or federal government initiates a mass change which uniformly and similarly affects all similarly situated applicants, recipients, and households.
- g. Determined the client has moved from the area.

## 2. Denial/Termination Notice

The applicant/client must be informed in writing of the reason(s) for the denial/termination/Reduction. Complete [SFN 1647](#) or send a letter with all applicable information to the client or applicant.

The Notice of Denial/Termination/Reduction is dated the date of mailing. contact the HCBS Program Administrator to obtain the legal reference required at" as set forth . . ." The legal reference must be based on federal law, state law and/or administrative code; reliance on policy and procedures manual reference is not sufficient.

When the client is no longer eligible for the HCBS funding, the County must terminate services under this funding source. Even if services continue under another funding source, the client must be informed in writing of the reasons s/he is no longer eligible under this Service Chapter.

The client must be notified in writing at least 10 days (it may be more) prior to the date of terminating services **UNLESS** it is for one of the reasons stated in this section. The date entered on the line, the effective date field, is 10 calendar days from the date of mailing the Notice or the next working day if it is a Saturday, Sunday, or legal holiday.

The county may send a cover letter with the Notice identifying other public and/or private service providers or agencies that may be able to meet the denied/terminated applicant/client's needs.

## 3. Former SPED or Ex-SPED Clients

A former SPED or Expanded SPED Program recipient can be reinstated without going through the SPED or Expanded SPED Program Pool if services are re-established within two calendar months from the month of closure. However, the HCBS Case Manager must determine that the former client is still eligible and what the current service needs are.

For the SPED program, forward the SPED Program Pool Data form and the MMIS form [SFN 676](#) to HCBS Program Administration. The MMIS form should indicate the date the individual returned to services in the field “Medical Appr. Date”.

For the Ex-SPED program, forward the Ex-SPED Program Pool Data form and the MMIS form [SFN 677](#) to the HCBS Program Administration. The MMIS form should indicate the date the individual returned to services in the field “Medical Appr. Date”.

The Transfer to Another County section of [SFN 474](#) is to be used when an open case is transferred to another county. This section of the form is used when the client remains eligible for services but will not continue to reside in this county. Case information should be forwarded to the new county of physical residence.

For the Medicaid Waiver programs, in addition to submitting the [SFN 474](#), the case manager must also submit the [SFN 1288](#). In lieu of a closing date for Medicaid Waiver cases, the HCBS case manager must submit to Medical Services an end date for the level-of-care screening on the [SFN 1288](#) when services will no longer be provided to the client. Whether the case is closed due to death or by issuance of a termination notice, submit an “end date” for the level-of-care to Medical Services and a copy to HCBS Program Administration.

Submitting an “end date” is required in order for the Department to have accurate data when submitting federal reports. A change will automatically be made in the screening information when a client enters a nursing facility or swing-bed unit.

The Money Follows the Person Grant Program, within the ND Department of Human Services, shall deny or terminate MFP program services when such services to the client presents an immediate threat to the health or safety of the client, the provider of services, or others or when services that are available are not adequate to prevent a threat to the health or safety of the client, the provider of services, or others. Examples of health and safety threats include physical abuse of the provider by the client, client self-neglect, an unsafe living environment for the client, or contraindicated practices, like smoking while using oxygen.

The MFP Risk Mitigation and Risk Planning process is designed to address health or safety concerns prior to and after a transition from an institutional setting. If during the risk mitigation and planning process the health and safety issues cannot be mitigated to the extent necessary to assure health and safety of the client, the provider of services, or others in the community or when services that are available are not adequate to prevent a threat to the health or safety of the client, the provider of services, or others

See Attachments:

Attachment B.5-A –Transition Assistance Request Form

Attachment B.5-B – Notice of Denial or Termination of Demonstration Services

## **B.6 Consumer Supports**

MFP participants have access to assistance and supports, including back-up systems and supports, and supplemental supports in addition to usual HCBC service package.

### **Access**

Participants have access to assistance and supports in a variety of ways. The means of access varies depending upon whether the individual seeks and receives assistance and support for a transition from a nursing facility or from the Life Skills and Transition Center or a community ICF/ID facility. Individuals primarily receive access and assistance through these four resources:

- Nursing Facility Transition Coordinators
- Home and Community Based Services Case Managers
- Developmental Disabilities Program Managers
- Life Skills and Transition Center Social Worker

### **Nursing Facility Transitions**

#### Pre-Transition/Transition Services

The ND Department of Human Services contracts with the four Centers for Independent Living serving ND to provide Nursing Facility Transition Coordination. Transition Coordination services include the provision of both pre-transition and transition services. The Transition Coordinator provides the supports needed to assist nursing facility consumers with their transition to the community. The Transition Coordinator also assist consumers with application for Transition Adjustment services available for one-time transition related costs. Transition Coordination services also involves supporting consumer transitions for 365 days after their move from the nursing facility.

The four centers include the Dakota Center for Independent Living of Bismarck; Independence Inc of Minot; Options Resource Center for Independent Living of East Grand Forks; and Freedom Resource Center of Fargo. A contract has been developed individually with each of the four Centers that delineate the specific demonstration services to be provided by the Center for each MFP participant.

Nurse Quality Assurance Services provides nursing input and review to the Centers for Independent Living as they transition individuals from the nursing facilities or other

designated institutional settings to assure all health-related aspects of services that will be needed in the community are addressed.

This is accomplished by a nurse quality assurance position visiting the individual planning to transition while still in the nursing facility to gather information concerning health related needs. The position also does a follow up visit in the home immediately after transition and a 3-month follow-up to assure all recommendations have been implemented in the individual's home following transition. This helps identify any additional needs that may have arisen.

## **Transition Coordinator Qualifications**

Center for Independent Living staff (non-MFP funded positions.)

- Completion of a bachelor's degree in sociology, social services, social work, or field related to programmatic needs from an accredited university, plus at least one year of progressively responsible experience in programs related to assignment; or,
- High school graduation, or its equivalent, plus at least four years of progressively responsible experience in programs or services related to assignment; or,
- High school graduation, or its equivalent, plus any equivalent combination and training and experience that provides the required knowledge, skills, and abilities

## Knowledge, Skills, and, Abilities Requirements

1. Must have good organizational, planning, communication, and interpersonal skills, and work well as the member of a team. Individuals must be able to exercise diplomacy, tact and good judgment.
2. Ability to perform assessments with each consumer and to interpret information and certify eligibility for programs and services available in the community and those being offered under the Money Follows the Person Grant (MFP).
3. Ability to use SAMS and other computer programs, as relevant to successful completion of MFP activities.
4. Exercise the consumer's right to privacy and adherence to HIPAA guidelines.
5. Observes and documents details relative to an individual's needs and preferences for services and service providers.
6. Demonstrates knowledge of and working experience with long-term care programs, policies and financing in North Dakota.
7. Demonstrates knowledge of and working experience with services for seniors and persons with disabilities.
8. Demonstrates skills sufficient to market services and community supports to interested individuals.

9. Have access to reliable transportation and be able to travel in assigned regional service area on frequent basis.
10. To support the objectives of the MFP Grant.

### **MFP Funded Nursing Facility Transition Coordinators Qualifications**

Nursing Facility Transition Coordinator (ND Money Follows the Person) – Social Worker II (4212). Minimum qualifications require licensure as a Licensed Social Worker (LSW) by the ND Board of Social Work Examiners; and one year of professional human services work experience as a social worker, human relations counselor, developmental disabilities case manager, mental illness case manager, vocational rehabilitation counselor, activity therapist, addiction counselor, registered nurse, employment counselor, or a similar professional level position in the public or private sector.

#### Expectation, Duties, and Responsibilities

1. Must have good organizational, planning, communication, and interpersonal skills, and work well as the member of a team. Individuals must be able to exercise diplomacy, tact and good judgment.
2. Ability to perform assessments with each consumer and to interpret information and certify eligibility for programs and services available in the community and those being offered under the Money Follows the Person Grant (MFP).
3. Ability to use Social Assistance Management System (SAMS) and other computer programs, as relevant to successful completion of MFP activities.
4. Exercise the consumer's right to privacy and adherence to HIPAA guidelines.
5. Observes and documents details relative to an individual's needs and preferences for services and service providers.
6. Demonstrates knowledge of and working experience with long-term care programs, policies and financing in North Dakota.
7. Demonstrates knowledge of and working experience with services for seniors and persons with disabilities.
8. Demonstrates skills sufficient to market services and community supports to interested individuals.
9. Have access to reliable transportation and be able to travel in assigned regional service area on frequent basis.
10. To support the objectives of the MFP Grant.

#### Duties/Responsibilities

1. Establish and maintain cooperative working relationships with nursing facility staff, Home and Community Based Case Managers, Long-Term Care

Ombudsmen, Protection and Advocacy Staff, other community health and social services agency staff, county Medicaid eligibility staff, and providers of medical and social supports and act as a liaison to these entities for MFP Grant participants.

2. Outcome measure: Respond to the MFP eligibility referral listing by providing MFP information to eligible consumers within one month of receipt. The listing will be sent by the MFP Program Administrator. Results of the contacts made must be entered on the MFP MDS referral reporting document (SFN 301) or a similar electronic version and returned to the MFP program Administrator within 2 months of the receipt of the eligibility referral listing.
3. Conduct initial interviews and secure consent for services with consumers and document in the consumer's SAMS file.
4. Must assure a Quality of Life Survey (QOL) is scheduled with the QOL vendor prior to transition and assist as needed with scheduling the eleven-month QOL survey as needed by the vendor.
5. Provide MFP information to consumers as required in MFP Operational Protocol and Transition Process guidelines and document in the consumer's SAMS file.
6. Assess involvement of consumer's guardian, provide Guardianship Expectations information, and document activities in the consumer SAMS file.
7. Conduct MFP Transition assessment of consumer needs, resources, and supports and document in the SAMS system.
8. Assists the consumer and nursing facility discharge planning team to identify support needs and services
9. Assist consumer with the development of an Independent Living Plan (ILP) utilizing MFP ILP documents and retain in consumer file. Copy must be provided to the MFP Program Administrator.
10. Coordinate the development of a Risk Assessment and Risk Mitigation Plan. Copy must be provided to the MFP Program Administrator.
11. Coordinate the development of a 24 Hour Backup Plan. Copy must be provided to the MFP Program Administrator
12. Coordinate and make referrals to appropriate community resources.
13. Ensure resources the consumer will need (housing, transportation, personal assistance, etc.) are in place prior to transition from the nursing facility to the community.
14. Submit Supplemental Services Requests to MFP Grant Administrator for one-time transition costs. Ensure that proper back-up documentation for expenditures is in place.
15. Coordinate the date of discharge from nursing facilities with the various programs and services in the community setting i.e. doctor, pharmacy, utilities etc.
16. Empower consumers to become his or her own advocate, and advocate on consumer's behalf when requested or necessary.
17. Assist consumer with paperwork, deadlines and record keeping.
18. Update ILP after transition to address ongoing supports needs in the community.

19. Update Risk Assessment/Mitigation Plan and 24-hour Back-up plan following all critical incident reports or similar significant changes.
20. Provide follow-up to consumer in their home on a monthly basis and as needed for first six months after transition and at least every two months the second six months after transition.
21. Assist consumers that have been re-institutionalized and/or disenrolled with a return to the community including updating transition assessment, Risk Assessment/Mitigation, 24-hour Back-up Plan and ILP as needed.
22. Coordinate termination of MFP Transition Coordination services with county HCBS Case Manager at the end of 365 days of eligibility.
23. Maintain accurate, comprehensive, and confidential case records in adherence with HIPAA guidelines.
24. Attend all in-services, trainings and meetings as requested by MFP Grant Program Administrator.
25. Maintain up-to-date knowledge of local, state, and federal guidelines and regulations relating to access services for persons with disabilities.
26. Conduct outreach or education as needed to nursing facilities or other agencies or organizations in service area.
27. Outcome Measure: Work in collaboration with the Nurse Quality Service entity to assure all recommendations made in regard to needed health care supports are obtained in a timely manner. Communication with the Nurse Quality Service will be essential and should be started prior to transition and continued on an ongoing basis for 3 months following transition.
28. Outcome Measure: Must do on-site outreach visits to all nursing facilities within the designated service quadrant on a quarterly basis. A quarterly report following the visits will be submitted to the MFP Program Administrator within 30 days of the end of the quarter. The report will include facilities contacted, activities included in the visits, and number of consumer visits within each facility. This outreach service which is done by current CIL staff will be reimbursed on a fifteen-minute unit basis which will include travel time and time spent at the facility. The outreach activities assigned to the new CIL staff will be part of their monthly salary and will not be reimbursed by the unit rate.
29. The MFP grant emphasizes the health, welfare and safety quality assurance activities related to all MFP transitions including incident reporting, risk mitigation, and 24-hour back-up services. Transition coordinators will assure the completion of these activities and the other MFP quality assurance responsibilities as outlined in the MFP Operational Protocol and per contract scope of work expectations.
30. Outcome measures will be submitted to the MFP Program Administrator on a quarterly basis and also an annual report to assure all outcome measures have been met.

The provision of the above outlined services are provided in accordance with the current Nursing Facility Transition Process Guidelines established by the MFP Nursing Facility Transitions Workgroup. These Process Guidelines may be adjusted and modified as needed by the Transition Workgroup.

## **Nurse Quality Assurance Service**

### Expectations, Duties, and Responsibilities

The expectation of the nurse quality assurance service is to work in conjunction with the transition coordination agency to identify the individual's health related service and support needs that will need to be addressed for successful transition to the community.

A nurse quality assurance provider:

- Works in collaboration with the transition coordinator
- Meets with the resident, complete an on-site review of the resident's medical records and consult with the nursing facility staff to gain insight concerning his/her health-related support needs.
- This service will be provided in either the nursing home or community setting after transition.
- The service will be provided by nurses enrolled with the ND Department of Human Services as a Qualified Service Provider and with the endorsement as a nurse educator
- Payment will made at the nursing educator unit rate and will be eligible for the ND Rural Differential based on travel distance.

## **Transition Coordinator to Participant Ratio**

It is expected that the Transition Coordinator to Consumer Ratio remain at a ten to one ratio during the demonstration period. The Coordinator works in cooperation with nursing facility discharge planning teams to complete the tasks necessary for successful transitions.

## **Home and Community Based Services Case Management**

Home and Community Based Services Case Management Services are being provided by county social services agencies and approved agency and individual providers of case management.

HCBS Case Managers perform case management for the aged or disabled. Case managers specifically provide information and referral services as needed; intake and need assessment; develop and implement individualized care plans for consumers; develop comprehensive service plans. During the MFP demonstration period the HCBS Case Manager have worked with nursing facility discharge planning teams and the Transition Coordinator to assure needed services for consumers transitioning into the community and post transition supports are continued. They provide referral information

to potential MFP candidates and facilitate contact with the Center for Independent Living in their area that provides Transition Coordination services.

### Home and Community Based Services Case Manager Qualifications

The HCBS Case Manager Position requires licensure as a Licensed Social Worker (LSW) or LCSW by the North Dakota Board of Social Work Examiners (NDCC 43-41).

### Home and Community Based Services Case Manager to Participant Ratio

The HCBS Case Manager to participant ratio will be 60-70 to one for the demonstration period. HCBS Case Managers work in cooperation with the NF Transition Coordinator and the nursing facility discharge planning teams to complete the tasks necessary for successful transitions.

## **Life Skills and Transition Center and Community ICF/ID Transitions**

### Pre-transition Services/Transition services

Developmental Disabilities Program Managers are employees of the ND Department of Human Services and operate from Human Service Centers located throughout the State of ND. These locations include Williston, Minot, Devils Lake, Grand Forks, Fargo, Jamestown, Bismarck, and Dickinson. Each region has a Developmental Disabilities Unit serving their designated area of the state. Program Managers are supervised regionally by a DD Program Administrator with all services for persons with a developmental disability supported by Disability Services Division of the Program and Policy Office of the Department of Human Services.

Developmental Disabilities Program Managers in general are responsible for collecting data, assessing, organizing, coordinating, and evaluating professional services provided to persons with developmental disabilities and assisting them in gaining access to needed residential and day training, social, medical, educational, financial, protective and related services. Tasks included initial and on-going appraisal and assessment of consumer needs and their potential to achieve reasonable goals; collecting and maintaining pertinent data files on medical, psychological, social, and related program information. Organizes a team of concerned professionals and presents individual cases to the team and facilitates a service plan based on the needs of each consumer.

The DD Program Manager coordinates services to be provided to each consumer through continuous communication between consumer and service provider. This includes the tasks of negotiating reimbursement contracts with providers and evaluating client progress and services provided to insure satisfactory progress of service plan.

During the MFP demonstration period the DD Program Manager have continued in their role as service broker however they additionally manage the MFP specific transition responsibilities. These responsibilities include the provision of MFP program and rights related information to consumers/family/legal decision makers, securing MFP consent to participate documents, facilitating completion of transition plans that include risk mitigation and 24 hour backup planning, assuring transitions to qualified residences, facilitating applications for supplemental support services for one time transition costs, and ongoing case management follow-up after transition.

### DD Program Manager Qualifications

The DD Program Manager II position requires one year of experience as a Developmental Disabilities Program Manager I in the North Dakota Department of Human Services or meets the following North Dakota Department of Human Services definition of a Qualified Mental Retardation Professional (QMRP) is a person who has at least one year of direct care experience working with persons with a mental illness or developmental disability; is a doctor of medicine or has a bachelor's or master's degree in one of the following fields: social work, psychology, counseling, nursing, occupational therapy, physical therapy, child development and family science, communication disorders (includes audiology or speech pathology), severely multiply handicapped, special education, vocational, rehabilitation, sociology, elementary education, recreation therapy, or human resources administration and management (human service track). (Certification or licensure in one of the above fields is not required for a QMRP designation)."

### Program Manager to Participant Ratio

The average caseload of the developmental disabilities program management unit must be no more than sixty clients per Program manager. DD Program Managers work in cooperation with Life Skills and Transition Center discharge planning teams or with community ICF/ID discharge planning teams to complete the tasks necessary for successful transitions. <http://www.legis.nd.gov/information/acdata/pdf/75-05-05.pdf>

### Life Skills and Transition Center Social Worker

The ND Life Skills and Transition Center is a State owned and operated institution under the umbrella of the Department of Human Services. The Center provides services to persons with a developmental disability whose needs are beyond the scope of support services provided by community services providers.

General duties of the Life Skills and Transition Center Social Work are to work with the eight Regional Human Service Centers within North Dakota in the admission and discharge of individuals to and from the Life Skills and Transition Center. Also

coordinate the Life Skills and Transition Center's outreach services to support people in maintaining their homes in their community. Serves as the contact person for guardians/families, teams and people served regarding information about community placement options, services provided at the Life Skills and Transition Center, and surrogate decision making (guardianship) support and/or options.

The Center social worker acts the primary access or contact person for MFP demonstration services, support services, general information, eligibility, support planning, and consent documentation prior to a participant transition to a community provider.

### Social Worker Qualifications

This position requires a Bachelor of Social Work and licensure as a Licensed Social Worker (LSW) by the North Dakota Board of Social Work Examiners (NDCC 43-41).

### Social Worker to Participant Ratio

The Social Worker to participant ratio remains at a 30 to one for the demonstration period. The Center Social Worker works in cooperation with DD Program managers, Center discharge planning teams, and with community provider teams to complete the tasks necessary for successful transitions.

### Additional Access

In addition to the four-primary means of access, consumers also may access the MFP Grant through the MFP Grant Program Administrator, nursing facility social services professionals, ND Protection and Advocacy Staff, Long Term Care Ombudsmen, and the Aging and Disabilities Resource Link.

Access may arise also through identification or referral from a variety of existing providers and resources including institutions and facilities such as hospitals, acute rehabilitation facilities, nursing facilities, assisted living facilities as well as through a variety of medical, DD, behavioral health, mental health and elderly care providers. These include Human Service Centers, medical providers, public and private agencies, private providers, home health care agencies, Qualified Service Providers, and Adult Day Programs.

### 24-Hour Emergency Back-Up Supports

The North Dakota Money Follows the Person Grant provides participant protection through the use of the statewide emergency backup system. This system provides

emergency response and backup in the event the consumer's own critical backup plans fail to ensure services and supports necessary to the consumer's health and safety. The primary emergencies faced by consumers are the failure of care providers to report for work, falls with injury, significant health changes, and extreme weather-related situations. To maximize consumer choice and the principles of self-determination, consumers select the providers of their choice for the emergency backup plan.

The levels of emergency backup provisions presented below, while providing necessary services, still reflect the philosophy of consumer choice. While adding additional layers of protection for the participants, it allows the consumer to select the plans that best fit his/her needs.

### Hierarchy of Emergency Backup

The Money Follows the Person program addresses the consumer's health and safety in the event of an emergency by the following hierarchy of backup protections. The levels vary by degree of emergency need. Generally, a consumer will access these levels of backup in order, starting with Level 1. In case of extreme emergency, they may need to go directly to Level 3.

#### **Level 1: Consumer Developed Emergency Backup Plans**

Consumer's emergency backups for critical services will be incorporated into the Independent Living Plan/Individual Service Plan. The plan may include an informal network of family and friends, enrolled Medicaid provider agencies, Emergency Response Systems, alternative Qualified Services Providers, Center for Independent Living Staff, County Case Managers, Community Providers of services to persons with a developmental disability, or other area service providers.

#### Level 1: Consumer Developed Emergency Backup Plans

The Money Follows the Person Grant program requires each consumer to include an emergency backup plan within his or her Independent Living Plan/Individual Service Plan. The emergency backup plan must identify specific arrangements necessary to provide critical services, transportation, or repair or replacement of equipment, and to maintain the health and safety of the consumer in the event of a breakdown in the routine plan of care. For the consumer, a critical service is one without which the participant would suffer an immediate risk to their health, safety, or well-being.

The plan provides a section devoted to the emergency backup planning. This page will include a description of each critical service. The plan must be detailed, realistic, and updated to keep pace with changes in the individual's Independent Living/Service plan. Transition Coordinators/ Developmental Disabilities Case Managers/ Life Skills and Transition Center Staff will work with consumers, their families, and area services provides to develop this plan. The plan may include an informal network of family, friends and neighbors, enrolled Medicaid provider agencies such as a home health, Emergency Response Systems, alternative Qualified Services Providers, Center for Independent Living Staff, County Case Managers, Community Providers of services to persons with a developmental disability, or other area service providers. The backup plan will be reviewed and/or updated after transition by the Transition Coordinator/DD Case Manager and/or consumer planning team after all critical incidents, during all team meetings, and no less than one time every six months. Changes to the plan will be communicated to the nursing call agency.

The consumer and planning team will prepare the contact information needed by the 24-hour nurse call service staff to provide necessary back up services.

Consumers may reach out to their network of family, friends, and neighbors to provide interim supports. Most consumers already rely on family and friends to provide some care giving and personal care services, and in the event of an emergency, these individuals may be able to provide additional care in the absence of the paid caregivers.

## **Level 2: 24 Hour Nurse Call Service**

Consumers may access the Money Follows the Person Grant 24 hour on-call Nursing Telephone Service. The on-call Nurse will be able to assist the consumer by assessing crisis situation, contacting available service providers, and if needed will arrange for someone to go to the consumer's home to assess the situation and provide needed services. The consumer's Transition Coordinator or DD Case Manager will discuss this arrangement with the consumer during initial program application and again when the 24-hour back-up plan is developed

### Level 2: 24 Hour Nurse Call Service

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consumer's Transition Coordinator or DD Case Manager will discuss this arrangement with the consumer during initial program application and again when the 24-hour back-up plan is developed. The consumer and their team will identify services in the community that will be able to address critical health and welfare needs on a 24-hour basis and provide this information to the on-call nursing agency. The nursing agency will utilize this information during any call for services from the consumer.

### **Level 3: Extreme emergency**

These levels are described in greater detail below:

#### Level 3: Extreme Emergency Backup

Beyond the above-required emergency backup plans, and in the event of an extreme emergency, the following services can be utilized.

#### Adult and Child Protective Services

In an emergency situation where there is possible abuse, neglect, and/or exploitation, or criminal activity the local police will be called. The case are referred to Adult or Child Protective Services for an investigation until a safe resolution for the consumer is made. In cases where a consumer is in immediate jeopardy, Protective Services investigators and caseworkers work to arrange for providers that can provide safe placement for consumers. These services may include providers such as nursing facilities, foster care homes, alternative DD Provider Agencies.

The Transition Coordinator or the DD case manager provide information and telephone numbers to consumers and their families for Adult Protective Services, ND Protection and Advocacy, and Child Protective Services upon enrollment. In addition, Protective Services investigates reports by any citizen that suspects abuse or neglect.

#### Division of Emergency Management

In the event of natural or man-made disasters, the North Dakota Division of Emergency Management coordinates disaster relief through North Dakota County Emergency Management Agencies. These regional offices in turn coordinate with community-wide organizations in the event of a disaster. Each state agency has in place contingency plans for their particular constituency in the event of fire, tornado, flooding, or terrorism. These plans include assisting individuals with disabilities with evacuation and/or continuity of critical services.

## Emergency 911 Services

All Money Follows the Person consumers are advised to call the emergency telephone number 911 in the event of a crisis where health or safety is in immediate jeopardy.

## 24 Hour Nurse Call Service Oversight

ND-contracts with a 24-hour Nurse Call service to provide the backup services for MFP participants during their demonstration period. A contract has been developed that outlines the requirement to track number and types of calls received for services, call response times, and consumer outcomes. Daily, weekly, quarterly, and yearly reporting of utilization will also be expected of the call service. Consumers will be provided with the back-up nursing service agency name, phone numbers, and contact names in MFP participant/ consumer information materials.

The MFP Grant Program Administrator monitors call response frequency, quality of response, and viability of consumer backup plans as part of the MFP quality assurance process. This includes review of the call system quality with the MFP Quality workgroup, and the Stakeholder Committee. Concerns identified related to the 24-hour backup plans are communicated to the Transition Coordinator or DD Case Manager for review and follow-up.

## Access to Appeals and Protective Services

If a participant in the MFP demonstration services has a complaint or concern about services received every effort will be made to deal with the issue on an informal basis or with a referral to an advocacy group such as the ND Protection and Advocacy Office or Ombudsman's Office. If however the complaint cannot be resolved the MFP participant will be referred to the ND Department of Human Services Appeals Supervisor to address the complaint through the administrative appeals process.

The Appeals Supervisor processes administrative appeals. North Dakotans who have been denied public assistance benefits or whose benefits are reduced, terminated, discontinued, or suspended may appeal a decision in certain circumstances. The office also processes other kinds of appeals including foster care and daycare licensing, child abuse and neglect assessments, nursing home transfers and discharges, and rate setting. Contact Information:

Appeals Supervisor, Legal Advisory Unit, N.D. Department of Human Services,  
600 E Boulevard Avenue, Dept. 325, Bismarck, ND 58505-0250; Phone: (701)  
328-2311, Toll Free: (800) 472-2622 TTY: (701) 328-3480, [dhsiau@nd.gov](mailto:dhsiau@nd.gov)

An individual dissatisfied with a decision made regarding services may appeal that decision to the Department of Human Services under the fair hearing rules set forth in

N.D.A.C. [75-01-03-03](#). An individual must be informed of the right to appeal any actions by the case manager or the department that result in denial, suspension, reduction, discontinuance, or termination of care services.

75-01-03-03. Fair hearing - Who may receive.

1. An opportunity for a fair hearing is available to any applicant for or recipient of food stamps; aid to families with dependent children; job opportunities and basic skills training program; employment, education, or training-related child care; transitional child care; Medicaid; children's health insurance program; or low income home energy assistance program benefits who requests a hearing in the manner set forth in this chapter and who is dissatisfied
  - a. Because an application was denied or not acted upon with reasonable promptness; or
  - b. Because county agency or department action has resulted in the suspension, reduction, discontinuance, or termination of benefits
2. An opportunity for a fair hearing is available to any resident who believes a facility has erroneously determined that the resident must be transferred or discharged.
3. An opportunity for a fair hearing is available to any individual who requests it because the individual believes the department has made an erroneous determination with regard to the preadmission and annual review requirements of 42 U.S.C. 1396r(e)(7).
4. The department may, on its own motion, review individual cases and make determinations binding upon a county agency. An applicant or recipient aggrieved by such determination shall upon request be afforded the opportunity for a fair hearing. All references in this chapter to appeals from decisions of county agencies must be understood to include appeals taken from determinations made by the department.
5. A fair hearing request may be denied or dismissed when the sole issue is one of state or federal law requiring automatic benefit adjustments for classes of recipients unless the reason for an individual appeal is incorrect benefit computation.
6. The claimant may first seek corrective action from the department or claimant's county agency before filing a request for a fair hearing.
7. If a claimant dies after a request for a fair hearing has been filed by the claimant, and before the decision of the department has been rendered in the case, the proceedings may be continued on behalf of the claimant's estate, or

any successor, as that term is defined in North Dakota Century Code section 30.1-01-06, of the claimant if a representative of the estate has been appointed.

8. If a dissatisfied claimant dies before the claimant can file a request for a fair hearing, the duly appointed representative of the claimant's estate, or any successor, as that term is defined in North Dakota Century Code section 30.1-01-06, of the claimant if no representative of the estate has been appointed, may file such request when the claimant was dissatisfied with the denial of the claimant's application for assistance, or was dissatisfied with the benefits the claimant was receiving prior to the claimant's death.
9. A fair hearing under this section is available only if:
  - a. Federal law or regulation requires that a fair hearing be provided; and
  - b. The dissatisfied claimant timely perfects an appeal.

The ND MFP Rights document (Attachment B.2-B) has contact information for all of the agencies that will assist participants with appeals or protective service interventions. The contacts are listed below to provide an overview of all of the agencies and services available to meet the needs of MFP participants. The following sections outline the services available and the populations that they serve.

### Client Assistance Program

The North Dakota Client Assistance Program (CAP) works with people who have applied for or are receiving services under the Rehabilitation Act. Its mission is to resolve issues or concerns individuals may have as they work with the agencies or programs that provide these services. In North Dakota the agencies and programs include:

- Centers for Independent Living
- Vocational Rehabilitation
- Tribal Vocational Rehabilitation

The Centers for Independent Living offer the Client Assistance Program to address complaints related to the services that are provided by their agencies other than MFP Transition Coordination services

The CAP also provides information about the employment regulations pertaining to the Americans with Disabilities Act (ADA). <http://www.ndpanda.org/cap/>

### The Protection & Advocacy Project

The Protection & Advocacy Project (P&A) is a state agency whose purpose is to advocate for, and protect the legal rights of people with disabilities.

<http://ndpanda.org/>

P&A has seven different advocacy programs that serve individuals with disabilities:

1. Developmental Disabilities Advocacy Program;
2. Mental Health Advocacy Program;
3. Protection and Advocacy Project for Individual Rights;
4. Protection and Advocacy for Beneficiaries of Social Security;
5. Assistive Technology Advocacy Program.
6. Help America to Vote Program(HAVA)
7. Protection and Advocacy for Individuals with Traumatic Brain Injury

Protection & Advocacy Project Office address:

Wells Fargo Bank Building, 400 East Broadway, Suite 409  
Bismarck, ND 58501-4071; Phone: 701-239-7222, Fax: 701-239-7224

<http://ndpanda.org/>

### Vulnerable Adult Protective Services

A vulnerable adult is any person older than age 18, or emancipated by marriage that has a substantial mental or functional impairment.

### Reporting

N.D. Century Code (ND State Law) states that any person who reasonably believes that a vulnerable adult has been subjected to abuse or neglect or observes conditions or circumstances that reasonably would result in abuse or neglect may report the information to the department or to an appropriate law enforcement agency. In addition, a consumer has the ability to self-report any abuse that they have experienced from a care giver at any time. The Transition Coordinator will provide education to all persons transitioned about the need to report abuse or neglect by a caregiver. The Transition Coordinator will continue to monitor service delivery including how the consumer is being treated by their caregivers.

Under the law, the N.D. Department of Human Service has the right to assess and to provide or arrange the provision of adult protective services, if the vulnerable adult consents and accepts the services. May pursue administrative, legal, or other remedies authorized by law, which are necessary and appropriate to protect a vulnerable adult who cannot give consent, and to prevent further abuse or neglect.

## Seeking Services or Reporting Suspected Abuse or Neglect

To contact a vulnerable adult protective service worker in your area please contact your [Regional Human Service Center](#).

### **Human Service Center Contact Information:**

Bismarck – 701-328-8888 or 888-328-2662  
Devils Lake – 701-665-2200 or 888-607-8610  
Dickinson – 701-227-7500 or 888-227-7525  
Fargo – 701-298-4500 or 888-342-4900  
Grand Forks – 701-795-3000 or 888-256-6742  
Jamestown – 701-253-6300 or 800-260-1310  
Minot – 701-857-8500 or 888-470-6968  
Williston – 701-774-4600 or 800-231-7724

### **Another Resource:**

Aging and Disabilities Resource Link  
<https://carechoice.nd.assistguide.net/>

### **N.D. Department of Human Services Aging Services Division**

600 E Boulevard, Department 325  
Bismarck N.D. 58505-0250  
Phone: 701-328-4601 TTY: 701-328-3480  
<http://www.nd.gov/dhs/about/>

## Reporting Suspected Child Abuse or Neglect

A person mandated to report, or any person wanting to report suspected child abuse or neglect, should contact the [County Social Service Office](#) in the county where the child is. Each of the 53 County Social Service Offices serve as the N.D. Department of Human Services' designee for child protection services.

- Reports of suspected child abuse or neglect may be made verbally or in writing;
- If requested by the county social service office, a verbal report must be followed by a written report;

The state's reporting form, [SFN 960](#), is available at county social service office or online.

## Institutional Child Protection Services

Institutional child abuse and neglect is defined by North Dakota Century Code [50-25.1-02](#) as, "situations of known or suspected child abuse or neglect where the person responsible for the child's welfare is an employee of a residential child care facility, a treatment or care center for intellectually disabled, a public or private residential educational facility, a maternity home, or any residential facility owned or managed by the state or a political subdivision of the state."

When a child is suspected of being abused under circumstances that fit within this definition, the suspicion of possible child abuse or neglect can be reported to the regional supervisor of child protection services at the [Regional Human Service Center](#) in the region where the facility is located. Certain professionals are required by law to make reports whenever child abuse or neglect is suspected. ([State Form Number 960](#) may be used to make a report of suspected institutional child abuse or neglect).

### Long Term Care Ombudsman Program

- Receives, investigates, and works to resolve concerns affecting residents
- Answers questions and provides information and referral services
- Promotes resident, family, and community involvement in long-term care facilities
- Promotes community education about long-term care issues
- Coordinates efforts with other agencies and organizations
- Identifies issues and problem areas, and recommends needed changes

The Ombudsman Program Serves:

- Residents of nursing facilities, assisted living facilities, basic care homes, and hospital swing bed, transitional and sub-acute settings
- Families and friends of residents
- The general public
- Employees and administrators of long-term care facilities
- Various regulatory, certification, and other agencies

Services are provided by long term care ombudsmen at the [Regional Human Service Centers](#) and by volunteer community ombudsmen who are trained by the department and who volunteer their time to serve residents of long-term care facilities. See [Fact Sheet](#) (52kb pdf).

### Volunteer Community Ombudsmen

- Are recruited and trained by the Department of Human Services and are assigned to serve at long-term care facilities in their local communities

- Listen to residents' concerns, help protect resident's rights, and assure that residents receive fair treatment
- Provide long-term care residents with information about their rights and community resources

## **B.7 Self-Direction**

### **Nursing Facility Transitions**

Individuals included in the demonstration are provided services primarily through an approved Section 1915(c) Home and Community Based Services waiver system and providers. During the time a consumer participates in the MFP grant process these services have been and will be MFP demonstration services paid for with MFP grant dollars and not waiver services. An assurance within this system is that consumers are provided with a choice of MFP Demonstration services or institutional services. By electing to receive HCBS waiver services, the individual is provided a choice of available providers. In most situations, individuals receive MFP Demonstration HCBS services while residing in a leased apartment setting. The state assures that participants have a choice in selecting their community residence, since the consumer/family member or legal decision maker is the lessee, they cannot reside in that setting unless willingly entering into a legal lease arrangement.

The state assures that all Medicaid eligible individuals and/or their authorized representatives that reside in a nursing facility and have expressed a preference to return to the community are informed of the demonstration project and are given the opportunity to communicate their choice to participate in the MFP Demonstration.

North Dakota has an established system whereby an individual is assisted by a case manager in identifying service needs and then allowing the individual to choose or recruit a Qualified Service Provider (QSP), to provide for those identified needs. QSPs are individuals or agencies enrolled by the state as independent contractors to provide a myriad of services that individuals need. Individuals have the opportunity to self-direct care by selecting QSPs already enrolled or encouraging caregivers to enroll. County Social Service agencies are provided with a list of QSPs by the Department of Human Services on a monthly basis. The county case managers provide consumers with a list of available QSPs in their area. The consumer can select the QSPs that they wish to work with and/or recruit additional persons to serve as a QSP.

North Dakota has an established system that allows both individual persons and agencies to enroll with the Department of Human Services as Qualified Service Providers (QSPs) to provide home and community-based services. The process is competency based with the competency verified by a health care professional, or the individual or agency can provide evidence or documentation of the ability to provide a

specific service. The ability to enroll providers, based on competency to provide a service, allows an individual to recruit a person or agency of their choice and encourage that person or agency to seek enrollment as a QSP.

## **Person Centered Planning**

The development of Independent Living Plans for all transitions from a nursing facility are based on the guiding principles of consumer and family involvement and consumer choice and control. Independent Living Planning are personalized, interactive and an ongoing process to plan, develop, review, and evaluate the services in accordance with the preferences and desired outcomes of the consumer. A written Independent Living Plan is developed for each consumer utilizing a person-centered planning process that reflects the needs and preferences of the consumer.

This is a process that is designed to empower the consumer to the extent possible within the current service delivery system. Consumers are assisted in learning how to choose QSPs and schedule them in the ways that best meet the consumer's schedule and needs. While budget choice currently is not offered, the consumer is made aware of the services approved and the time allotted by the case manager to meet those needs so that they can develop their own plan for care delivery.

## **North Dakota Life Skills and Transition Center and Community Based Intermediate Care Facilities for Individuals with an Intellectual Disability Transitions**

For Medicaid eligible individuals residing in ICF/IDs, the service and community preferences of the person, and/or their authorized representative, help guide the priority for discharge planning from the Life Skills and Transition Center (DC) and are recorded in the Residential Decision Profile as: 1) clearly wants to leave DC to live elsewhere now/soon; 2) generally appears to want to leave DC, but the decision may not be firm because it varies, is not completely clear, or there are some reservations; 3) unclear which way the person prefers; 4) generally appears to want to stay at DC, but the decision may not be firm because it varies, is not completely clear, or there are some reservations; or 5) clearly wants to stay at DC.

The state assures an individual is informed of alternative services available through the demonstration project and that each individual is offered choices of services and community residences. These choices are agreed to by the individual in the individual's transition plan which identifies the demonstration services to be furnished, the individual's choice of providers, informal supports, and type of residence.

All individuals receiving services in community ICF/IDs are assigned a case manager from the regional Human Service Center to authorize and monitor services. This function includes ensuring individuals have choice between ICF/ID and MFP

demonstration services and of the least restrictive service setting that will meet their needs.

North Dakota's Developmental Disabilities Waiver provides service options for individuals living with primary caregivers. The goal of the waiver is to provide a consumer-centered service delivery system assuring health and welfare, participant rights and safeguards and financial accountability for In-Home Support, Environmental Supports/Modifications, Material and Supplies, Extended Services, Behavior Consultation and support for Transportation Costs for Financially Responsible Caregivers in order to maintain individuals in their community.

### **Person Centered Planning**

The development of individual plans of care/Service/Support Plans are based on the guiding principles of individual and family involvement and consumer choice and control. Service planning/Support Planning will be a personalized, interactive and ongoing process to plan, develop, review and evaluate the services in accordance with the preferences and desired outcomes of the individual/family.

A written plan of care will be developed for each individual utilizing a family or person-centered planning process that reflects the needs and preferences of the individual and their family.

Family or person-centered planning is a process, directed by the family or the individual with long-term care needs, intended to identify the strengths, capacities, preferences, needs and desired outcomes of the individual. The family or individual directs the family or person-centered planning process. The process includes participants freely chosen by the family or individual who are able to serve as important contributors. The family or person-centered planning process enables and assists the individual to identify and access a personalized mix of paid and non-paid services and supports that will assist him/her to achieve personally-defined outcomes in the most inclusive community setting. The individual identifies planning goals to achieve these personal outcomes in collaboration with those that the individual has identified, including medical and professional staff.

All services are furnished pursuant to a written plan of care. This plan of care describes the services and supports (regardless of funding source) furnished, their projected frequency, and the type of provider who will furnish each. The plan of care addresses how potential emergency needs of the individual will be met. The plan of care is subject to the approval of the Medicaid Agency.

### **Self Direction**

North Dakota's Developmental Disabilities Waiver provides service options for an individual living with primary caregivers. The goal of the waiver is to provide a

consumer-centered service delivery system assuring health and welfare, participant rights and safeguards and financial accountability for In-Home Support, Environmental Supports/Modifications, Material and Supplies, Extended Services, Behavior Consultation and support for Transportation Costs for Financially Responsible Caregivers to maintain individuals in their community.

### [Traditional Individual with Intellectual Disabilities/Developmental Disabilities](#)

[waiver](#), Feb 25, 2015.

<http://www.nd.gov/dhs/Info/pubs/docs/hcbs-waiver-amendment-approved-12-1-2014.pdf>

### Fiscal Agent

The Fiscal agent, ACUMEN, assists the family or individual to manage and distribute funds contained in the individual budget including, but not limited to, the facilitation of the employment of service workers by the family or individual, including Federal, state, and local tax withholding/payments, unemployment compensation fees, wage settlements, fiscal accounting and expenditure reports.

### Self-Directed In-Home Support

The hourly rate used to determine the individual budget amount for Self-Directed In-Home Supports cannot exceed a maximum hourly rate established by the Department of Human Services. Although a standard hourly rate will be used to determine the budget amount for Self-Directed In-Home Supports, the consumer will have the flexibility to negotiate the rate at which they will compensate their selected providers. The individual budget dollar amounts for Disability Related Supports will be calculated based on excess expense estimates agreed upon by the family and Support Broker, but the family will also have the flexibility to negotiate the rate at which they will compensate their selected providers.

If the individuals documented needs exceed service utilization limits, the DD Program Manager/Support Broker may request an exception from the Disabilities Services Division (DD Unit) of the ND Department of Human Services.

To ensure consistency, Individual budgets are entered in a Lotus Notes Database. Through a workflow and approval process, the database tracks the individual budgets from the DD Program Manager/Support Broker, through the Regional DD Program Administrator, to the state level central office administrator. Edits are built into the database to prevent errors. The database also calculates total funds authorized and tracks areas in which funds are allocated. At the end of a budget period the database is updated to reflect actual funds expended.

Self-Directed Support Authorizations/Individual Budgets will contain information regarding the consumer/legal guardian's rights if supports are suspended, terminated or reduced.

## B.8 Quality

### North Dakota Home and Community Based Services Quality Assurance Overview

The state has a quality assurance system that identifies key components, practices, and utilizes the quality framework methodology. Within this working document the following assurances will be addressed, Level of Care Determination, Service Plans, Qualified Providers, Health and Welfare, Administrative Authority, and Financial Accountability.

The State's quality management system is the framework for North Dakota's Home and Community Based Waivers. North Dakota HCBS Waiver for HCBC Services ND .0273, North Dakota Technology Dependent Waiver ND 02.00.00, and Medically Fragile Children Waiver ND 0568, Children's Hospice Waiver 0834, have an approved Appendix H: Quality Management Strategy.

ND also has one waiver that serves individuals with an intellectual or related disability.

The Money Follows the Person core team includes DD Division state office staff, the Medical Services HCBS Program Administrators, DHS fiscal staff, and the MFP Grant Program Administrator. The MFP Program Administrator has overall responsibility for Quality assurance planning for individuals transitioning to the community from Nursing Facilities and ICF/ID and utilizing services through the MFP grant.

The HCBS Quality Management team for Medicaid Waiver HCBS, Technology Dependent Waiver, Service Payments for the Elderly and Disabled (SPED), Expanded SPED, and Medicaid State Plan Personal Care include the Assistant Medical Services Director responsible for the Long-Term Care Continuum, who has overall responsibility for the team, five Human Service Program Administrators. One program administrator is responsible to administrate policy and procedure for SPED EXSPED and the Waiver. One program administrator is responsible for the Qualified Service Provider (QSP) enrollment and review process, and QSP audits. Two Program Administrators are responsible for Medicaid Stat Plan personal care, case management audit and complaint resolution. One Program Administrator is responsible for waiver administration and eligibility, state funded program eligibility, and QSP rate setting.

The Quality improvement strategy is outlined in the approved Medicaid Waiver for Home and Community Based Services and the approved Technology Dependent Waiver. The same plan extends to consumers receiving services through state funds and through the Medicaid State Plan Option. The programs included are, Service Payments for the Elderly and Disabled (SPED), Expanded Service Payments for the Elderly and Disabled (EX SPED), and Medicaid State Plan Personal Care (MSP-PC).

The above programs are similar in some respects but vary in specific guidelines including functional eligibility and financial eligibility guidelines. In addition, client's maybe receiving services from more than one of these programs during a concurrent

period of time. The HCBS Case Managers develop care plans for clients receiving services through the HCBS Waiver, Tech Dependent Waiver, SPED, EX- SPED, and Medicaid state plan personal care services. DD Program Managers develop care plans for Medicaid State plan personal care services.

Children' Medical Fragile and Children's Hospice Wavier Quality Teams include the Program Administration for these two children's waivers and the Assistant Director of the LTC Continuum. The Quality improvement strategy is outlined in the approved section H of each of the two children's Waivers. The above programs are similar in some respects but vary in specific guidelines functional eligibility. Both programs require nursing facility level of care however Children medical fragile also require level of need completion. Children Hospice requires a letter of 12 months life expectance. The Children's hospice waiver works in conjunction with the Medicaid state plan children's hospice services.

DD Division Quality Team for the Traditional DD Waiver includes the Director of Medical Services, the Director of the DD Division, Assistant DD Division Director, Six HSPAs, and two support staff. One HSPA is responsible for children and family support programs, early intervention services and Part C coordination, one HSPA is responsible for Adult Day and Residential Services, Licensing of DD Providers, ISLA contracts, and a HSPA is responsible for overall quality assurance, PASRR, Institutional Liaison, and Program. The Assistant DD Division Director coordinates the corporate guardianship, the DD Training Module contracts, and conducts training and monitoring of providers relative to abuse and neglect in conjunction with the ND Protection and Advocacy project. A HSPA is responsible for onsite survey of DD licensed providers of waiver services, DD Division support staff, review provider-employee background checks. A HSPA does rate setting and completes the waiver financial reports. A HSPA is responsible for the overall administration of the waiver and reviews care plans for Medicaid State Plan-Personal Care prior to service authorization and DD waiver services provided by Qualified Service Providers.

North Dakota's overall quality improvement strategy for persons with intellectual disabilities encompasses: Medicaid certification and inspection of care for intermediate care facilities for individuals with intellectual disabilities ; licensing of program and services by the Department; provider accreditation by The Council on Quality and Leadership; policies addressing provider responsibilities to report and investigate alleged incidents of abuse, neglect or exploitation involving service participants; the North Dakota Community Staff Training Program; monitoring by Program; coordination with North Dakota's Protection and Advocacy Project; and coordination and involvement of Catholic Charities North Dakota, the corporate guardian for over 370 persons with and intellectual disabilities.

The CMS Quality Framework describes quality outcomes for HCBS under six focus areas: individuals have access to home and community-based services in their communities; services and supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decision

concerning his/her life in the community; there are sufficient HCBS providers and they possess and demonstrate the capability to effectively serve participants; participants are safe and secure in their homes and communities, taking into account their informed and expressed choices; participants receive support to exercise their rights and in accepting personal responsibilities; participants are satisfied with their services and achieve desired outcomes; and the system supports participants efficiently and effectively, and constantly strives to improve quality. Taken together, these outcomes define quality for an HCBS program. Embedded within each of these outcomes are processes that, when implemented carefully, will yield the desired effect or quality.

### Quality Overview and Monitoring Position

To assure that quality review and monitoring of policy and services is completed for all MFP related services a quality review position has been established. This position is now ended but was a part-time position up to 30 hours per month. The position had the responsibility to do chart and process review on a regular basis of MFP services as they relate to overall quality assurance/improvement. This included assistance with development and monitoring of performance measure, remediation strategies, trending and analysis efforts to identify areas of improvement, and assistance with all quality improvement initiatives and evaluate their effectiveness.

### Qualifications:

The position required a bachelor's degree in social work or related human services field and one year of experience in a human service administration or quality review position. Strong communication skills and analytical skills are required.

### The new services available under the MFP Grant:

Nursing Facility Transition Coordination demonstration/supplemental service, Supplemental Services for the payment for one-time transition costs, and a 24-hour nursing call service are the three new services to be offered through the Grant. This document will describe the quality assurance process for these services.

### Quality Assurance Roles of Stakeholder Committee

The Money Follows the Person Grant has established a stakeholder committee and five subcommittees that include consumers and/or their family members, advocacy groups, provider association representatives, State agency staff, and housing agency representatives. Stakeholder participation is considered vital to the success of the implementation of the Money Follows the Person Rebalancing demonstration Grant. The general responsibilities of the committee include:

- Provide ongoing oversight and/or advice on State policy changes to achieve rebalancing.

- Monitor grants implementation progress.
- Monitor achievement of grant benchmarks.
- Suggest ways to improve program design or implementation.
- Participate in the design of the operational protocol (OP).
- The OP will serve as the grant implementation policy.
- Monitor OP implementation throughout the grant period.
- Educate consumers of rebalancing efforts.
- Provide information to the Resource Link on available resources.
- Identify activities and services lacking in communities.
- Develop a plan of action to enhance services in underserved areas of the state.

The Stakeholder committee meets formally four times per year to monitor grant implementation. The workgroups meet as needed or as directed by the stakeholder committee to address implementation strategy, suggested policy changes, or other concerns as identified. The MFP Quality Workgroup meets as needed to address quality related issues identified during the service delivery process. The workgroup will focus on 24-hour backup plan services, incident management, and risk mitigation quality issues. The workgroup will additionally review overall MFP service delivery quality throughout the grant period.

### Quality Assurance Goals

The goals established by the MFP Grant Stakeholders Committee include:

1. Implement the newly designed standardized web-based assessment for nursing facility consumers to evaluate their eligibility and needs.
2. Implement the MFP incident/risk management plan for all persons transitioning.
3. Implement 24-hour back-up services for persons transitioning.
4. Implement the newly developed person-centered planning process that addresses risk factors that have been identified in the assessment process and outlines mitigation strategies for persons transitioning from a nursing facility. This plan will be a comprehensive plan that will also outline the client specific 24 hr. backup system, service needs, referrals, and consumer choices.
5. Implement newly designed planning process for Life Skills and Transition Center and ICF/ID transitions that addresses risk factors that have been identified in the assessment process and outlines mitigation strategies and outlines the client specific 24 hr backup plans.

## Targeting Process

The North Dakota nursing facility transition coordinators (TC) service acts as a single access point for development and coordination of an individual's transition plan from the nursing facility to the community. ND has identified the Centers for Independent Living (CIL) as the single access point for transitioning from a nursing facility to a qualified residence.

Medicaid eligible individuals with physical disabilities or who are elderly, or who have a developmental disability that have resided in a nursing facility for a minimum of three months and are Medicaid eligible for the last day prior to transition are targeted for transition to the community.

The most recent MDS on file in the Department's database is used to first identify Medicaid individuals who meet the minimum three-month institutional requirement, have expressed a desire to return to the community. Once identified, information on all individuals is forwarded to the TC and to the Nursing Facility Social Services Department. A TC and the Nursing Facility Social Worker/designee then interview individuals to determine if transitioning is desired by an individual and to assess the potential for transitioning the individual to his or her desired community based on available informal and formal resources and supports available in the community. In addition, any Medicaid eligible individual can self-refer to a TC if they meet the level of care and minimum 3-month occupancy criteria and intend to move to a qualified residence. Referrals also are encouraged from family members, other agencies, and nursing facility professionals.

North Dakota has developed a discharge-planning model to identify eligible consumers at the state operated institution (Life Skills and Transition Center) for persons with developmental disabilities. In general, no person is under commitment to the Life Skills and Transition Center, as residence is a voluntary decision of the person and/or legal decision-maker (such as guardian, which includes annual judicial oversight). The preferences of the person and recommendations of state professionals are used to guide priorities for discharge planning.

For individuals residing in small, community-based intermediate care facilities for individuals with an intellectual disability, North Dakota utilizes a referral process whereby consumers and families, working with their DD case Program Manager, have an opportunity to make informed decisions regarding the provision of services and supports.

## Waiver Assurances

Enhanced strategies for Money Follows the Person Grant:

- A data base has been developed to maintain the number of referrals made to the grant, time span between referral and transition
- Records will be maintained documenting transitions, length of transition, re-institutionalizations
- Records will be maintained of payment history review of approved supplemental services and transitional care services. If findings are identified a resolution plan will be identified.
- Nursing Facility Independent Living plans will be reviewed by the MFP Grant Manager. Checklist (transition review checklist) has been developed that outlines the essential requirements of the plan which need to be met prior to transition. See attachment B.8-K

### **Level of Care Determination**

The state has a contract with the agency DDM-Ascend to approve nursing facility level of care determinations based on the information submitted to them by a case manager or other professional. This contract is monitored by a Medical Services Program Administrator. The level of care instrument used by the state to evaluate and reevaluate whether an individual needs services through the MFP demonstration grant or a waiver is entitled the Level of Care Determination form. The completed document must be approved by DDM-Ascend to verify that the individual meets nursing facility level of care, as defined in ND Administrative Code (N.D. A.C. 75-02-02-09). The Level of Care requirements must be met by the individual at time of admission to the nursing facility, when entering the HCBS waiver, or completed at eleven months post-discharge.

### **Level of Care Appeals Process**

The individual or legal representative may appeal the Level of Care eligibility decision within 30 days of the date of this notification. If the request for a hearing is received by the appeals supervisor within 10 days from the date of this notice, the funding for services may continue until an appeal decision is reached. However, all costs for services received must be paid back if the appeal is upheld. The individual may represent him/herself in an appeal hearing or may use a legal counsel, relative, friend, or other spokesperson. The reason for the appeal must be submitted in writing to:

Appeals Supervisor  
North Dakota Department of Human Services  
600 East Boulevard Avenue  
Bismarck, North Dakota 58505-0250

75-01-03-08.2. Notice of preadmission screening and resident review determinations

1. An individual dissatisfied with an adverse determination made with regard to the preadmission screening and resident review requirements of 42 U.S.C. 1396r(e)(7)(A) or (B) may request a fair hearing in review of that determination.
2. The right to request a fair hearing under subsection 1 arises upon receipt of a notice under subsection 3.
3. If the department's action in administering preadmission screening and resident review is adverse to an individual, the department shall provide to the individual a written notice which conforms to section 75-01-03-07 and which includes:
  - a. A statement of the adverse determination;
  - b. The reason for the adverse determination;
  - c. The date of the adverse determination; and
  - d. A statement that 42 U.S.C. 1396r(e)(7) requires the department to make such determinations.
  - e. For purposes of this section and sections 75-01-03-07 and 75-01-03-09.2:
    - i. "Adverse determination" means a determination made in accordance with 42 U.S.C. 1396r(b)(3)(F) or 42 U.S.C. 1396r(e)(7)(B), through the application of section 75-02-02-09, that the individual does not require the level of services provided by a nursing facility or that the individual does or does not require specialized services, but does not mean a determination, made under 42 CFR 483.128, that an individual is not suspected of having mental illness or mental retardation; and
    - ii. "Significant change" means:
      1. A significant physical status improvement experienced by a nursing facility resident, such that the resident is more likely to respond to special treatment for that condition or might be considered appropriate for a less restrictive alternative setting;
      2. The presence of a nursing facility resident's mental illness, mental retardation, or condition related to

- mental retardation, not identified prior to admission, when it later emerges or is discovered;
3. Exhibition of increased symptoms of mental illness or behavioral problems by a nursing facility resident; or
  4. A circumstance arising if a review resulted in a determination requiring inpatient psychiatric treatment for a nursing facility resident, and an update to that determination is needed to support that individual's admission or readmission to a nursing facility following delivery of psychiatric services.
  5. Preadmission screening and resident review, including determinations of significant change, is undertaken applying professional judgment and standards approved by the department that are consistent with the requirements of 42 CFR part 483, subpart C, and 42 U.S.C. 1396r(f)(8).

### **Money Follow the Person**

Money Follows the Person Nursing Facility Independent Living Plans are required to be reviewed by the Grant Manager. An approved level of care is one of the criteria that will need to be in place prior transition for all persons participating in a waiver service post-transitions. It is required that Level of Care screening be completed approximately two weeks prior to the transition to allow for both the completion of the plan and to assure the consumer will continue to meet the level of care following discharge from the nursing facility.

### **Home and Community Based Services**

Level of Care is evaluated as outlined in an approved waiver. One of the primary methods is, on a quarterly basis a report is developed and reviewed to assure annual level of care determinations have been completed on the clients listed in the report.

### **Medically Fragile and Children's Hospice Waiver**

Level of Care is evaluated as outlined in section H of the approved waivers. The Program Administrator upon admission and annual there after completes NF level of care to determine eligibility.

### **Developmental Disabilities**

The Progress Assessment Review (PAR) is completed for all applicants. It is completed prior to determination of DD Program Management eligibility to assess individual need and supports and also determines whether the individual meets

the basic ICF/ID Level of Care criteria. The regional DD Program management is responsible to complete the Level of Care determination/Case Action Form to document the ICF/ID level of care screening. System generated alerts in the individual electronic file remind the program manager when the annual level of care determination is due. There is an edit in the ND Medicaid payment system that will not allow payment for waiver services unless a current ICF/ID level of care screening is in the payment system. A query is used to examine 100 percent of waiver participants to determine if the levels of care determinations are current.

### **ICF/ID Screening Level Review Process**

The PAR (which is the assessment for Level of Care) is completed annually. Based on a formula the results indicate screening categories. A sample of all PARs and ICF/ID level of care screenings are reviewed on an ongoing basis.

## Service Plan

### **Money Follow the Person**

MFP Grant Administrator reviews each Nursing Facility Independent Living plan prior to transition and will assure that risks have been identified and mitigation plans have been addressed, that a backup plan has been developed, and consumer needs have been addressed.

### **Home and Community Based Services**

HCBS evaluates all county case management entities on an annual basis as outlined in the approved waiver and methods include but are not limited to the evaluation of service plans (percentage of plans reviewed depends on the county case load) to assure goals and contingency plans are documented, assure assessments, reassessments, and contacts are completed by policy, care plan lists services applicable to client needs. Files are also reviewed to assure that client has signed an explanation of client choice SFN 1597 which makes the client aware of their right to choose between HCBS and institutional care. If a corrective action is noted in the review process the provider is made aware and must respond.

A summary of the care plans which outline client service needs are documented by the case manager on the SFN 1467 (Individual Care Plan for all HCBS service waiver, sped and ex sped services) and SFN662 (Personal Care Services Plan) are required to be submitted to the DHS within three days of completion. All of these plans are reviewed by an HCBS Program Administrator.

## Medically Fragile and Children's Hospice Waiver

Service plans for Medically Fragile are completed by DDPM annually and must address all participants assessed needs including health and safety risk factors and personal goals either by waiver services or through other means. Program managers receive a system generated alert to notify them when annual service plans are due. A query can be run at any time to review 100% of service plans to assure plans are completed within the required timelines. The DD Program Manager must inform the individual and/or the legal representative of the following assurances prior to the development and signing of each ISP. The assurances include; the right to select institutional care over waiver service, right to choose the service receiving, right to freely select a provider of services, right to request change of providers, and right to receive notification if service is denied, reduced or terminated. The rights are listed on the top of each ISP form and the individual and/or legal representative signature on the ISP is acknowledgment of rights

Service plans for Children's Hospice Waiver are completed by Hospice case managers and reviewed by both the hospice physician and the Program Administrator. These are updated or changed quarterly or at time of need. Legal representatives and team members signatures are required on plan.

## Developmental Disabilities

Service plans are completed annually and must address all participants assessed needs including health and safety risk factors and personal goals and preferences. Program managers receive a system generated alert to notify them when annual service plans are due.

The following rights and assurances are included at the top of the Service Plan that is signed by the individual/legal decision maker, provider of waiver services and DD Program Manager:

I understand I have the following rights and can request a Fair Hearing if I am dissatisfied by sending a written request to the Appeals Supervisor at the North Dakota Department of Human Services, 600 East Boulevard Avenue, Bismarck, ND 58505-0250 within 30 days. I can also request an informal conference with the Regional Human Service Center Director within 10 days. A request for an informal conference will not delay my request for a Fair Hearing.

- Right to select institutional services or waiver services if it has been determined that I meet the ICF/ID level of care.
- Right to choose the services I receive, if I have elected to participate in the waiver.
- Right to freely select from and among any willing and qualified provider(s) of services and the right to request a change of service provider at any time.

- Right to receive advance notification if services are denied, reduced or terminated. If your request for a hearing is postmarked or received within ten (10) days of the date of the notice, the action will not be taken until a hearing decision is made on your appeal and you may continue to receive the current services unless you withdraw the request for hearing, you fail to appear at a hearing, or it is decided that the only issue in the appeal is one of federal or state law/policy. You are advised however, that you may be required to pay any costs for services received if your appeal is not successful.
- I have been informed of Protection and Advocacy Services.
- I have been informed of reporting procedures for abuse, neglect and exploitation.
- I understand that I must sign, date and return the ISP to the DD Program Manager. I understand that I will be visited, or if I am a legal decision maker, I will be contacted by the DD Program Manager on a periodic basis to review the plan and to determine satisfaction with services.
- I understand that for services requiring Title XIX funding I must maintain Medicaid eligibility, or I must private pay for those services.

## Qualified Providers

### **Money Follow the Person**

Money Follows the Person developed a contract that outlines the responsibilities and qualifications for Transition Coordination Services

For transition assistance prior approval is required before purchase/payment of one-time transition costs-Supplemental Services Request Form B.5-A

For the 24-Hour Nursing Call Service a contract has been developed that will outline the responsibilities and qualifications.

QSP for Transition Adjustment Support: Individuals providing the MFP demonstration service of Transition Adjustment Support are required to meet qualification to be either an agency or independent Qualified Service Provider.

### **Home and Community Based Services**

HCBS evaluates Qualified Service Providers as outlined in section H of the approved waivers. Providers are targeted based on irregularities on payment history. Provider records are evaluated to assure that they maintain accurate records, and to assure that providers complete the tasks that have been authorized. All providers are required to reenroll every two years. If a corrective action is noted in the review process the provider is made aware and must respond.

When each county is audited during their annual review, a payment history which includes payments paid to all HCBS clients, a three-month payment history is reviewed for payment irregularities. Based on the results of this review purposive selection of providers to be reviewed in detail is determined.

In addition, data probes are completed to capture payment histories of an entire service category and to identify irregularities.

#### Medically Fragile and Children's Hospice Waiver

Medically Fragile is a self-directed waiver. The fiscal manager is Acumen; Acumen completes the background checks for proposed individual in home support providers and provides payment management. Institutional and agency providers must be enrolled and approved with Acumen as a North Dakota vendor. Children's Hospice Waiver providers are licensed hospice agencies by the both the ND Department of Health and Medical Services. Services provided outside of hospice agency must be approved Medicaid providers.

### **Developmental Disabilities**

The Department of Human Services reviews provider licensure applications according to NDAC 75-04-01. Licensure is reviewed annually. State law prohibits purchase of service from providers subject to licensure who are not currently licensed. Required providers must provide evidence of continuing accreditation by The Council. Annually all facility-based programs must include current sanitation and fire inspections. Providers must obtain criminal background checks for employees. The North Dakota Community Staff Training Program was initiated in 1983 to meet the training needs of employees who provide supports to individuals with developmental disabilities served by community-based providers. The North Dakota Center for Persons with Disabilities, through a contract with the Disability Services Division, coordinates the training, develops and revises the curriculum, maintains training records, and conducts workshops and conferences. Through a network of 25 regional staff trainers, the curriculum is delivered on-site and tailored to meet agency and consumer specific needs. The services of Adult Day Health/Adult Day Care, Homemaker, Adult Foster Care are provided by enrolled Qualified Service Providers according to NDAC 75-03-23-07 , verified by the ND Medical Services Division per respective administrative codes.

### Health and Welfare

#### **Money Follow the Person**

#### **Risk Assessment and Mitigation Plan**

### For Persons with a Physical Disability or an Elder:

Money Follows the Person has developed nursing facility transition assessment and risk mitigation plan that documents mitigation process for all nursing facility transitions. This plan is reviewed before transition. Following transition, the plan is reviewed by the Transition Coordinator after all critical incidents, during all planning meetings, and as needed.

The Transition assessment completed by the Transition Coordinator identifies areas of risk that need to be addressed by the consumer's planning team prior to transition. The team includes the consumer, family as appropriate, Transition Coordinator, and the nursing facility discharge planning team. The consumer and the Independent Living Plan Team review the identified areas of risk and develop risk mitigation strategies to address those risks. The plan is completed prior to discharge from the institution. The mitigation plan becomes a part of the Independent Living Plan. The plan is developed before transition and is reviewed by the Transition Coordinator/DD Program Manager and/or the DD provider team following transition after all critical incidents, during all planning meetings, and as needed.

(See Attachment B.8-H)

### For Persons with a Developmental Disability

For all transitions from an ICF/ID facility a needs assessment is completed, and a risk mitigation plan developed prior to transition to the community. One Services Plans and Mitigation Plans are reviewed by Human Services staff. After transition the plan is reviewed by planning team and/or the DD Program Manager after all critical incidents, during all planning meetings, and at least once every six months.

The Risk Assessment and Mitigation Plan is completed by the consumer, parent or legal decision maker if applicable; DD Program Manager, team members from the "sending" agency (community ICF/ID or Life Skills and Transition Center) currently providing services and team members from the "receiving" agency (home and community based service provider) who will be providing future services under the MFP grant. The Plan is completed approximately 7 days prior to the consumer's move to home and community-based services and provided to the receiving Support Coordinator who is responsible to develop the individual person centered plan upon admission to services.

Participants should identify all risk issues that are known or believe to apply to them, briefly describe why the issue currently presents a particular risk to this person or how the issue has presented significant risk in the past. Include a recommended strategy for managing the risk. A full analysis, decisions and

plans if needed, will be made around each risk identified at the individual plan meeting held upon admission and reviewed at the 30-day person centered plan following admission to HCBS services. Participants in the 30-day person centered plan will include DDPM, representatives from sending agency team and receiving agency team responsible for plan development and implementation.

The Risk Assessment and Mitigation Plan are a part of the consumers overall support plan upon transition from the institution. The plan is developed before transition and will be reviewed by the Transition Coordinator/DD Program Manager and/or the DD provider team following transition after all critical incidents, during all planning meetings, and at least once every six months

(See Attachment B.8-H)

### Consent (Rights/Incidents/Appeals Information)

When the Consumer/legal representative has agreed to participate in the MFP grant and they have signed the required a consent to participate they are provided with a copy of the MFP consumer rights brochure, critical incident reporting information, and are made aware of the appeals process.

### Back Up Planning

Consumers and/or their legal representatives participate in the development of an individualized back-up plan during the transition planning process. All back up plans include contact information for the 24-hour on call nursing service available to all MFP participants. Information is specifically provided to the consumer that will include back-up agency phone numbers and contact names.

Individualized back up plan development is reviewed to assure they address the three levels of back up needed for each consumer as outlined in MFP grant policy. Backup plans are reviewed after all critical incidents, during all planning meetings, and as needed.

Calls to the 24-hour nursing call service generate a report that outlines the nature and outcome of each call. The MFP Grant Administrator tracks all calls and document the number and type of requests for critical back-up, monitor responsiveness and timeliness of local agencies to consumer calls, and the effectiveness of individual backup plans. The MFP Grant Program Administrator provides follow-up with service providers, Transition Coordinators, and Case Managers to address any needed remediation or improvements warranted.

## Critical Incidents

### Reportable Critical Incidents Defined

1. Abuse
2. Neglect
3. Exploitation
4. Rights Violations
5. Serious Injury
6. Missing Person
7. Death
8. Medical Emergency
9. Restraints
10. Medical Errors
11. Law Enforcement Contact
12. Suicide Attempt

## General Definition

A “Critical Incident” is any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety or wellbeing of a Money Follows the Person Grant Participant.

## Who is supposed to report a critical incident?

Any person who becomes aware of a critical incident including a consumer is to report a critical incident.

Qualified Service Providers that are enrolled with the Department of Humans Services, Transition Coordinators, and Case Managers, DD providers, DD Case Managers are required to report incidents.

## Critical incident reporting for persons transitioning from a nursing facility

Individuals wishing to report an incident can contact any of the following persons:

- Transition Coordinator Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_
- Case Manager Name \_\_\_\_\_  
Agency \_\_\_\_\_  
Address \_\_\_\_\_  
Phone Number \_\_\_\_\_
- Money Follows the Person Grant Manager: Jake Reuter, Department of Humans Services, Medical Services, Department 325, 600 East Boulevard Ave, Bismarck, ND 58505, Phone: 1-800-755-2604

## Reporting Process

The critical incidents report form will be completed by the Transitional Coordinator, Case Manager, QSP or the Money Follows the Persons Grant Program Manager. Reports will be forwarded to the MFP Program Administrator within three days of the incident. The MFP Program Administrator will respond to the Incident within 10 days of the initial report. Action will be taken to resolve the concerns and a follow-up plan will be developed by the MFP Program Administrator. Incidents should

also be reported to other agencies or entities as policy, law, regulation, or the situation requires- See HCBS Abuse reporting process guidelines listed below.

## Review

Critical Incident reports will be completed by the Transition Coordinator, QSP, or the HCBS Case Manager and forwarded to the MFP Grant Program Administrator for processing. MFP Administrator will respond to each incident based on need and significance within 10 days of each report. Copies of all incident reports will be maintained in the MFP participants file and tracked within a quality data base as part of the MFP Quality Assurance process.

Developmental Disabilities Community providers use an agency specific incident reporting document and management process that addresses each of the ten critical incidents defined above. Critical incidents are reviewed and tracked by the Developmental Disabilities Division. Attachment: B.8-L Protection and Advocacy Reporting Guidelines B.8-M and DDD-006 Response to Reports of Alleged Incidents of Abuse, Neglect, or Exploitation outline the processes within the Developmental Disabilities System.

## HCBS Abuse Reporting Process

- A. Monitoring for Abuse, Neglect, or Exploitation: When completing monitoring tasks if the case manager suspects a Qualified Service Provider or other individual is abusing, neglecting, or exploiting a recipient of HCBS the following protocol is to be followed by the HCBS Case Manager.
- B. In all situations:
  - a. Notify the Program Administrator responsible for complaint resolution in writing of all actions taken to follow up on a suspected case of abuse, neglect, or exploitation of an HCBS recipient.
    - Identify and document in writing the name of the recipient.
    - Identify and document in writing the name of the qualified service provider or other individual.
    - Document in writing a complete description of the problem or complaint.
    - Immediately report suspected physical abuse or criminal activity to law enforcement.

- If you have reasonable grounds to believe the recipient's health or safety is at immediate risk of harm, make a home visit to further assess the situation and take whatever action is appropriate to protect the recipient.
- If you can document that no immediate risk exists, but a problem requires further action, work with the recipient and other interested parties to resolve the matter as soon as possible.
- If the HCBS Case Manager and Nurse Manager/Trainer determine that an incident is indicative of abuse, neglect, or exploitation, the HCBS Case Manager must immediately report the incident to the Department.
- Comply with North Dakota State law Chapter [50-25.1](#), CHILD ABUSE AND NEGLECT.

C. Monitoring for Abuse, Neglect, or Exploitation specific to the client's living arrangements, individuals implicated, or the Provider type.

D. Notify the Program Administrator responsible for complaint resolution in writing of all actions taken to follow up on a suspected case of abuse, neglect, or exploitation of a HCBS recipient.

- If Client lives in his or her own home and the qualified service provider is an Individual or Agency enrolled QSP:
- If you can document that no immediate risk exists, but a problem requires further action, work with the recipient and other interested parties to resolve the matter as soon as possible.
- If the qualified service provider is an Assisted Living Facility:
  - Notify the Aging Services Division Ombudsman Program Administrator and the DHS Program Administrator responsible for Assisted Living Licensing.
- If the complaint involves the provision of home delivered meals, contact the HCBS Program Administrator.
- Client lives in his or her own home and is being abused, exploited, or neglected by an individual other than the QSP:
  - File a report with law enforcement and/or Adult Protective Services as indicated by the seriousness of the allegation.
- If the client is living in a AFFC Home:
  - Contact the CSSB responsible for AFFC licensing, the appropriate human service center staff responsible for compliance of licensing regulations for AFFC and the Medical Services Division Adult Foster Care Service

Program Administrator, and the Aging Services Division Adult Foster Care Licensing Program Administrator.

- If the case involves a Licensed Child Foster Care Home, the regional representative responsible for the children's foster care licensing must be contacted.
- If the client is receiving services through the DD/MR Waiver, see Section within HCBS Case Management-Service to DD/MR Population.
- When the service is provided on Reservation Lands, the Tribal Laws that govern abuse and neglect on that reservation must be followed.

E. The Department of Human Services may remove a Qualified Service Provider from the list of approved providers if the seriousness and nature of the complaint warrants such action. The Department will terminate the provider agreement with a Qualified Service Provider who performs substandard care, fraudulent billing practices, abuse, neglect, or exploitation of a recipient. North Dakota Administrative Code section [75-03-23-08](#) lists reasons why the Department may terminate a Qualified Service Provider.

## Critical Incidents Definitions

### 1. Abuse

- a. Willful use of offensive, abusive, or demeaning language by a caretaker that causes mental anguish of any person with developmental disabilities;
- b. Knowing, reckless, or intentional acts or failures to act which cause injury or death to a developmentally disabled or mentally ill person or which placed that person at risk of injury or death;
- c. Rape or sexual assault of a developmentally disabled or mentally ill person;
- d. Corporal punishment or striking of a developmentally disabled or mentally ill person;
- e. Unauthorized use or the use of excessive force in the placement of bodily restraints on a developmentally disabled or mentally ill person; and
- f. Use of bodily or chemical restraints on a developmentally disabled or mentally ill person which is not in compliance with federal or state laws and administrative regulations.

### 2. Exploitation

An act committed by a caretaker or relative of, or any person in a fiduciary relationship with, a person with a disability, means:

- a. The taking or misuse of property or resources of a person with developmental disabilities or mental illness by means of undue influence, breach of fiduciary relationship, deception, harassment, criminal coercion, theft, or other unlawful or improper means;
- b. The use of the services of a person with developmental disabilities or mental illness without just compensation; or
- c. The use of a person with developmental disabilities or mental illness for the entertainment or sexual gratification of others under circumstances that cause degradation, humiliation, or mental anguish to the person with developmental disabilities or mental illness.

### **3. Neglect**

- a. Inability of a person with disabilities to provide food, shelter, clothing, health care, or services necessary to maintain the mental and physical health of that person;
- b. Failure by any caretaker of a person with developmental disabilities or mental illness to meet, either by commission or omission, any statutory obligation, court order, administrative rule or regulation, policy, procedure, or minimally accepted standard for care of persons with developmental disabilities or mental illnesses;
- c. Negligent act or omission by any caretaker which causes injury or death to a person with developmental disabilities or mental illness or which places that person at risk of injury or death;
- d. Failure by any caretaker, who is required by law or administrative rule, to establish or carry out an appropriate individual program or treatment plan for a person with developmental disabilities or mental illness;
- e. Failure by any caretaker to provide adequate nutrition, clothing, or health care to a person with developmental disabilities or mental illness;
- f. Failure by any caretaker to provide a safe environment for a person with developmental disabilities or mental illness; and
- g. Failure by any caretaker to provide adequate numbers of appropriately trained staff in its provision of care and services for persons with developmental disabilities or mental illnesses.

### **4. Rights Violations**

Through omission or commission, the failure to comply with the rights to which an individual with a disability is entitled as established by law, rule, regulation, or policy.

## 5. Serious Injury

Reported, regardless of the cause or setting in which it occurred, when an individual sustains:

- A fracture
- A dislocation of any joint
- An internal injury
- A contusion larger than 2.5 inches in diameter
- Any other injury determined to be serious by a physician, physician assistant, registered nurse, licensed vocational nurse/licensed practical nurse.

## 6. Missing Person

Whenever there is police contact regarding a missing person regardless of the amount of time the person was missing

- During a period of time in which a program provider is responsible for supervision of program participant/consumer.
- Not During a period of time in which a program provider is responsible for supervision of program participant/consumer.

## 7. Death

The death of an individual is reported, regardless of the cause or setting in which it occurred.

- During a period of time in which a program provider is responsible for supervision of program participant/consumer.
- Not During a period of time in which a program provider is responsible for supervision of program participant/consumer.

## 8. Medical & Psychiatric Emergency

Admission of an individual to a hospital or psychiatric facility or the provision of emergency medical services (treatment by EMS) that results in medical care which is unanticipated and/or unscheduled for the individual and which would not routinely be provided by a primary care provider.

### Use Of:

- Emergency Medical Services (example\*: emergency room care)
- Emergency Psychiatric Services (example\*: mental health facility admission)
- Life Saving Intervention (example\*: Heimlich, CPR) – \* Example is just one of several possible scenarios

## 9. Restraints

Every time an individual is restrained

- Personal (the application of pressure, except physical guidance or prompting of brief duration, that restricts the free movement of part or all of an individual's body)
- Mechanical (the use of a device that restricts the free movement of part or all of an individual's body. Such device includes an anklet, a wristlet, a camisole, a helmet with fasteners, a muff with fasteners, a mitt with fasteners, a posey, a waist strap, a head strap, and restraining sheet. Such a device does not include one used to provide support for functional body position or proper balance, such as a wheelchair belt or one used for medical treatment, such as a helmet used to prevent injury during a seizure.) It also means to cause a device that allows for free movement to be useable. Such as locking a wheelchair or not allowing an individual access to technology.
- Chemical (the use of a chemical, including a pharmaceutical, through topical application, oral administration, injection, or other means to control an individual's activity and which is not a standard treatment for the individual's medical or psychiatric condition).
- Included In A Written And Approved Behavior Plan
- Not Included In a Written and Approved Behavior Plan
- Seclusion: involuntary confinement in a room that the person is physically prevented from leaving.
- Isolation: forced separation or failure to include the person in the social surroundings of the setting or community.

## 10. Medication Discrepancy

When there is a discrepancy between what a physician prescribes and what an individual actually takes and the individual self-administers medication under supervision of the Program Provider or has medication administered by the Program Provider. A medication discrepancy is when one or more of the following occurs:

- a. Wrong medication: an individual takes medication that is not prescribed for that individual. This includes taking medication after it has been discontinued or taking the incorrect medication because it was improperly labeled.
- b. Wrong dose: An individual takes a dose of medication other than the dose that was prescribed.
- c. Omitted dose: An individual does not take a prescribed dose of medication within the 24-hour period of a calendar day. An omitted dose does not include an individual's refusal to take medication.
- d. Dose Refused: An individual's refusal to take medication resulting in a medical emergency or use of restraint

## 11. Law Enforcement Contact

A person receiving services is charged with a crime or is the subject of a police investigation, which may lead to criminal charges; an individual is a victim of a crime against the person; crisis intervention involving police or law enforcement personnel.

## 12. Suicide Attempt

Definition: the intentional attempt to take one's own life. A suicide attempt is limited to the actual occurrence of an act and does not include verbal suicidal threats by a person receiving services.

### Home and Community Based Services

During onsite case management audits face to face client interviews are completed. Clients receiving services under the Medicaid waiver are targeted. Some of the questions included in the interview include -was the client offered a choice of providers, is the client aware that they can change providers, does the provider complete all tasks approved, meets their needs, meets their expectations, is the provider considerate and

conscientious. If a finding is noted in the interview the case manager or appropriate contact is made to resolve the finding. HCBS policy outlines abuse/neglect/exploitation policy and maintains a data base documenting reported cases of abuse/neglect/exploitation or complaints and there resolution. Response timeline is outlined in the approved HCBS Section H. Quality Assurance Surveys are completed by HCBS Case Manager with Clients annually to assess satisfaction with services received/provided.

### Medically Fragile and Children's Hospice Waiver

All participate safeguards are covered under section G of the approved waivers. This section outlines in detail process for reporting, identifying, and remediation of critical incidents and reporting, restraints and restriction, medication administration and errors. Time lines and staff responsibility is also addressed.

### Developmental Disabilities

- DD Program Managers visit waiver recipients on a face to face basis each quarter to review appropriate services, consumer satisfaction, identify barriers to service, address abuse or neglect concerns, and follow-up on previously identified issues.
- During the initial licensure process, provider policies and procedures are reviewed by DD Division staff to assure they address the requirements to report and investigate all incidents of abuse, neglect and exploitation. DD Division staff and the Protection and Advocacy Project conduct a historical review of incident reports and monitor implementation of abuse, neglect and exploitation policies and conduct refresher training and follow up with all licensed DD providers every two years. Policy PI-10-16 is the Department of Human Services Policy and Procedure that addresses responses to significant events and reports of alleged incidents of abuse, neglect, or exploitation of individuals receiving developmental disabilities services from licensed DD providers. (See Attachment B.8-M)
- The DD Division maintains a data base of protective service reports.

## A. Administrative Authority

### Money Follow the Person

The Department of Human Services, Medical Services Division developed a contract with the on-call nursing services agency and the four Centers for Independent Living to include clearly defined roles and responsibilities, standardized policies, procedures, system performance standards, and practice guidelines. The grant manager is responsible to monitor the contract and quality of service provider by the contractor.

## **Home and Community Based Services**

HCBS evaluates all county case management entities on an annual basis as outlined in section H of the approved waiver. The Department of Human Services has a signed Memorandum of Understanding that outlines responsibilities with all County Social Service Boards.

### **Medically Fragile and Children's Hospice Waiver**

The North Dakota Department of Human Services is the single state Medicaid agency which includes the DD Division and Medical Services. Waiver coordination meetings are held quarterly between Medical Services and units administering waivers. The DD Division is responsible for licensure of the eight regional DD Program Management units and all DD providers.

## **Developmental Disabilities**

The North Dakota Department of Human Services is the single state Medicaid agency which includes the DD Division and Medical Services. Waiver coordination meetings are held quarterly between Medical Services and units administering waivers. The DD Division is responsible for licensure of the eight regional DD Program Management units and all DD providers. Medical Services enrolls qualified service providers.

## **B. Financial Accountability**

### **Money Follow the Person**

The MFP Grant Administrator prior approves all transition assistance requests. The grant manager and DHS Fiscal Representative reconcile approved services with payment histories.

On Call Nursing Service costs are monitored by the MFP Grant Program Administrator and DHS Fiscal Representative based on the contract agreement for service payments. Numbers of call reports and billing

history are monitored to assure proper billing processes are being followed.

## **Home and Community Based Services**

HCBS evaluates all Qualified Service Providers as outlined in the approved waivers. Providers are targeted based on irregularities on payment history. The providers documentation is reviewed to assure that provider documentation correlates with payment history, provider bills at the agreed upon rate, that they use the correct procedure code, and bill within the approved amount authorized by the case management entity. If a corrective action is noted in the review process the provider is made aware and must respond. If the provider does not respond or a pattern of inaccurate billing is noted, it could result in repayment of funds or the provider's enrollment status being terminated.

When each county is audited during their annual review, a payment history which includes payments paid for all HCBS clients, a three-month payment history is reviewed for payment irregularities. Based on the results of this review purposive selection of providers to be reviewed in detail is determined.

## **Medically Fragile and Children's Hospice Waiver**

Program Administrator for both waivers submits Level of Care to Ascend for approval as a prerequisite for waiver services. Services for Medically Fragile are authorized by the DDPM, Regional DDPA, and Program Administrator and sent to Acumen for monitoring and payment. All Children's Hospice Waiver billing is reviewed by Medical Services claims staff and audited one year after case closure. Payments for both waivers are reported quarterly by service to CMS by the DHS Fiscal office.

## **Developmental Disabilities**

DD program managers determine Level of Care as a prerequisite for waiver services. Case managers then authorize services on the individual service plan in the web-based application. Edits are built into the system to prevent payment for services not authorized. The DD claims reviewer receives weekly queries of the web-based application data for individual changes to level of care and start or termination of waiver services which is entered in the Medicaid payment system.

## **Attachments**

## Appendix B.8 Quality

- B.8-A Transition Assessment
- B.8-B Independent Living Plan which includes risk mitigation plan/24-hour backup
- B.8- C Developmental Disabilities Individual Service Plan
- B.8-D Developmental Disabilities Progress Assessment Review (PAR)
- B.8-E Resident Decision Profile
- B. 8-F Notification of Denial, Termination, or Reduction in Service Form
- B.8-H Risk assessment and Mitigation Policy and NF and DD forms
- B.8- I 24-backup Planning Policy and Back-up Plan
- B.8-J Critical Incident Reporting and Management Policy
- B.8-K Checklist for the Independent Living Plan
- B.8-L Protection and Advocacy Reporting Guidelines
- B.8-M PI-10-16 -Response to Reports of Alleged Incidents of Abuse, Neglect, or Exploitation of Individuals Receiving Developmental Disabilities Services from Licensed DD Providers

## B.9 Housing

The Money Follows the Persons housing goal is to implement strategies that address the need to develop affordable, accessible, and available housing in North Dakota for MFP recipients as well as for other individuals with a disability. These strategies are the basis for the actions of the Housing Workgroup and the Stakeholder Committee during the grant period.

Securing safe, assessable, affordable, quality, and permanent housing has been identified as one of the primary barriers to the successful achievement of this goal. The limited housing options have resulted in transitions being delayed or impossible for MFP eligible individuals

In order to fulfill the Housing Strategies, North Dakota has contracted for the skills of a State Housing Facilitator and two part-time Consumer Housing Resource Specialists to identify and research creative solutions to alleviate the housing shortage to make transitions possible.

The MFP State Housing Facilitator position acts as the primary liaison with the MFP Program Administrator and ND housing agencies and Consumer Housing Resource Specialists.

Qualifications for the position are:

- **DHS State Housing Facilitator (ND Money Follows The Person) -** Requires a bachelor's degree with a major in business or public administration, finance, accounting, or related business field, or in social work or related behavioral science field; and two years of professional level work experience in affordable housing development, city planning, multifamily property management, single family real estate development, commercial real estate, or banking/lending. Specific work experience as described above may substitute for the education requirement on a year-for-year basis.

The need for the development of local housing options, relationships with housing providers, and effective strategies to address systemic barriers in cooperation with transition coordination services is not currently being adequately addressed with the housing systems in place at this time. Transitions are being delayed or are not possible due to limited housing resources and inadequate collaborative interaction with housing providers. North Dakota believes that developing a Regional Housing Resource Specialists to serve each of the four quadrants of the State now being served by the Centers for Independent Living Centers/Transition Coordinators would provide the local contact necessary with private property owners and Public Housing Authorities to increase the number of transitions.

To successfully meet the number of transitions outlined in North Dakota's amended Operational Protocol the two Regional Housing Resource Specialists, work in cooperation with the proposed MFP State Housing Facilitator, local housing providers, and the North Dakota's Housing Agencies to identify and address the unmet housing needs of MFP participants.

Qualifications for the two positions are:

- **DHS Consumer Housing Resource Specialist (ND Money Follows The Person)** - Requires a bachelor's degree with a major in business or public administration, finance, accounting, or related business field, or in social work or related behavioral science field; and one year of related experience. Specific work experience as described above may substitute for the education requirement on a year-for-year basis.

Preference will be given to applicants with experience in affordable housing development, city planning, multifamily property management, single family real estate development, commercial real estate, or banking/lending.

The funding for all the Housing positions will be 100% MFP Administrative Funds. These positions will be contracted positions with Minot State University.

#### Definition of qualified residences for MFP participants

A home owned or leased by the individual or the individual's family member;  
An apartment with an individual lease, with lockable access and egress, and which includes living, sleeping, bathing, and cooking areas over which the individual or the individual's family has domain and control; and  
A residence, in a community-based residential setting, in which no more than 4 unrelated individuals reside i.e. Adult Foster Care or Community Group Home

#### Description of the State Regulations for Each Type of Housing

##### **Adult Foster Care (AFFC)**

An occupied private residence in which Adult Foster Care is regularly provided by the owner or lessee thereof to four or fewer adults who are not related by blood or marriage to the owner or lessee, for hire or compensation.

Adult Foster Care must meet State regulation as outlined in the "Qualified Service Provider Handbook"- Adult Foster Care Provider, Individual Qualified

Service Provider, and AFFC Respite Provider including standards for practice and enrollment procedures as issued 5/2007 by:

Aging Services Division; N.D. Department of Human Services; 600 E Boulevard Ave, Dept 325; Bismarck, ND 58505-025; at the following website:

<http://www.nd.gov/dhs/info/pubs/docs/aging/handbook-for-gsp.pdf>

and in the State Adult Foster Care Policy Manual at:

<http://www.state.nd.us/robo/projects/66005/66005.htm>

## **Developmental Disabilities Residential Options**

All ND community providers must be licensed to provide services. This specifically means authorization by the Department of Human Services to provide a service to individuals with developmental disabilities, pursuant to North Dakota Century Code chapter 25-16 and as outlined in ND Administrative Code found at <http://www.legis.nd.gov/information/acdata/pdf/75-04-01.pdf>

The department also adopted and made a part of its administrative rules for all licensees the current standards used for accreditation by the council on quality and leadership in supports for people with disabilities. If a licensee fails to meet an accreditation standard, the department may analyze the licensee's failure using the appropriate 1990 standards of the council on quality and leadership in support for people with disabilities.

The following developmental disabilities services will generally be used as a qualified MFP Residence or to support and MFP participant in the community:

1. **Individualized supported living arrangements** – means residential support services options in which services are contracted for a client based on individualized needs resulting in an individualized rate setting process and are provided to a client in a residence rented or owned by the client.
2. **Family support services** – means a family-centered support service contracted for a client based on the primary caregiver's need for support in meeting the health, developmental, and safety needs of the client in order for the client to remain in an appropriate home environment.
3. **Minimally supervised living arrangements** means either – a group home with an available client adviser; or a community complex that provides self-contained rented units with an available client adviser.
4. **Transitional community living facility** – means a residence for clients with individualized programs consisting of social, community integration,

and daily living skills development preliminary to entry into less restrictive settings.

5. **Home or Apartment** – The regulations relevant to an apartment/home would be the Housing Quality Standards (HQS). The HQS are Housing and Urban Development (HUD) standards. The HQS are used by the public housing authorities when they evaluate homes or apartments that are going to be rented by an individual with a housing voucher. Every residence is assessed, and the results are documented and retained in the persons housing file.

Apartments/homes are reassessed on a regular basis to assure that it continues to meet standards. Only residences that meet these standards are eligible for use with a voucher.

Housing offices utilize a checklist for the assessment process. The HQS assessment checklist could be used to assure that a residence that is not subject to HUD regulation is evaluated by the professional involved with the transition. Training for this process could be provided by a housing office staff member if this situation would develop. The HQS checklist comes with instructions. This would come into play when someone moves to a private home that they own or is owned by a family member and no housing program is assisting with the housing costs.

The HQS would be applied in a reasonable fashion if used to assess a privately-owned family home. The intent would not be to prevent the move but to address any real-life safety issues. The need to negotiate for the welfare needs of the individual would assure that the home meets minimal standards and reasonable accommodations are made for the person moving to the home. If a concern had no impact on the person with a disability it would not be appropriate to make this a road block for the move. Example: No vent or window in older home's bathroom.

All buildings need to meet minimal building code requirements such as sewer, water, electrical codes. The additional HQS could be applied to privately owned homes beyond those standards to assure an appropriate and safe living environment. The ultimate goal is to assure a good quality of life for each person.

Housing Quality Standards address the Americans with Disabilities Act (ADA) reasonable accommodations requirements. Fair housing laws require that landlords allow renters to make their own reasonable accommodations as long as they return the apartment to its prior condition.

Document Requirements for all Residences into which Money Follows the Person Participants are placed to assure they meet Money Follows the Person Statutory Definitions for "Qualified Residences"

The Transition Coordinator will document in a computerized assessment the type of qualifying residence that the nursing facility MFP participant transitions to after discharge from the institution. The system will require the Transition Coordinator to record the type of qualifying residence that will be utilized. The Transition Coordinator will be provided with the necessary training to determine if the residence meets MFP specifications. The system is a nationally recognized software program entitled "SAMS" and will be monitored by the MFP Grant Program Manager as part of the MFP quality assurance strategy.

The Developmental Disabilities Program Manager will document on the MFP Form the type of qualifying residence that the Life Skills and Transition Center or community ICF/ID MFP participant transitions to after discharge from the institution. The DD Program Manager will be required to record the type of qualifying residence that will be utilized. The DD Program Manager will be provided with the training necessary to determine if the residence meets MFP specifications as a qualified residence.

#### Project Based Housing Resources

North Dakota has 130 HUD Section 8 properties with a total of 3,398 units. There are 26 HUD Moderate Rehabilitation Properties with 378 total units in the State. Currently, there are 126 Low Income Housing Tax Credit Properties with 3,678 total units. The HOME Investment Partnership Program has 58 properties with 1,214 units. North Dakota also has 188 United States Department of Agriculture Rural Development Projects funded for a total of 2,700 units.

All Transition Coordinator providers have been provided with a listing of the project have been provided with a listing of the project-based housing resources in North Dakota including contact information for specific sites. This information will assist the Transition Coordinators in locating the available housing options for the consumers that they are assisting consumers with transition.

The Money Follows the Person Stakeholder Housing Workgroup requested that the State's Low-Income Housing Tax Credit (LIHTC) Program Qualified Allocation Plan (QAP) provide additional incentive for multi-family development and rehabilitation projects with set asides for the elderly and/or disabled. The State's plan, which is administered by the NDHFA, currently provides points in its scoring system for units targeted for the elderly and disabled. NDHFA added points for this population group in the 2009 Qualified Allocation Plan. This strategy will continue to be pursued each Fall for the following year's QAP.

The Money Follows the Person Housing Workgroup is supporting and participating in the development of a North Dakota Housing Trust Fund. This has

been identified as a long-term strategy to support the development of statewide affordable, accessible, and available housing.

### Tenant Based Housing Resources

North Dakota has established 32 Public Housing Authority (PHA) offices around the state to serve persons in need of assistance with their housing needs. North Dakota has 7,479 tenant-based vouchers at this time. In 2007, these PHA offices issued 6,900 Housing Choice Vouchers resulting in approximately \$25.1 million in Housing Assistance Payments (HAP). The Public Housing Authority Offices hope to avoid any federal decrease in the number of housing vouchers provided at this time. If the North Dakota Housing Trust Fund is approved, efforts will be made to develop gap services to address the waiting lists for housing vouchers in the metropolitan areas of the State.

The Money Follows the Person Housing Workgroup is supporting the development of local preferences for persons transitioning with each of the individual Public Housing Authority offices in the State. North Dakota Housing Authorities have been asked to consider Money Follows the Person participants as a local priority to the extent possible. A letter and Money Follows the Person brochure has been sent to each of the PHA Executive Directors explaining the Money Follows the Person Grant, and the needs of the consumers participating in grant services.

Strategies to assure a sufficient supply of qualified residences and to assure Money Follows the Person participants have a choice among them.

1. The MFP Stakeholder Committee has established a Housing Workgroup that includes representatives from the North Dakota Housing Finance Agency (NDHFA), the Department of Commerce, Division of Community Services; ND Community Action agencies; Public Housing Authorities (PHA); the Housing Program Director of Community Works of North Dakota; Protection and Advocacy of ND; Center of Independent Living Staff; a provider of Assisted Living services; IPAT representative; the MFP Grant Program Manager; and a member of the Medicaid Infrastructure Grant (MIG) Housing Task Force. This group is representative of all the primary housing agencies in North Dakota and will continue to meet throughout the grant period to facilitate cooperative efforts to provide integrated, affordable, and accessible community housing options.
2. The MFP Housing Workgroup has worked to develop local preferences for persons transitioning with each of the individual PHA offices in the State.

The directive from the HUD Secretary will be used as part of the communication with the PHAs as he has specifically encouraged PHAs to

set local preferences, and to use public housing units, Housing Choice Vouchers, and Mainstream Vouchers to support people with disabilities in their transition to the community.

3. The primary provider of housing in North Dakota is either section 8 project based or voucher-based assistance. Once again, this strategy has involved facilitating communication and collaboration with the ND Public Housing Authorities (PHAs), the NDHFA, USDA Rural Development, and the Dept of Commerce to assure an adequate supply of housing.
4. A comprehensive list of project-based housing available in ND has been developed.
5. NDHFA, USDA Rural Development, and Dept. of Commerce project-based housing have been identified around the State. A list of these projects that provide restricted access to individuals with some form of a disability has been prepared for use by the professionals assisting with transitions.
6. The list of project-based housing that is managed by the local housing authorities has been provided to the transitional staff for all population groups to be served by the grant. This process has been effective for populations in need of housing. The intent is to assure that all local public housing authorities can provide information about all the housing options in their specific area not just voucher related information. The MFP housing workgroup continues to approach the PHA administrators about accepting this responsibility.
7. Encourage the ND Builders Association to consider incentives that would encourage voluntary development of more accessible housing.

Provide education so that builders construct projects that allow individuals to “Age in Place”.

8. Request that the State’s Low-Income Housing Tax Credit (LIHTC) Program Qualified Allocation Plan provide additional incentive for multifamily development and rehabilitation projects with set asides for the elderly and/or disabled.
9. The state’s plan, which is administered by the NDHFA, currently provides points in its scoring system for units targeted for the elderly and disabled. The state has added additional points for this targeting.
10. Assisted living was also noted as a housing option that has been identified. LIHTC have been of question as it has been difficult to separate

the housing and services components. Services must be optional. NDHFA has been encouraged to create LIHTC scoring incentives for the development of assisted living facilities.

11. Several funding sources exist for housing rehabilitation current housing. There are programs provided by NDHFA, USDA Rural Development, and through HUD's HOME program. Programs include Helping HANDS, RAP, 504 Rural Development Loans and Grants, HOME and CDBG programs, to name a few. Each program has funding limitations and eligibility issues.

The workgroup has contacted the seven Community Action Program (CAP) regional offices to encourage them to act as the primary contact for housing rehab needs.

12. Emphasized the need to be flexible in determining what is going to work was emphasized as strategies that may work in the larger cities may not work in the more rural areas of the state.
13. The state developed a housing incentive fund to assist in funding affordable housing.
14. Strategies or housing related issues that have been considered:
  - a. First time homebuyer's loans could be utilized for MFP and other individuals
  - b. Concerns about high taxes for the elderly in their home could be addressed with reverse equity mortgages, Homestead and disabled tax credits (state would reimburse the county for this credit).
  - c. Private apartment units can be identified through local MLS or apartment association, but many would likely not be affordable without a Section 8 housing voucher.
  - d. Many nursing facilities have independent living units/apartments as part of their building.
  - e. Assisted Living continues to be an appropriate MFP housing option, but cost remains the primary issue.

## **Resources**

North Dakota Department of Commerce

The Department of Commerce administers the Home Investment Partnerships (HOME) Program through various sub recipients including the seven Regional Community Action Agencies, two Community Housing Development Organizations (CHDOs), and the cities of Grand Forks and Bismarck. All HOME funds are restricted to benefiting low-income persons.

The Community Action Agencies utilize HOME funds to perform single-family home rehabilitation work for low-income homeowners. In addition, the agencies also receive LIHEAP funds through the ND Department of Human Services and from the US Department of Energy (DOE) for its weatherization program for low-income homeowners.

The two CHDOs, Affordable Housing Developers Inc., which covers the western half of the state, and the Eastern Dakota Housing Alliance, covering the eastern half of the state, utilize HOME funds to participate in the development and rehabilitation of multi-family apartment structures. The CHDOs are also eligible to provide homeownership assistance.

As entitlement cities, Grand Forks and Bismarck receive HOME allocations annually. They are eligible to participate in any HOME-eligible activities as long as the activity is consistent with their city's Consolidated Plan and the state HOME Program. The cities have recently been involved in the development of multi-family properties for the general population, as well as special needs populations such as transitional housing and housing for the developmentally disabled.

NDHFA can target some first-time home buyer money-do not have to be 1<sup>st</sup> time buyer and can use 40 year mortgage

### Home of Your Own

These funds have not been utilized at any significant level at this time

Home Choice-Non-Conventional Loan options for purchase of housing (CommunityWorks)

Utilize Habitat for Humanity housing options

## **Definitions**

The need to define what the group views as housing was discussed without a formal definition being finalized. Some of the concept definitions offered in the new housing document were provided for increased understanding and clarification.

**Universal Design** – ‘The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.’ (Center for Universal Design, North Carolina State University at:

<http://www.ncsu.edu/www/ncsu/design/sod5/cud/>

**Accessible** - Accessible design generally refers to houses or other dwellings that meet specific requirements for accessibility. For example: building codes, housing regulations, and guidelines.

**Adaptable** – Adaptable design allows some features of a building or dwelling to be changed to address the needs of an individual with a disability or a person encountering mobility limitations as he/she ages. Such design features allow the change to be made quickly...without the use of skilled labor and without changing the inherent structure of the materials.

**Visit-able** – Visit-able refers to homes that are not only accessible to guests with disabilities visiting the homes of non-disabled hosts, but to the future needs of the non-disabled residents as well. Access features include zero-step entrances, accessible hallways, and accessible bathroom

## B. 10 Continuity of Care Post Demonstration

### Nursing Facility Transitions

With the exception of demonstration/supplemental services for the transition and supplemental demonstration services for deposits, furnishings, and vehicle modifications, all home and community-based waived services and all state plan services provided as MFP demonstration services that were available to an individual in the first year following transition from the nursing facility will be available in subsequent years of the demonstration program contingent upon program eligibility requirements. The ND Home and Community Based Services waiver has the slot capacity to accept the increased number of applicants anticipated through this project, with the assumption that each new program participant will continue to be served by the respective waiver after the end of the first year of community-based service provision.

The county case manager will complete a level of care screening within the last 7 days for all MFP participants prior to the end their 365 days of eligibility to determine waiver eligibility at time of MFP discharge. If an MFP participant no longer meets nursing facility level of care screening requirements other service programs will be offered to meet their needs including the ND Service Payments to the Elderly and Disabled and Expanded Service Payments to the Elderly and Disabled, and Older Americans Act Services.

#### Home and Community Based Services Waiver Services available to persons with a physical disability or an elder after MFP discharge

- HCBS Waiver

This waiver helps eligible individuals who would otherwise require nursing home services to remain in their homes or communities. It gives eligible people options, if their needs can be met in their homes.

- Technology Dependent Waiver

This waiver provides attendant care service and case management

- Medically Fragile Children Waiver

This waiver provides In-Home Supports, Institutional Respite, Transportation, Equipment and Supplies, Individual and Family Counseling, Nutrition Supplements, Environmental Modifications

- Medicaid State Plan-Personal Care (MSP-PC)

### Service Payments for the Elderly and Disabled (SPED)

The SPED program provides services for people who are older or physically disabled and who have difficulty completing tasks that enable them to live independently at home.

### Expanded Services Payments for the Elderly and Disabled (Ex-SPED)

The Expanded-SPED program pays for in-home and community-based services for people who would otherwise receive care in a licensed basic care facility.

### Older Americans Act Services

The Older Americans Act of 1965 (OAA) was enacted to improve the lives of America's older individuals in relation to income, health, housing, employment, long-term care, retirement, and community service. The underlying purpose is to enhance the ability of older individuals to maintain as much independence as possible and to remain in their own homes and communities. Federal funds are allocated to states on an annual basis to provide services to older individuals.

### Eligibility Requirements

- Older Americans Act Services are available to individuals who are age 60 and older. There is no means test. Individuals must be given the opportunity to contribute to the cost of the service; however, no one can be denied service due to inability or unwillingness to contribute.

### Services Available

- Congregate Meals, Provides nutritional meals in a group setting
- Escort Shopping Assistance, Provides personally assistance to help people with physical or cognitive difficulties to obtain services outside the home environment
- Family Caregiver Support Program, Provides support services to informal caregivers and older adults caring for children 18 and younger
- Health Maintenance, Provides monitoring and screening services for early detection of health issues, and also provides health education, referral and follow-up
- Home Delivered Meals, Provides homebound individuals who are unable to prepare an adequate meal with a nutritious meal

- Legal Assistance, Provides legal advice and representation by an attorney to older individuals with economic or social needs
- Outreach - Includes interventions by an agency or organization for the purpose of identifying potential clients and encouraging their use of existing services and benefits
- Transportation, Provides a method of travel from one specific location to another specific location to access essential community services
- Senior Companion Services, A service that offers periodic companionship and non-medical support by volunteers (who may receive a stipend) to adults with special needs

## **Services for Persons with a Developmental Disability**

### North Dakota Life Skills and Transition Center and Community Intermediate Care Facilities for Individuals with a an Intellectual Disability Transitions

All home and community-based waived services and all state plan services provided as MFP demonstration services that were available to an individual with a developmental disability in the first year following transition from the Life Skills and Transition Center or a community ICF/ID will be available in subsequent years of the demonstration program contingent upon program eligibility requirements.

The MR/DD Waiver have the slot capacity to accept the increased number of applicants anticipated through this project, with the assumption that each new program participant will continue to be served by the respective waiver after the end of the first year of community-based service provision.

Within sixty days prior to discharge from the MFP demonstration services an updated level of care screening will be completed by the Developmental Disabilities Case Manager to assure waiver eligibility following MFP demonstration services. Section 11 funded services may be available to MFP participants who no longer meet the ICF level of care. DD program management services will be continued and if appropriate a referral to alternative Human Service Center services will be initiated.

Qualified home and community-based waived services available to individuals with a developmental disability following the year they receive services through the demonstration program are:

- MR/DD Waiver
- DD Self Directed Supports Waiver
- And Medicaid State Plan-Personal Care (MSP-PC)

Services that will be available include the following:

- Adult Day Health
- Day Habilitation
- Extended Services
- Homemaker
- Residential Habilitation
- Extended Home Health Care
- Adult Foster Care
- Behavioral Consultation
- Environmental Supports/Modifications
- Equipment and Supplies
- In-Home Supports
- Infant Development
- Parenting Support
- Transportation Costs for Financially Responsible Caregiver
- Personal Care Services – allow the individual to live as independently as possible while delaying or preventing the need for institutionalization.
- Home Health Care – intermittent nursing care provided in home to prevent institutionalization.

Self-Direction – North Dakota's Developmental Disabilities Waiver provides service options for individuals living with primary caregivers. The goal of the waiver is to provide a consumer-centered service delivery system assuring health and welfare, participant rights and safeguards and financial accountability for In-Home Support, Environmental Supports/Modifications, Material and Supplies, Extended Services, Behavior Consultation and support for Transportation Costs for Financially Responsible Caregivers in order to maintain individuals in their community.

- Equipment and Supplies
- Transportation Costs for Financially Responsible Caregiver
- Environmental Supports/Modifications
- Extended Services
- Behavioral Consultation

### In-Home Supports Direct Service Workforce Development

One of the primary barriers to rebalancing the North Dakota Long Term Care Services and Supports system is the shortage of direct service workforce personnel. This shortage is statewide but is most pronounced in all rural counties and in the western half of North Dakota where our oil development industry is so

strong. The primary effect this shortage has on both institutional transitions and institutional diversions is that workers are not available to provide the levels of support available through our HCBS programs to meet the needs of consumers.

Workforce development technical assistance has been requested and provided to the North Dakota MFP project since 2009. This assistance has resulted in:

- The development of two realistic job preview videos to assist with both recruiting and retention of direct workforce personnel.
- The TA providers have provided education to Developmental Disabilities provider agencies addressing recruitment and retention strategies.
- Data collection tools have been developed to assist in tracking turnover and for legislative funding requests, a talent pipeline mapping process was developed and implemented, and a direct service workforce planning committee has been established.
- The technical assistance process has also resulted in the recommendation that North Dakota seek MFP administrative dollars to fund a position that would be responsible to coordinate all direct service workforce development in a more comprehensive manner.

**Direct Service Workforce Development-** The ND Department of Human Services will co-fund a grant with the ND Counsel on Developmental Disabilities to develop recruitment and retention strategies for Direct Services Workers. This Grant will primarily target Direct Support Professionals and Qualified Service Providers.

## SECTION C – ORGANIZATION AND ADMINISTRATION

### C.1 Organizational Structure

Medical Services, (see Medical Services Organizational Chart below) the ND Medicaid agency, is a division of the Department of Human Services (see Department of Human Services Organizational Chart below) and will manage the demonstration grant. The Medical Services division is responsible for Medicaid eligibility regulations and policies; state plan service regulations, policies, and payment; payment for all waived services; and policies and regulations for the

provision of waived services to the elderly and disabled. The ND MFP Grant Program Administrator is an employee of the Medical Services Division.

The Developmental Disabilities Division within the Department is responsible for policies and regulations for the provision of waived services to the individuals who will transition from ICF/ID facilities including the Life Skills and Transition Center.

Transition services for nursing facility residents are coordinated between Medical Services and the four Centers for Independent Living (CIL) located throughout the state. In addition, to the transition services provided by the CILs, all individuals receiving HCB qualified services are assigned a case manager from the county social services office, where the individual will be living, and who will authorize and monitor HCB services. The staff from the nursing facility are also engaged with the assessment and discharge planning efforts.

### **Transition Coordination Services**

Center for Independent Living-Transition Coordination: ND contracts with the four Centers for Independent Living serving ND to provide Transition Coordination Services. The four Centers include the following:

- **Dakota Center For Independent Living**  
3111 East Broadway Avenue  
Bismarck and Dickinson
- **Options Resource Center For Independent Living**  
318 3rd Street NW  
East Grand Forks, MN and Cavalier ND
- **Freedom Resource Center For Independent Living**  
2701 9th Avenue SW, Fargo and Jamestown
- **Independence, Inc. Center For Independent Living**  
300 3rd Avenue SW, Suite F, Minot

The Director of each Center provides direct supervision to the Transition Coordinators working for their agency. The Center Directors manages and supervises the day to day activities of all staff providing MFP related services and assures required documents, reports, and participant interactions occur as outlined in the contract negotiated with the Department of Human Services.

The MFP Program Administrator evaluates the performance of each individual Center and the performance of the Transition Coordination service based on the scope of practice outlined in the contract.

Transition services for ICF/ID residents involve four entities with the Department (DHS) that all are accountable to the Executive Director of the Department:

- Medical Services Division –Medical Services have designated personnel that work directly with the Disability Services Division (DSD) to provide support in development and administration of -ID/DD waiver and ICF/ID services.
- Disability Services Division (DSD) – Provides statewide policy and program development and support and oversight of ID/DD waiver and ICF/ID field operations. DSD administrators also participate in ongoing HCBS system planning and development with the Medical Services Division.
- Developmental Disabilities Program Management (DDPM) Consists of DD program managers and Regional Developmental Disabilities Program administrators that supervise case managers within the regional Human Service Centers (HSCs) and manage and monitor the service system at the regional level.
- North Dakota Life Skills and Transition Center– Operates institutional ICF/ID services.

All individuals receiving services in community ICF/IDs are assigned a case manager from the regional Human Service Center to authorize and monitor services. This function includes ensuring individuals have choice between ICF/ID and waiver services and of the least restrictive service setting that will meet their needs. Responsibilities of DDPMs include referral and planning for transition of individuals from ICF/ID to ID-DD waiver/HCB services.

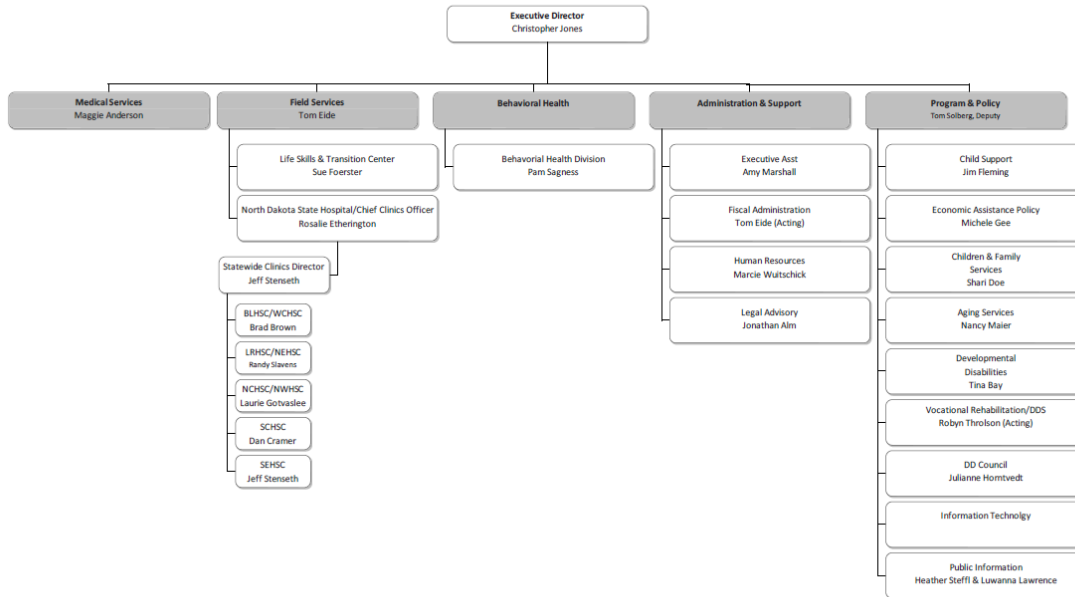
All NDLSTC residents are associated with a regional HSC representing their region of origin. A case manager is assigned to each individual at NDLSTC and is a member of that individual's Individual Support Plan team. This provides an ongoing and direct link for planning transition to the community service system.

DDPM communicates closely with the DSD in service planning and delivery. This includes at least monthly joint planning sessions between DSD, DDPM and NDLSTC for evaluation and consideration for referral and transition to HCB services for NDLSTC residents. DDPM then works with designated NDLSTC personnel to facilitate referral to community HCB providers to effect transition to the community.

# North Dakota Department of Human Services Organizational Chart Old Chart

## New Organizational Chart

### North Dakota Department of Human Services





## C. 2 Staffing Plan

Medical Services has identified Jake Reuter as the full-time Program Administrator for the Money Follows the Person Demonstration (See Attachment G for Resume).

The Life Skills and Transition Center (DC) will have the following staff commitments to the demonstration:

- Life Skills and Transition Center, Social Worker – ½ Full-Time Equivalent (FTE)
- Eight Unit Program Coordinators each at .05 FTE.

Regional Human Service Center staff will also be involved. This will include:

- DD Program Managers
- Regional Program Administrators

These professionals assist individuals in the ICF/ID target population with referral, pre-placement, and follow-up services, each individual will require 83 hours of Case Management and six hours of assistance from the Regional Program administrators.

### Developmental Disabilities Division

DD Division, Adult Service Program administrator, dedicated at .05 FTE. Administrator provides oversight to the DD transition efforts and assists staff at the DC and the HSCs.

### Center for Independent Living-Transition Coordination

ND contracted with the four Centers for Independent Living serving ND to provide Transition Coordination Services. The four Centers include the following:

#### **Dakota Center For Independent Living**

3111 East Broadway Avenue  
Bismarck and Dickinson

#### **Options Resource Center For Independent Living**

318 3rd Street NW  
East Grand Forks, MN and Cavalier ND

**Freedom Resource Center For Independent Living**  
2701 9th Avenue SW, Fargo and Jamestown

**Independence, Inc. Center For Independent Living**  
300 3rd Avenue SW, Suite F, Minot

Each of the four Centers provide a minimum of two staff members to function in the role of Transition Coordinator. Time allotted for this service is based on number of referrals. The Coordinators provide the supports needed to assist nursing facility consumers with their transition to the community. The Transition Coordinator also assist consumers with application for supplemental support services available for one-time transition related costs. Coordination services involve supporting consumer transitions for 365 days after their move from the nursing facility.

The Director of each of the four Centers provides direct supervision to the transition coordination staff. This includes monitoring employee performance, reporting completion, compliance with privacy requirements, and conduct with consumers based on the scope of practice expectation outlined in the contract for services with the ND Department of Human Services.

The contract established by the Department of Human Services with each of the Centers outlines Transition Coordination service expectations. The MFP Program Administrator evaluates the performance of the Transition Coordination services based on the scope of practice outlined in the contract.

#### Nursing Call Service Agency

ND has contracted with a nursing service agency to provide 24-hour phone backup services for MFP participants. The nursing agency is providing staff 24 hours a day to manage these calls.

### C. 3 Billing and Reimbursement

MFP participants that have been transitioned are assigned a unique living arrangement code in the claims payment system (MMIS) which will allow for payment, reporting, and tracking of qualified HCB services. The code allow for collection of specific data on individuals transitioned ensuring individuals meet the eligibility criteria and will provide data to be used in the analysis of the success of the transition process. Specific data includes the length of time institutionalized, length of time in community living, and costs of the transition plan.

Transition Coordination services are a contracted service. Each of the four providers of this service are required to submit monthly reimbursement requests on the required contract reimbursement form. Providers track services provided in fifteen-minute increments and submit a request for payment of all services provided on a monthly basis. The providers maintain an accurate accounting of services provided to individual MFP participants for program audit purposes. ND randomly audits MFP service contracts and initiates audits if questionable billing practice is identified.

Requests for Supplemental Services are reviewed and authorized individually by the MFP Grant Program Administrator. A history of all payments for Supplemental Services are maintained in the state's financial accounting system. The Grant Administrator I maintains individual files on all MFP participants for quality assurance review purposes.

Billing and payment to Qualified Service Providers is monitored routinely by the HCBS Staff of the Medical Services Division of the Department of Human Services to track billing accuracy and consistency with authorized services.

#### Medicaid Fraud and Abuse Unit Condensed Manual and Policies as they Relate to MFP Participants

In North Dakota the fraud unit is located within the Medicaid Program Agency. North Dakota requested a waiver and was granted the waiver do to a low volume of cases, making it not cost effective to have a separate unit from the Medicaid Agency.

Currently the unit has an administrator who is the chief auditor and investigator. The administrator is also the S/UR and TPL administrator. The Medicaid S/UR staff support the administrator in gathering Medicaid eligibility and medical payment information. There are one and one-half staff members in the S/UR Unit.

The S/UR Unit in most cases conducts desk audits from referrals and exception review processing. As cases develop into potential recovery and/or criminal cases the auditor/investigator conducts a more thorough investigation, which may include an onsite announced or unannounced audit. Once the auditor/investigator has compiled a criminal report or audit report (depending on the type of case) the merits of the case are

discussed with the Medicaid Director to determine the course of action. The administrator makes recommendations to the Medicaid Director on what options may be pursued in each case.

If it is determined that the case should be referred to the Office of Inspector General (OIG) or the US Attorney's Office, the administrator prepares the report and evidence to be forwarded to the proper entity. The administrator then takes the role as technical advisor to that entity and may appear at a legal hearing as a witness to the findings.

If the matter is determined to be an administrative action to correct and recoup erroneous billings the administrator will start the procedures to notice the provider/recipient, inform the provider/recipient of the findings, the overpayment and the right of appeal. If the findings are not contested, the administrator will negotiate or dictate the terms for payment and/or other sanctions.

If the case is referred to the US Attorney or OIG for further development and processing, it is that entities responsibility to report any sanctions to the Office of Integrity for the national register. If the state takes action to sanction a provider the administrator will report the action to the OIG for the national register. It is also noted that in some cases, the case may be referred to the Attorney General's Office or State's Attorney for prosecution in the state court. Most recipient cases are handled in this manner.

The North Dakota Medicaid Program also has full and part time professional staff that conducts peer reviews, authorizes out of state services based on necessity, and determine necessity in services being provided to Medicaid recipients by Medicaid Providers. The staff consists of a medical physician, nurses, dentist, full time pharmacist and optometrist. They are also available to assist in the desk audits and on site reviews where warranted.

The fraud unit when conducting audits and investigations adhere to all confidentiality rules and follow the due process for suspected individuals and entities.

## SECTION D – EVALUATION

Evaluation is not a required component of the MFP Operational Protocol. North Dakota has opted not to include its own evaluation component in its MFP demonstration design. The State will utilize data collected by the national evaluator for the MFP evaluation as indicators of the project's effectiveness. We believe the national evaluator data will provide a clear picture of the status of each individual that has transitioned, thus allowing more time for the State to focus on the actual transition activities.

## SECTION E – FINAL PROJECT BUDGET

### Budget Narrative

Transition Coordinator services provided before and after the transition of an individual are to be a total of 60 hours at a cost of \$60 per hour, increasing 4% per year. This service is offered as both a demonstration and a supplemental service.

Qualified Home and Community Based Services expenditures for individual transitioned from ICF/ID facilities are to be the average community adult ICF/ID daily cost plus residential and day support direct care staff enhancements for additional client needs to ensure the consumer's health and safety. Estimated costs are increased 4% per year.

Expenditures for one-time services such as deposits, home furnishings, vehicle modifications, and assistive devices, are estimated at \$3,000 per individual transitioned from either a nursing facility or an ICF/ID facility.

Expenditures for 24-hour Backup Nursing Services are based on an average of two calls per month for each individual transitioned from either a nursing facility or an ICF/ID facility.

See Annual Budget Forms and Documents

## Appendix H

### Human Services Glossary of Terms & Acronyms

#### Glossary of Human Services

#### Terms and Acronyms

November 2018

960 - Refers to the State Form Number 960 (SFN 960) for the reporting of suspected child

abuse or neglect.

AASK - Adults Adopting Special Kids is a collaboration involving the Department's Children and

Family Services Division, Catholic Charities North Dakota, and PATH ND. They work together

to promote and facilitate the adoption of children with special needs from the foster care system.

Abuse - Any willful act or omission by a caregiver or other person, which results in physical

injury, mental anguish, unreasonable confinement, sexual abuse or exploitation, or financial

exploitation of a vulnerable adult.

Abused Child - An individual under the age of 18 years who is suffering from abuse as defined

in Section 14-09-22 caused by a person responsible for the child's welfare, and "sexually

abused child" means an individual under the age of 18 years who is subjected by a person

responsible for the child's welfare to any act in violation of sections 12.1-20-01 through 12.1-20-

07, sections 12.1-20-11 through 12.1-20-12.2, or Chapter 12.1-27.2 (sex offenses listed in the

criminal code). (14-09-22 "Inflicts, or allows to be inflicted, upon the child mental injury or bodily

injury, substantial bodily injury, or serious bodily injury as defined by section 12.1-01-04 or

mental injury") (12.1-01-04 "Bodily injury" means any impairment of physical condition, including

physical pain. "Serious bodily injury" means bodily injury that creates a substantial risk of death

or which causes serious permanent disfigurement, unconsciousness, extreme pain, permanent

loss or impairment of the function of any bodily member or organ, a bone fracture, or impediment of air flow or blood flow to the brain or lungs. "Substantial bodily injury"

means a

substantial temporary disfigurement, loss, or impairment of the function of any bodily member or

organ.)

Access Services - Services such as transportation, escort/shopping assistance, outreach, and information and assistance, which help people to identify, obtain, and use existing services.

ACJ - Alliance for Children's Justice is a statewide multi-disciplinary coalition of professionals

and parents dedicated to quality child protection services in North Dakota.

Acute Care Unit - A service unit in the Department's human service centers that provides

general outpatient mental health services.

ADA - Americans with Disabilities Act of 1990 [Pub. L. 101-336; 104 Stat. 327; 42 U.S.C. §

12101 et seq.]

ADL - Activities of Daily Living refers to daily self-care personal activities that include bathing,

dressing and undressing; eating or feeding; toileting; continence; transferring in and out of a bed

or chair, or on and off the toilet; and mobility inside the home.

Administrative Assessment - Process of documenting reports of suspected child abuse or

neglect that do not meet the criteria for a Child Protection Services Assessment.

Administrative Referral - Process of documenting the referral of reports of suspected child

abuse or neglect that fall outside the jurisdiction of the county where the report is received.

Adoption Assistance - A form of monetary assistance to families adopting children from foster

care who have special needs. This assistance can take the form of a monthly payment, Medicaid as a backup to a family's private health insurance, or reimbursement of nonrecurring

expenses related to adoption.

Adoption Search/Disclosure - The process whereby an adopted individual, a birth parent, or

birth sibling of an adopted individual, or an adult child of a deceased adopted individual can

request and receive identifying information related to the adoption.

Adoption Subsidy - See Adoption Assistance.

Adult Day Care - A program of non-residential activities provided at least three (3) hours per

day on a regularly scheduled basis one or more days per week and encompassing both health

and social services needed to ensure the optimal functioning of the individual.

Adult Education Transition Services (AETS) - Refers to services provided to students 18-21

years of age who are eligible for Developmental Disabilities Program Management Services and can benefit from residential and/or day services provided in the developmental disabilities system while they are still in school. This is a joint initiative between the Department of Public

Instruction and the Department of Human Services. Individuals must meet eligibility requirements. Education agencies and Medicaid provide funding.

Adult Foster Care - Provision of 24-hour care within a home environment to adults who are

unable to function independently or who may benefit from a family home environment.

Care is

provided in a licensed home to four or less individuals.

ADRL - Aging and Disability Resource LINK is a community-level resource that people can turn

to for information and for assistance locating available long-term care supports and services. It

is intended to help connect older adults and adults with physical disabilities (of all incomes) and

their families with needed services and supports.

Affordable Care Act - Also known as Patient Protection and Affordable Care Act.

Federal

legislation signed into law in March 2010, which included a provision for states to expand the

Medicaid program along with implementing other health-related provisions.

Aging Services - Refers to the Aging Services Division of the Department of Human Services,

which administers programs and services for older persons and vulnerable adults as the designated State and Area Agency on Aging under the Older Americans Act.

Alleged Father - A man alleged to be the father of a child who was born outside of a marriage,

but for whom paternity has not yet been legally established. Also may be referred to as a

putative father.

Amnesty - A temporary, publicized opportunity offered by the Child Support Division to parents

who owe past-due support to cancel court-issued warrants or regain a suspended license on

terms that are more favorable to the parent than generally offered by child support.

Approved Relative - An unlicensed child care provider who is eligible to participate in the Child

Care Assistance Program. By federal law, an approved relative must be related to the child by

marriage, blood relationship, or court order such as a grandparent, great-grandparent, aunt,

uncle, or a sibling age 18 or older who does not live with the child. These providers can care for

up to 5 children including their own children under the age of 12.

Arrearages - Past-due, unpaid child support owed by the noncustodial-parent. Also referred to as "arrears."

ASAM - American Society of Addiction Medicine, Patient Placement Criteria, Second Edition-

Revised. These are the clinical guidelines used for matching clients to the appropriate level of

care for the treatment of substance-related disorders.

ASFA - The Adoption and Safe Families Act of 1997 [Pub. L. 105-89; 111 Stat. 2115; 42 U.S.C.

§ 1305 et seq.] is federal legislation to shorten the length of time in foster care and to ensure

safety and permanency for children.

Assertive Community Treatment (ACT) - A team-based, best-practice treatment model that

provides multidisciplinary, flexible treatment and support to individuals with mental illness.

Assisted Living - Helps older adults and people with disabilities maintain as much independence as possible by providing apartment-like units and individualized support services,

which accommodate individual needs and abilities. Assisted living facilities are required to be

licensed in North Dakota.

Assistive Technology (AT) Device - Any item or piece of equipment used to maintain or improve the functional capabilities of individuals with disabilities.

Assistive Technology (AT) Service - Any service that directly assists an individual with a disability in selecting, acquiring, or using an assistive technology device. AT services may

include: evaluation, purchasing, designing, leasing, training for individuals, family members, and

professionals; and coordinating therapies. It also includes services that expand access to

electronic and information technology for people with functional impairments.

Attendant Care Service (ACS) - Hands-on care, of both a supportive and medical nature,

specific to a client who is ventilator-dependent for a minimum of 20 hours per day and includes

nursing activities that have been delegated by the Nurse Manager to the ACS provider.

ACS is

an all-inclusive service that provides direct care to ventilator-dependent individuals to meet their

care needs.

Attendant Care Service Provider - Is a Qualified Service Provider (QSP). The attendant care

service is provided under the direction of a licensed nurse who is enrolled with the Department

of Human Services as a QSP to provide Nurse Management.

Autism Waiver - A Medicaid waiver that serves children between the ages of birth and eight

with a qualifying Autism diagnosis that meets the level of care need criteria. The focus of this

waiver is providing evidence-based behavioral analysis therapies.

Autism Voucher - A program that serves children age three through 17 diagnosed with an

autism spectrum disorder and who are a part of a household with an income below 200% of the

Federal Poverty Level. The program can help pay for assistive technology, training, and other

approved support services that enhance the quality of life of children with autism disorders and

their families.

AWARE - Accessible Web-based Activity and Reporting Environment. AWARE is a fully integrated, comprehensive case management software system used by the Division of

Vocational Rehabilitation. The system is used to initiate an electronic case file for a customer

and document the case from referral and application through closure and follow-up. All data

collected is readily available for automated reporting to federal partners.

Background Check - This is completed to see if a person's name appears on the N.D. Child

Abuse and Neglect Index showing a finding of "services required" for child abuse or neglect and

to see if the person is on the N.D. Office of Attorney General's List of Convicted Sex Offenders

and Offenders Against Children. Criminal Background Check (referred to in the Century Code as "criminal history record information") is completed through the use of

fingerprints,

which are taken and sent to the N.D. Bureau of Criminal Investigation (BCI) and the Federal

Bureau of Investigation (FBI) to determine if there is any criminal history record information

regarding the person. Different programs require different degrees of background checks.

Basic Care Assistance Program - Pays a portion of room and board costs for qualifying individuals living in a basic care facility. Medicaid covers any medical and personal care

needs

an individual may have while living in the facility.

Basic Care Facility - A licensed residential facility that provides room and board and services to individuals who need health, social, or personal care services, but do not require extensive medical services.

Behavioral Consultation - This service is available to eligible consumers with a developmental disability to provide expertise and training and technical assistance to assist primary caregivers in the implementation of a consumer's intervention plan.

BH - Behavioral health is a state of mental/emotional being and/or choices and actions that affect wellness. Behavioral health illnesses are common, recurrent, and often serious, but they are treatable and people recover.

BHD - Refers to the Behavioral Health Division of the North Dakota Department of Human Services. The division provides leadership for the planning, development, and oversight of the state's behavioral health system. Core functions include regulation and licensure of substance abuse treatment programs including opioid treatment programs, psychiatric residential treatment facilities, and regional human service centers; substance abuse prevention and promotion; workforce development; administration of contracted services (problem gambling treatment, brain injury supports, and other services) and the substance use disorder voucher program.

Benchmark - A specific measurement as it relates to progress toward meeting a standard or goal.

BEST - Basic Employment and Skills Training program provides motivation and job seeking skills to Supplemental Nutrition Assistance Program recipients who are required to register for work. The Department contracts with Job Service North Dakota to provide the service in Burleigh County and Cass County.

Best Practice - Practices that incorporate the best objective information currently available from recognized experts regarding effectiveness and acceptability.

BLHSC - Badlands Human Service Center is located in Dickinson. (See HSC definition.)

Bright & Early ND - Provides a road-map to help child care and preschool programs focus on school readiness. Child care providers receive support through one-on-one coaching from a

trained consultant, grant dollars to purchase educational toys and materials for their programs,  
bonus awards for achieving program goals, and recognition for achieving and maintaining levels  
of quality in addition to licensing. Participation is voluntary.  
CA/N - Child Abuse and Neglect  
Care Coordinator - Describes the comprehensive case manager in a child and family case  
involving severe emotional disturbance.  
CARES - Clinical Assistance, Resources, and Evaluation Service is a consultative service that  
uses Life Skills and Transition Center's developmental disabilities specialists from a wide range  
of health care disciplines (psychology/behavior analysis, social work, occupational therapy, etc.)  
to assist local teams to prevent or treat crises that could cause a person with developmental  
disabilities to lose jobs, homes, friends, and family contacts. All services are initiated through  
and coordinated by the Department's developmental disabilities staff located at the regional  
human service centers.  
CARF - Commission for Accreditation for Rehabilitation Facilities  
Case Management - A service where needs are assessed, services are arranged, coordinated,  
and monitored; and client preferences are advocated for within the context of a clinical  
treatment plan.  
CCAP - Child Care Assistance Program provides partial payment for child care services  
provided to children from qualifying low-income families.  
CCDF - Child Care Development Fund  
CCWIPS - The Comprehensive Child Welfare, Information, and Payment System is a computerized case management and payment system for foster care and adoption services.  
Centers for Medicare and Medicaid Services (CMS) - Is the federal agency which administers  
Medicare, Medicaid, and the Children's Health Insurance Program. Note: Medicare is administered by the federal government.  
CFS - Refers to the Children and Family Services Division of the Department of Human Services. CFS has administrative responsibility for the policies and procedures relating to  
children and families. The division is responsible for program supervision and technical assistance for the delivery of public child welfare services.  
CFSR - Child and Family Services Review is a federal child welfare quality assurance review  
conducted in all states. North Dakota uses this same process to conduct child welfare quality

assurance reviews in each region of the state annually.

Child and Family Team - Related to children's mental health services and child welfare services, the Child and Family Team consists of the child, family and persons most pertinent in

the life of the child and family, as determined by the family (in most instances). The team meets

to identify family strengths, needs, risks, and resources to reduce and/or eliminate the risk of

removal from the home, reunification, emotional and educational needs, child abuse and neglect

and ensure the safety, permanency, and well-being of children and families.

Child Care Provider - A person, group of persons, or agency that is responsible for the education and supervision of the child/children in their care in exchange for money, goods, or

services.

Child Care Provider Licensing - County social service offices conduct child care licensing

studies, investigate complaints, and issue correction orders. The Department of Human Services' regional early childhood supervisors review applications and studies, and issue

licenses, denials, revocations, and suspensions. The Department's "State Office" develops and

reviews regulations, policies, and procedures; conducts licensing training; reviews notices

before issuance; and provides technical assistance.

Child Care Aware of North Dakota - Child Care Aware of North Dakota is an agency that assists families searching for licensed child care and educates families about what to look for in

providers. The agency also collects and maintains a database of providers, compiles supply

and demand information, provides and coordinates provider training, provides technical assistance to help providers become licensed and to improve quality, supports child care

programs in other ways, and works with communities to address child care issues.

Established

in 1992 by the North Dakota Legislature, Child Care Aware of North Dakota programs are

supported by public funding, mainly from the Department of Human Services, and private

funding.

Child Fatality Review Panel - A multi-professional group that meets to review the deaths of all

minors in the state and identifies trends or patterns in the deaths of minors.

Child Welfare - The child welfare system includes public and private services that are focused

on ensuring that all children live in safe, permanent and stable environments that support their well-being. Child welfare services may interact with entire families, or they may be focused on direct intervention with children. Child welfare work typically includes: foster care, child protection services, in-home preservation services and adoption.

CHIP - Children's Health Insurance Program. See Healthy Steps.

Chore Service - These tasks enable a client to remain in the home. Tasks include heavy housework and periodic cleaning, professional extermination, snow removal, and the task must be the responsibility of the client and not the responsibility of the landlord. Emergency Response Systems (ERS), such as electronic devices enabling the client to secure help in an emergency by activating the "help" button, are also available under this service.

CIL - Center for Independent Living. The four CILs in North Dakota provide services to individuals with disabilities so they can live and work more independently in their homes and communities; and they also contract with the Department to assist with transitions from institutions under the Money Follows the Person program.

Client Assistance Program (CAP) - Designed to inform and advise all Vocational Rehabilitation clients and applicants about the benefits available under the Federal Rehabilitation Act of 1973, and to assist clients in securing those services.

CMHS Block Grant - Community Mental Health Service Block Grant

Committee on Aging - A fourteen member committee appointed by the Governor that serves in an advisory capacity to the Governor and to the Aging Services Division; provides local input; acts as an advocate for the service needs of older individuals; and sponsors forums on aging.

Congregate Care - This service is a community waiver group home that provides programming for elderly individuals with intellectual disabilities to help them maintain their current level of functioning. The health and medical conditions of the individuals served are stable and do not require continued nursing or medical care.

Congregate Care (child welfare) - A placement setting that consists of 24-hour supervision for children in highly structured settings such as licensed group homes, child care institutions, residential treatment facilities or maternity homes.

Congregate Meals - A service that provides meals that assure a minimum of one-third of the recommended dietary allowances for a client who will be eating in a group setting.

Continuum of Care - A functional philosophy that seeks to ensure clients receive the right

service in the right place at the right time.

Co-occurring Disorders (COD) – Individuals that have one or more substance-related disorders along with one or more mental disorders.

Corporate Guardianship - A service purchased on behalf of individuals eligible for developmental disabilities program management services when a district court has determined

the individual requires a guardian and no one else is available to serve as guardian.

The Council for Quality and Leadership - Often referred to as “The Council” or “CQL,” this

entity accredits providers of services for intellectually/developmentally disabled people.

CPS - Child Protection Services protect the health and welfare of children by

encouraging the

reporting of children known to be or suspected of being abused or neglected and

provide

services for the protection and treatment of abused and neglected children to safeguard them

from further harm.

CPS Assessment - A fact-finding process designed to provide information that enables a

determination to be made whether services are required for the protection and treatment of a

child. These assessments are completed by County Social Service Board social workers.

CPS Assessment Decision - The result of a CPS assessment, which reflects a decision whether services are required for the protection and treatment of an abused or neglected child.

Assessment decisions are: No Services Required, which reflects the belief that a child has not

been abused or neglected or Services Required, which reflects the belief that a child has been

abused or neglected and requires contact with the juvenile court.

CQI Process - Continuous Quality Improvement is a process used in the child welfare system.

It is the complete process of identifying, describing, and analyzing strengths and challenges and

then testing, implementing, learning from, and revising solutions. It relies on an organizational

and/or system culture that is proactive and supports continuous learning. CQI is firmly grounded in the overall mission, vision, and values of the child welfare system. It is dependent

upon the active inclusion and participation of staff at all levels of the system, children, youth,

families and stakeholders throughout the process.

Criminal Background Check - (See Background Check entry.)

Crossroads Program - Program that helps pay child care and transportation costs for teen

parents so they can continue their education and graduate from high school.  
CRU - Crisis Residential Units provide generally short-term stabilization and support to individuals diagnosed with mental illness and/or chemical dependence who are experiencing

crisis as a result of exacerbation of symptoms.

CSAP - Center for Substance Abuse Prevention is the sole federal organization with responsibility for improving accessibility and quality of substance abuse prevention services.

CSAT - Center for Substance Abuse Treatment is a component of the Substance Abuse and

Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human

Services (DHHS) that works to expand the availability of effective treatment and recovery

services for alcohol and drug problems.

CSHCN - Children with Special Health Care Needs. As defined at the federal level, this population of children has or is at increased risk for chronic physical, developmental, behavioral,

or emotional conditions requiring health and related services of a type or amount beyond that

required by children generally.

Custodial Parent – See Parent Who Has Primary Residential Responsibility.

Day Supports/Habilitation - Day supports/habilitation may include assistance with acquisition,

retention or improvement in self-help, socialization and adaptive skills; provision of social,

recreational, and therapeutic activities to maintain physical, recreational, personal care; and

community integration skills. Services are provided in settings appropriate to the unique needs

of individuals with disabilities.

Day Treatment - A substance abuse treatment program that requires 20 or more hours of

clinically intensive programming per week with direct access to psychiatric, medical, and laboratory services. Also known as partial hospitalization.

DD - Refers to the Developmental Disabilities service system, which provides program management, day supports, residential services, and family support services to individuals with

intellectual or developmental disabilities of all ages, and early intervention services to infants

and toddlers who are at risk for, or experiencing developmental delays.

DD Program Management (DDPM) - A function where a professional program case manager

assesses client needs, authorizes payment for services, and assures that appropriate quality

services are provided.

DDS - Disability Determination Services makes eligibility decisions for Social Security Disability

Insurance and Supplemental Security Income so that eligible individuals can receive disability

benefits. This is part of the Department of Human Services.

Debit Card - A card that may be used to electronically withdraw account deposits at an Automated Teller Machine (ATM) or a bank teller window, or to use at a point-of-sale (POS)

machine to purchase goods, or services, or to obtain cash. Debit cards are used by the Department of Human Services to pay cash assistance under TANF, the Child Care Assistance

Program (family child care, approved relative, self-declared and tribal providers) and to distribute child support payments to custodial parents.

Dementia Care Services Program - A program that provides care consultation and training to

caregivers, medical personnel, law enforcement and the general public to address the unique

and individual needs that arise throughout various stages of dementia.

Determination - The result of an assessment of suspected institutional child abuse or neglect.

Developmental Disability - Refers to a severe chronic condition that constitutes a lifelong

mental or physical impairment, which became apparent during childhood and has hampered an

individual's ability to participate in mainstream society, either socially or vocationally.

Direct Deposit - For child support purposes, it is a process involving the electronic funds transfer of support payments from the State Disbursement Unit (SDU) into a custodial parent's

bank account. This is done only upon the request of the custodial parent. Custodial parents

may also choose to receive payments via a debit card. Direct deposit is also used for Child

Care Assistance Payments to licensed centers and groups made through electronic funds

transfers.

Diversion - A program that provides families with short-term emergency benefits and services

during a 'specific crisis or episode of need' for up to four months who would otherwise qualify for

Temporary Assistance for Needy Families (TANF).

DJS - Division of Juvenile Services is a division of the North Dakota Department of Corrections

and Rehabilitation. DJS is responsible for the custody of delinquent and unruly children placed

in its care by the courts.

Drug Court - A judicially supervised court that handles cases of non-violent substance-abusing offenders under the adult and juvenile justice systems. Drug courts operate under a specialized model in which the judiciary, probation, law enforcement, and substance abuse treatment systems work together to help non-violent offenders find restoration in recovery and become productive citizens.

Dual Diagnosed - Diagnosed with two disorders such as those individuals diagnosed with mental illness and chemical dependence or individuals diagnosed with mental illness and developmental disabilities.

Dual Diagnosis Capability in Addiction Treatment (DDCAT) - A tool for measuring the quality of treatment services for individuals with co-occurring disorders and offers practical tools for rapid service improvement.

Dual Eligibles - Individuals who qualify for both Medicaid (state and federally-funded health coverage for low-income persons) and Medicare (federal health coverage program for persons age 65 and older and other qualifying individuals with disabilities).

DUR Board - Drug Utilization Review Board is a volunteer board whose makeup and duties appear in Code of Federal Regulations and subsequently in state statute. Comprised of pharmacists and physicians, the Board was established to advise the Medicaid program on prior authorization and other pharmacy cost control and utilization matters.

EA - Economic Assistance is a division of the Department that administers policy for the following programs: Child Care Assistance Program, Basic Care Assistance Program, Low

Income Home Energy Assistance (LIHEAP), Supplemental Nutrition Assistance Program

(SNAP), Medicaid Eligibility Policy and Temporary Assistance for Needy Families (TANF),

including Diversion Assistance and Job Opportunities and Basic Skills (JOBS). EAP is also

responsible for Alternative to Abortion services, Quality Control/Quality Assurance unit, system

support and development and Regional Representative unit. The division also provides training

and consultation to county social service offices.

Early Head Start - A federally funded program that serves income eligible infants, toddlers and

expectant parents. Early Head Start provides services that include prenatal

development/healthy pregnancy, child development, health, nutrition, parent education/family development and parent leadership opportunities. Early Head Start reserves 10 percent of its enrollment for children with special needs.

Early Intervention Services - Refers to a statewide program for infants and toddlers who range from newborn to three years of age who have a developmental delay, disability, or a condition that could result in substantial limitations if intervention is not provided. Intervention services are designed to help address the physical and developmental needs of children, and to augment the capacity of their families to meet their special needs.

Early Learning Guidelines - These voluntary guidelines are intended as a resource for parents, child care providers, pre-kindergarten and Head Start teachers, and others. They outline the skills, knowledge, and dispositions young children need prior to entering first grade.

EBT Card - Debit card used by Supplemental Nutrition Assistance Program (SNAP) participants to buy food products at grocers, farmers markets, and other USDA-approved vendors.

EFT - Electronic Funds Transfer is a process by which money is transmitted electronically from one bank to another.

Elderly Nutrition Services - Services provided under the Older Americans Act that includes congregate meals (served in a group setting), home delivered meals, nutrition counseling, nutrition screening, and nutrition education.

Electronic Health Record (EHR) - Designed to reach out beyond the health organization that originally collects and compiles the information (EMRs). They are built to share information with other health care providers, such as laboratories and specialists, so they contain information from all the clinicians involved in the patient's care. An EHR is usually not the complete EMR or medical record from each clinician involved in the patient's care, but a snapshot or care document compiling the most recent and critical information a clinician needs at the point of care to treat the patient when he/she presents to the clinician.

Electronic Medical Record (EMR) - Digital version of a medical record or "chart." Complete medical and treatment record of a patient kept by a provider in electronic format. EMRs are patient records in one practice or in various practices that all are associated with one

organization.

Employment Support - Ongoing supports to assist clients in maintaining paid employment in an integrated setting. Services are designed for clients who need intensive ongoing support to perform in a work setting. Service includes on-the-job or off-the-job employment-related support for clients needing intervention to assist them in maintaining employment, including job development. Employment support includes individual and small group employment support.

English Language Learners (ELL) - People who are learning English. Another related term commonly used is English as a Second Language (ESL).

Environmental Modification - Physical adaptations to the home necessary to ensure the health, welfare, and safety of a client or that enable a client to function with greater independence in his/her home.

Equipment and Supplies - Provides funding to eligible participants to meet the excess disability-related expenses associated with maintaining an eligible consumer in their primary caregiver's home which are not included in the Medicaid State Plan.

Expanded SPED Program - Expanded Service Payments to the Elderly and Disabled Program is a companion program to the Basic Care Assistance Program. It pays for services that can be provided in the home and community so that people can avoid having to move to a basic care facility. The Expanded SPED Program is funded with state general funds.

Extended Home Health Care - This service is an extended state plan service available through the Medicaid Waiver for Individuals with Intellectual and Developmental Disabilities and is available when an eligible participant living with a primary caregiver has maximized the amount of service available under the State Plan.

Extended Personal Care - Includes hands-on care of a medical nature that is specific to the needs of an eligible individual and will enable an individual to live at home. This service is provided by a Qualified Service Provider (QSP), and to the extent permitted by state law, is care that would otherwise be provided by a nurse. A nurse licensed to practice in the state will provide training to a QSP approved by the Department to provide the required care and will

provide at a minimum, a review of the client's needs every six months to determine if additional training is required. Activities of daily living (ADL) and instrumental activities of daily living (IADL) are not a part of this service.

Evidence-Based Program - Disease prevention and health promotion programs and activities funded under the Older Americans Act, which have demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability, and/or injury among older adults.

FACSES - The Fully Automated Child Support Enforcement System is the federally-certified computer system that supports the processing of child support cases in North Dakota and

supports the State Disbursement Unit (SDU) in processing child support payments.

Family Care Option - When an eligible client with a developmental disability is a minor, out-of-home support may also be provided in a licensed family home. This service may be

appropriate for children who cannot remain in their family home on a full-time basis. It is available only if the child is not considered deprived within the definition of NDCC 27-20-02 (8),

and is not considered boarding care according to the definition of the North Dakota Department of Public Instruction.

Family Care Option III - This service is available to eligible clients with a developmental disability primarily aged 18-21 who are not living in a family setting. Individualized support is

provided in the young adult's residence by staff of a licensed provider.

Family Caregiver Support Program - Federally funded under the Older Americans Act, this

Aging Services program offers help to informal (unpaid) caregivers providing 24-hour care for an

adult age 60 and older, or an individual with Alzheimer's disease or a related dementia, regardless of the age of the person with dementia, or caregivers age 55 or older and caring for a

grandchild or relative child who is age 18 or younger or for an adult child with a disability who is

between 19 and 59 years of age. Services include information and referral, assistance from a

trained caregiver coordinator to help caregivers assess needs and access support services,

individual and family counseling, support groups, training and respite care to allow caregivers

temporary relief from providing 24-hour care.

Family Group Decision Making (FGDM) - Relating to the provision of child welfare services, this is defined as a strength-based collaborative, coordinated decision making process using family, agency, and support service resources to ensure the safety, permanency, and well-being of children and families.

Family Home Care - The purpose of family home care is to assist individuals to remain with their family members and in their own communities. It provides an option for an individual who is experiencing functional impairments, which contribute to their inability to accomplish activities of daily living.

Family Personal Care - This helps individuals remain with their family members and provides extraordinary care payments to the legal spouse of a recipient for the provision of personal care or similar services.

Family Subsidy - A program that may reimburse a family for excess expenses related to their child's disability. This offers support to enable families to keep their children in their homes when lack of financial support would make it very difficult for families to care for their children at home. A child may be eligible for this program through age 21.

Family Support Services – In Home Support - Refers to services, which are provided for eligible individuals with developmental disabilities to enable them to remain in appropriate home environments. Services are based on the primary caregiver's need for support in meeting the health, safety, developmental and personal care needs of their family member. Personal care needs include activities of daily living such as eating, bathing, dressing, and personal hygiene.

Family Team Decision Making (FTDM) - Provides an opportunity either immediately prior to placement or immediately upon removal of a child to bring families, community supports and agency personnel to the table with a neutral facilitator to make plans and seek opportunities and resources to maintain child safety and reduce the need for removal. This differs from Family Group Decision Making in that it is an expedited process that happens more quickly to address

emergent issues such as emergency removals. FTDM has proven to be a promising practice

with positive outcomes targeted at reducing foster care placements by keeping children safely in

their home or with relatives and enhancing the engagement of parents in protecting and maintaining relationships with their children.

FEP - First Episode Psychosis is the first time someone experiences psychotic symptoms or a psychotic episode.

FFY - Federal Fiscal Year runs from October 1 through September 30.

Fidelity - This is the degree of adherence to essential elements in the implementation of evidence-based clinical practice. Programs with high fidelity are expected to have greater

effectiveness in achieving desired client outcomes.

FIDM - The Financial Institution Data Match process is operated by the Child Support program

in coordination with financial institutions and pursuant to federal and state laws. The process

provides for a data match system in which account records are matched with child support

cases.

FLEP - Family Life Education Program. The Department of Human Services is required by law

(NDCC 50-06-06.10) to enter into an agreement with the North Dakota State University extension service for the design of a program to educate and support individuals at all points

within the family life cycle. The program must provide support for families and youth with research-based information relating to personal, family, and community concerns and must

contain a research component aimed at evaluation of planned methods or programs for prevention of family and social problems. The program must address: 1) child and youth development; 2) parent education with an emphasis on parents as educators; 3) human development; 4) interpersonal relationships; 5) family interaction and family systems; 6) family economics; 7) intergenerational issues; 8) impact of societal changes on the family; 9)

coping skills; and 10) community networks and supports for families.

FMAP - Federal Medical Assistance Percentage is the federal matching rate for the Medicaid

program. FMAP changes annually on October 1 and is based upon the three year average of

North Dakota's per capita personal income as compared to the three year average of the

national per capita personal income.

Food and Nutrition Services (FNS) - A federal agency of the United States Department of

Agriculture that, among other duties, administers the Supplemental Nutrition Assistance

Program.

Food Stamps - See Supplemental Nutrition Assistance Program or SNAP.

Foster Care Group Home - A licensed or approved residence in which foster care is regularly

provided for more than four, but fewer than 13, unrelated children. Foster care group homes

are licensed by the Children and Family Services Division.

FRAME - The Department's child welfare computer system used to capture case management

activities and collect child welfare data.

GA - General Assistance is a county program designed to cover emergency needs of low-income individuals or families. The covered needs may include rent, fuel and utilities,

medical, and burial expenses.

Good Start, Grow Smart - The federal initiative that encouraged states to develop early learning guidelines, professional development systems, and quality rating systems and required

Head Start programs to demonstrate progress in children's learning.

Governor's Prevention Advisory Council (GPAC) on Drugs and Alcohol - Formed by an executive order from the Governor's office, the council is charged with making recommendations to the Governor for the purpose of improving the delivery of prevention

services that reduce problems resulting from destructive decisions.

Guardian Ad Litem - A court-appointed child advocate mandated by North Dakota law for all

abused and neglected children involved in a Juvenile Court proceeding.

Guardianship Program - A program that provides a unified system for financial assistance in

petitioning for guardianship for specific population who are not eligible for developmental

disabilities case management.

HCBS - Home and Community-Based-Services refers to the array of services that are essential

and appropriate to sustain individuals in their homes and communities, and to delay or prevent

institutional care.

Head Start - This is a federally-funded program for families with pre-school aged children who

meet income eligibility guidelines. Head Start is family-focused and provides early literacy and

education, child development, child health services (dental, physical, social-emotional, nutrition),

parent education, and support services.

Health Care Trust Fund - This trust fund was established by the 1999 North Dakota Legislature

as a source of funding for grants and loans to pay for legislatively approved projects.

Health Information Technology for Economic and Clinical Health Act (HITECH) - Enacted under Title XIII of ARRA Under the HITECH Act, the United States Department of Health and Human Services is spending \$25.9 billion to promote and expand the adoption of health information technology. Establishes appropriations for state Health Information Exchanges (HIE); Medicare Electronic Health Record (EHR) Incentive Program; Medicaid Electronic Health Record (EHR) Incentive Program; Regional Extension Centers for Health Information Technology (RECs) and Health Information Technology certification programs in designated community colleges and bachelor degree programs in designated universities. The U.S. Department of Health and Human Services (USDHHS) Office of the National Coordinator for Health Information Technology or ONCHIT, usually referred to as ONC, oversees appropriations and rules and regulations for the HIE, REC and education programs. The U.S. Department of Health and Human Services (USDHHS) Centers for Medicare and Medicaid Services (CMS) oversees appropriations and rules and regulations for the Medicare and Medicaid Electronic Health Record (EHR) incentive programs. HITECH also contains updates to HIPAA Title II privacy and security requirements related to the electronic exchange of health information.

Health Maintenance - A program that provides services to assess and maintain the health and well-being of older individuals and may include blood pressure/pulse/rapid inspection, foot care, home visits, and medication set-up.

Health Tracks - See North Dakota Health Tracks.

Healthy Steps - Is North Dakota's Children's Health Insurance Program (CHIP) that offers comprehensive health coverage for children 18 years of age and younger. To qualify, a child's family must have a modified adjusted gross income that is greater than the Medicaid eligibility level, but not exceeding 175 percent of the federal poverty level.

HIPAA - Health Insurance Portability and Accountability Act of 1996 [Pub. L. 104-191; 110 Stat. 1936; 42 U.S.C. § 1301 et seq.] that among other things standardizes the format of certain health care information that is transmitted electronically and regulates the release of health care

information. HIPAA impacts entities (and their computer systems) that handle individual health

care information and provides penalties for its wrongful disclosure. HIPAA also establishes

several fraud and abuse control programs and makes revisions to the current sanctions and

criminal law.

Home Delivered Meal - A service that provides meals that assures a minimum of one third of

the recommended dietary allowances for an individual who is homebound.

Homemaker Service - This service allows an individual to maintain or develop the independence needed to remain in the home. Tasks include housekeeping, laundry, and

shopping.

HSC – Human Service Centers are part of the Department and provide help to individuals and

families with concerns including family and relationship issues, mental illness, addiction, disabilities, and other needs. Centers are located in Bismarck (WCHSC), Devils Lake (LRHSC),

Dickinson (Badlands HSC or BLHSC), Fargo (SEHSC), Grand Forks (NEHSC), Jamestown

(SCHSC), Minot (NCHSC), and Williston (NWHSC).

IADL - Instrumental Activities of Daily Living. Complex life activities routinely performed by an

individual such as meal preparation, shopping, managing money, doing housework, laundry,

taking medicine, using the telephone, and mobility outside the home.

ICAMA - Interstate Compact on Adoption and Medical Assistance

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ICF/ID - Intermediate Care Facility for the Intellectually Disabled is a residential facility operated

pursuant to federal regulations and serving people with developmental disabilities and related

conditions. The programming provided is for individuals with extensive needs. Each client must

receive a continuous active treatment program, which includes an aggressive and consistent

program of training, health services, and related services so that the client acquires the ability to

function with as much self-determination and independence as possible.

ICPC - Interstate Compact on the Placement of Children relates to the placement of foster

children across state lines.

ICWA - Indian Child Welfare Act of 1978 [Pub. L. 95-608; 92 Stat. 3069; 25 USCA § 1901 et

seq.] is a federal law passed in 1978 that guides states in placement of an Indian child that is in their custody. It requires that states seek placement for the child with that child's family, tribe, and other American Indian homes before looking elsewhere. ICWA cases are mostly limited to child deprivation cases.

IDDT - Integrated Dual Disorder Treatment is an evidence-based practice that improves the quality of life of people with co-occurring mental and substance use disorders by promoting consumer and family involvement in service delivery, stable housing as a necessary condition of recovery, and employment as an expectation for many. The IDDT model integrates mental health and substance abuse services utilizing treatment that combines pharmacological, psychological, educational, and social interventions to address the needs of consumers and their families and other support system members. The implementation of IDDT promotes system change, organizational change, and clinical change.

Illness Management and Recovery (IMR) - An evidence-based curriculum that assists individuals with psychiatric symptoms to develop personalized strategies for managing their illness and moving forward in their lives.

Inclusion Support Program - A support program that offers technical assistance and consultation for child care and preschool providers who care for children with special needs, as well as grants to support the staffing and environmental needs specific to the individual needs of children with developmental delays or disabilities in care.

Income Withholding - A procedure by which deductions are made from a person's income to pay a court-ordered child or spousal support obligation. An order for income withholding is administratively issued to a person's employer or other income payer by the Child Support program using a federally mandated form.

Indian Health Services - An agency within the U.S. Department of Health and Human Services that is responsible for providing federal health services to American Indians and Alaska Natives.

The provision of health services to members of federally-recognized tribes grew out of the special government-to-government relationship between the federal government and Indian

tribes.

Individualized Supported Living Arrangement (ISLA) - This residential service is provided to people with developmental disabilities and/or intellectual disabilities in their own homes or apartments. The level of support provided is individualized to the person's need for training and assistance with personal care, laundry, money management, etc. Individuals who receive ISLA typically need a higher level of support than people in a Supported Living Arrangement (SLA).

In-Home Case Management - This service is provided to families who have come to the attention of the child welfare agency through a child protection report or self-referral. The agency may provide in-home case management services with or without conducting a child protective assessment or making a finding of child maltreatment. The service is provided to help families, including adoptive or extended families, alleviate crises that might lead to abuse and/or neglect of children or children being removed from their homes and placed into foster care.

Infant Development - Home-based, family focused services that provide supports to families of eligible infants and toddlers at high risk for, or with developmental delays or disabilities.

An Individual Family Service Plan is developed that identifies services and learning opportunities that support the family in meeting the needs of their child, enhance their child's development, and increase the child's and family's participation in everyday routines and activities within the home and community. An eligible child may receive Infant Development services until he or she is three years of age.

Information, Referral and Assistance - A one-on-one service for older individuals that provides individuals with information opportunities and services available within their communities that can be accessed by the toll-free number 1-855-GO2-LINK (1-855-462-5465) or online at [www.carechoice.nd.gov](http://www.carechoice.nd.gov).

Institutional Child Abuse or Neglect - Situations of known or suspected child abuse or neglect where the institution responsible for the child's welfare is a residential child care facility, a

treatment or care center for the intellectually disabled, a public or private residential educational facility, a maternity home, or any residential facility owned or managed by the state or a political subdivision of the state.

Integrated Treatment - The skills and techniques used by treatment providers to comprehensively address both mental health and substance abuse issues in people with co-occurring disorders.

Intensive In-Home Family Therapy Services - Services provided at some of the Department's human service centers and under contract with a private agency to families who have at least one child at risk of out-of-home placement. The program's purpose is to preserve the family, prevent foster care, and assist with family re-unification of children who are placed in foster care.

Intensive Outpatient - A level of substance abuse treatment that provides between 8 and 19 hours of treatment services per week and involves a combination of individual and group therapy.

Intellectual Disability - Is a condition diagnosed by age 18 and characterized both by a significantly below-average score on a test of mental ability or intelligence and by limitations in the ability to function in areas of daily life such as communication, self-care, and getting along in social situations and school activities.

IPAT – Refers to the Interagency Program for Assistive Technology. IPAT's mission is to increase access to assistive technology devices and services for individuals with disabilities regardless of their type of disability, age, or income level in order to positively impact work, independent living, learning, community involvement and recreation.

IPE - Is an Individualized Plan for Employment. It describes the nature and scope of rehabilitation, employment and training services provided to an individual with a disability to help that individual reach his or her employment goal. A Vocational Rehabilitation counselor helps the client write the client's IPE.

IV-A – Refers to Title IV-A of the Social Security Act, the TANF program.

IV-B - Refers Title IV-B, Subpart 1 of the Social Security Act and is the main source of funding for the Promoting Safe and Stable Families Program. The funds can be used to support

services for family preservation, family support, time-limited reunification and adoption promotion and support.

IV-D - Refers to Title IV-D of the Social Security Act [Pub. L. 93-647; 42 U.S.C. title IV-D]. A

Child Support program that provides services to locate parents, to establish paternity, to establish child support and medical support obligations, to enforce child support and medical

support obligations, and to review and adjust obligations. Services are provided to families

receiving public assistance [through Temporary Assistance for Needy Families (TANF) or

Medicaid], in cases in which a child has been placed in foster care, or upon application for

services from either parent.

IV-E - Refers to Title IV-E of the Social Security Act. Title IV-E is the major source of federal

funding for educating and training the child welfare workforce and reimbursement for foster care

placement. The Federal Foster Care Program helps to provide safe and stable out-of-home

care for children until the children are safely returned home, placed permanently with adoptive

families, or placed in other planned arrangements for permanency.

JCAHO - Joint Commission on Accreditation of Healthcare Organizations

JOBS - Job Opportunities and Basic Skills program provides vocational training and employment for eligible individuals through TANF for the purpose of entering or reentering the

job market. The Department of Human Services program contracts with Job Service North

Dakota, Community Options, and Turtle Mountain Tribal Employment and Training to provide

JOBS program services.

Just-In-Time Scheduling - A scheduling management tool used to ensure new clients have

access to psychiatric medication appointments by eliminating over-booking and missed appointments.

Kinship Care - A Temporary Assistance for Needy Families (TANF) program that allows relatives, with supportive services, to provide care and protection to children who are under the

care, custody, and control of county social services and who would otherwise be in foster care.

LCPA - Licensed Child Placing Agency is an authorized agency licensed to place children in

need of out-of-home placement into licensed foster or adoptive homes. These are licensed by

the Children and Family Services Division.

Legal Services of North Dakota - A non-profit organization that provides legal advice and representation by an attorney to older individuals and low-income individuals with economic or social needs.

Licensed Child Care Providers - Are required to maintain at least minimum standards related to physical size of the facility, safety features, cleanliness, staff qualifications, and staff-to-child ratios. See the definitions of the licensed child care provider categories: licensed family child care, licensed group child care, licensed child center, licensed preschools, licensed school-age programs, and multiple license facility. (Unlicensed child care provider categories include: self-declared providers, formerly called “self-certified,” approved relative providers, and registered in-home providers).

Licensed Child Care Center - Care for 19 or more children in a facility, depending on usable space and staff-to-child ratio. Children are often grouped by age.

Licensed Family Child Care - Care for 7 or fewer (plus two additional school age children) children in a private residence.

Licensed Group Child Care - Care for up to 30 children in a home or other type of facility, depending on usable space and staff-to-child ratio.

Licensed Preschools - Part-time educational and socialization experiences for children age 2 years to kindergarten for no more than 3 hours per day.

Licensed School-Age Programs - The care of 19 or more school-age children when school is not in session.

Lien Registry - An interactive website, searchable by the public, with a listing of any person who owes past-due support (also known as an “obligor”) that is being enforced by the Child Support Division. For a person who is listed on the lien registry, a lien is created against that person’s real property or titled personal property (except property that is absolutely exempt, including the homestead) as of the date the person is first listed. For the protection of good faith purchasers of an obligor’s titled personal property, the lien is not effective unless recorded on the title.

Life Skills and Transition Center - Located in Grafton, N.D., the center provides residential and other services to individuals with intellectual disabilities. Formerly known as the N.D.

Developmental Center.

LIHEAP - Low Income Home Energy Assistance Program helps qualifying households pay a portion of their home heating costs. The program also covers furnace repair and weatherization services and provides cooling assistance in the summertime.

Local Child Protection Team - A multi-disciplinary team of staff members from public and private community agencies who assist child protection service agencies to make decisions and recommendations for families involved in Child Protection System (CPS) assessments.

Long-Term Care Facility - (As defined by North Dakota law) A skilled nursing facility/nursing home, basic care facility, assisted living facility, or swing bed hospital unit. Common usage generally equates it to a nursing facility.

Long-Term Care Ombudsman - A person who identifies, investigates, and resolves complaints made by or on behalf of residents of long-term care facilities and tenants of assisted living facilities. The ombudsman also works in other ways to protect the health, safety, welfare, and rights of residents.

LRHSC - Lake Region Human Service Center is located in Devils Lake. (See HSC entry.)

MA - Medical Assistance, commonly referred to as "Medicaid," provides medical assistance to certain specified groups of needy low-income individuals as defined by federal law.

MAGI - Modified Adjusted Gross Income. MAGI is a methodology used to calculate eligibility for Medicaid (including Medicaid Expansion) and the Children's Health Insurance Program (CHIP).

MAGI methodology was part of the Affordable Care Act, intended to have a consistent eligibility methodology across health care coverage, including Medicaid, CHIP, and the federal marketplace.

Managed Care - A system of health care that combines delivery and payment and influences utilization of services by employing management techniques (i.e., case management, referral for specialty services, etc.) designed to promote the delivery of cost-effective health care.

MATRIX - Is an evidence-based treatment for those who are addicted to methamphetamine. It is specifically designed to accommodate the damage done to the brain by methamphetamine use.

MDS - Minimum Data Set is an assessment used to determine a nursing facility resident's classification for rate setting purposes.

Medicaid - See MA above.

Medicaid Expansion - Authorized by the Affordable Care Act and approved by the North Dakota Legislature in 2013, the Medicaid Expansion program provides health coverage to individuals between the ages of 19 and 64, with incomes below 138% below the FPL, regardless of disability, assets, and other factors that are usually taken into account in Medicaid eligibility decisions.

Medicaid Waiver for Individuals with an Autism Spectrum Disorder (ASD) - A program authorized by federal law that provides service options for individuals with a diagnosis on the Autism Spectrum living with a primary caregiver. The goal of the waiver is to support the primary caregiver to maximizing the child's development and prevent out-of-home placements.

Medicaid Waiver for Home and Community-Based Services - A program authorized by federal law that funds in-home and community based services to individuals who meet Medicaid eligibility standards and require the level of care provided in a nursing facility. This waiver combines the previously separate waivers for aged and disabled and traumatic brain injury populations. The waiver's goal is to adequately and appropriately sustain individuals in their own homes and communities and to delay or divert institutional care. The waiver provides service options for a continuum of home and community-based services in the least restrictive environment.

Medicaid Waiver for Individuals with Intellectual Disabilities and Developmental Disabilities - A program authorized by federal law that funds in-home and community-based services for individuals with intellectual disabilities and/or developmental disabilities who meet Medicaid eligibility standards and require the level of care provided in an Intermediate Care Facility for Intellectually Disabled (ICF/ID).

Medicare Part D - The federal Medicare Prescription Drug Program that provides Medicare

beneficiaries with access to prescription drug coverage from a host of private plans.  
Medicare Savings Programs - Medicaid coverage that pays all or part of the Medicare premiums, deductibles, and co-insurance for Qualified Medicare Beneficiaries, Specified Low

income Medicare Beneficiaries and Qualifying Individuals.

MFP - Money Follows the Person is a federal grant that supports the transition of qualifying

Medicaid-eligible individuals from institutional settings to home and community-based long-term services.

MHSIP - Mental Health Statistical Improvement Project is the statistical and outcome measurement system for the Department's community-based mental health system of care at the regional human service centers.

MMIS - Medicaid Management Information System is the computer system that processes all

Medicaid claims, monitors utilization and provides information needed to manage the Medicaid

program. The system was implemented October 2015.

MSLA - Minimally Supervised Living Arrangement is a community waiver group home or community complex setting, which provides training in community integration, social, leisure, and daily living skills.

Multiple License Facility - Entity that has more than one type of child care license such as a

Center and Preschool license.

National Medical Support Notice (NMSN) - Federally-mandated form used by the Child Support Division to enforce a medical support order when employer-sponsored health insurance

is available to the obligor. Upon receipt of the NMSN, the employer has requirements to enroll

the child and withhold premiums.

NCHSC - North Central Human Service Center is located in Minot. (See HSC entry.)

NDSH - North Dakota State Hospital. Located in Jamestown, N.D. The facility is the primary

provider of inpatient mental health and addiction treatment services and is a safety net for

people whose needs exceed community resources.

Neglect - Failure of a caregiver to provide essential services necessary to maintain the physical

and mental health of a vulnerable adult, or the inability or lack of desire of the vulnerable adult to

provide essential services necessary to maintain and safeguard the vulnerable adult's own

physical and mental health.

Neglected Child - Uses the definition in juvenile law for a “deprived child.” Refers to: A child who is without proper parental care, control, subsistence or education necessary for the child’s physical, mental or emotional health or morals. A child who has been placed for care or adoption in violation of law. A child who has been abandoned. A child who is without proper care (as described above) because of the physical, mental, emotional, or other illness, or disability of the parent. A child who is in need of treatment and whose caregiver has refused to participate in treatment, which is court-ordered. A child who was subject to prenatal exposure to chronic or severe use of alcohol or any controlled substance. A child who is present in an environment subjecting the child to exposure to a controlled substance, chemical substance or drug paraphernalia.

NEHSC - Northeast Human Service Center is located in Grand Forks. (See HSC definition.)

New Hire Reporting - Under this reporting process mandated by federal and state law, employers must submit new hire information within 20 days of hiring to the State Directory of

New Hires, a component of the Child Support Division.

NF LOC Determination - Nursing Facility Level of Care Determination is an assessment based

on established criteria of an individual’s medical needs. A determination must be completed

before an individual can receive Medicaid funded nursing facility services or home and community-based services through the Medicaid Waiver for Home and Community Based-Services.

Non-Custodial Parent - See Parent Who Does Not Have Primary Residential Responsibility.

Non-Medical Transportation - Transportation that enables individuals to access essential

community services such as grocery stores, pharmacies, banking, post office, laundromat, utility

company, social services, and the social security office, in order to maintain themselves in their

home. Non-Medical Transportation Escort is solely accompanying the client for the purpose of

assisting in boarding and exiting, as well as during transport, in order that the client may complete the activity for which (non-medical) transportation is authorized.

North Dakota Health Tracks - Also known as Early and Periodic Screening, Diagnosis and

Treatment (EPSDT). This program provides preventive health care to Medicaid eligible

individuals up to age 21. Services include physical exams and screenings, immunizations, and referrals.

No Services Required - A Child Protection Services (CPS) assessment decision, which reflects the belief that a child has not been abused or neglected.

NSDUH - National Survey on Drug Use and Health is a survey of the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration's Office of Applied Studies.

Nurse Management - This is an aspect of Attendant Care Services. Nurse Management is the provision of nursing assessment, care planning, training of skilled nursing tasks to an Attendant Care Services (ACS) provider, and monitoring of delegated tasks, for clients who are ventilator-dependent and receiving Attendant Care Services.

Nursing Facility Level of Care Determination - See NF LOC Determination.

NWHSC - Northwest Human Service Center is located in Williston. (See HSC definition.)

National Youth in Transition Database (NYTD) - A database listing the number of independent living services provided to youth being served in the Chafee Independent Living, foster care, or Partnerships Program at the Department's human service centers. This data

collection tool also tracks outcomes of identified foster care youth at ages 17, 19, and 21. North

Dakota is currently completing the final phase of the first cohort of NYTD surveys; and is collecting data from former foster care youth who are now age 21.

Obligee - The person to whom a child support obligation is owed, generally the Parent Who

Has Primary Residential Responsibility (formerly referred to as custodial parent). It may also be an entity to which a child support obligation is owed.

Obligor - The person who is obliged to pay child support. (See also Parent Who Does Not Have Primary Residential Responsibility).

Older Americans Act (OAA) - The Older Americans Act as amended 2016 provides federal

funding for services to older persons, especially those who are low-income, socially needy, frail,

or minority persons. Among the services offered are caregiver services, elderly nutrition services, supportive services, Long-Term Care Ombudsman program, Vulnerable Adults

Protective Services, and the Aging and Disability Resource LINK.

Olmstead Commission - Established by an executive order of the Governor, the commission monitors services and conducts planning in order to comply with the United States Supreme Court's Olmstead decision related to providing appropriate community-based services for individuals with disabilities, consistent with needs and available resources of the state.

Olmstead Decision - A 1999 U.S. Supreme Court decision, *Olmstead v. L.C. ex rel. Zimring*, 527 U.S. 581, 119 S.Ct. 2176 (1999), in which the Court held that it is a form of discrimination under the Americans With Disabilities Act of 1990 (ADA) if a state fails to find community placements for institutionalized individuals if: 1) the state's treatment professionals have determined that community placement is appropriate, 2) the individual does not oppose the transfer to a community setting, and 3) the placement can be reasonably accommodated taking into account the resources available to the state and the needs of others with disabilities.

Open Access - A clinic management model that offers assessments without appointments and immediate treatment for individuals with the greatest need. This results in quicker access for the client and reduces client "no shows" for assessments. Open access is being rolled out across the Department's human service centers in North Dakota.

Opioid - Any drug with the natural derivative of opium or synthetic psychoactive substance that relieves pain and has the capability to create physical dependence. Examples of these categories include morphine, codeine (natural); hydrocodone, oxycodone and the illicit drug heroin (semi-synthetic); and fentanyl, methadone (synthetic). In addition to euphoric effects, which may lead to recreational use and addiction, these substances can also cause respiratory depression resulting in death by overdose.

Opioid Treatment Program (OTP) - A substance abuse treatment program that specializes in treating individuals addicted to opioids. These highly regulated programs provide counseling and dispense medications approved for the treatment of opioid addiction.

Options Counseling - Under the Aging and Disability Resource LINK (ADRL), a service that provides a person-centered, interactive, decision-support process whereby consumers, family

members and/or significant others are supported in determining appropriate long-term care

choices based on the consumer's needs, preferences, values, and individual circumstances.

Outreach - Actions and communication initiated by an agency or organization for the purpose of

identifying potential clients and encouraging their use of existing services and benefits.

PACE - Program of All-inclusive Care for the Elderly involves Northland Healthcare Alliance and

Medicaid and began operation in August 2008. It is a managed care program providing patient-centered, coordinated care to frail elderly individuals who are eligible for

Medicare and

Medicaid. The goal is to meet individual health needs through a care team so participants can

remain living independently in the community.

PAR - Progress Assessment Review is a written instrument used as the basis of the eligibility

process within Developmental Disabilities. The instrument includes an assessment of needs,

which helps determine level of care and authorization of services.

Parent Aides - Individuals who, through training and support, work with parents who are at-risk

of abusing or neglecting their children. The Department's human service centers and county

social service boards employ the aides.

Parent Who Does Not Have Primary Residential Responsibility - (Formerly referred to as

Non-Custodial Parent). For child support purposes, this is the parent who does not have primary care, custody, and control of the child(ren) or, if a court has made a custody determination, the parent who does not have legal custody of the child(ren). If child support is

ordered, this parent may also be referred to as an obligor.

Parent Who Has Primary Residential Responsibility - (Formerly referred to as Custodial Parent). For child support purposes, this is the parent who has primary care, custody, and

control of the child(ren) or, if a court has made a custody determination, the parent who has

legal custody of the child(ren). If child support is ordered, this parent may also be referred to as

an obligee.

Parenting Support - This service assists eligible consumers with a developmental disability

who are, or will be parents, in developing appropriate parenting skills.

Parents LEAD (Listen, Educate, Ask, Discuss) – Parents LEAD ([www.parentslead.org](http://www.parentslead.org)) is an

evidence-based underage drinking prevention program targeting parents through statewide, web-based communication. The program is designed to help parents initiate and/or continue conversations with their children about underage drinking and other difficult subjects at any age, role-model positive and healthy behaviors, monitor their children's whereabouts and provide support and engagement. Parents LEAD is a collaborate effort between the North Dakota Department of Human Services, North Dakota Department of Transportation and the North Dakota University System.

Part C - Is a section within the federal law of the Individuals with Disabilities Education Act

(IDEA) [Pub. L. 94-142; 84 Stat. 175; 20 U.S.C. § 1400 et seq.] that entitles a child under the age of three years and their family to certain supports, services, and rights, which in North

Dakota are known as Early Intervention Services for Infants and Toddlers. Part C provides

federal financial assistance to states to develop and implement a collaborative statewide system of services for these children and their families.

Participant Directed Service - Sometimes called Self-Directed Supports, this option gives the individual the most control over his or her services and supports and also the most responsibility.

Partnerships Program - A case management system for children and youth who have a serious emotional disturbance. This system uses the wraparound process, which integrates comprehensive services for children with serious emotional disorders.

PASRR - Pre-Admission Screening and Resident Review is a federal requirement that every person who seeks admission to a nursing facility be screened by the state for evidence of intellectual disability or mental illness. If either exists, the screening is intended to determine if nursing facility care is necessary, and if so, to determine if specialized services are needed.

Patient Protection and Affordable Care Act (PPACA) - Commonly referred to as the federal health care reform law.

Peer Support Services - These consumer-centered services have a rehabilitation and recovery focus and are designed to promote skills for coping with and managing symptoms while

facilitating the use of natural resources and the enhancement of community living skills. Services are provided by a person who has progressed in his or her own mental health or

substance abuse recovery and is working to assist other people with those issues.

Because of

their life experience, peers have expertise that professional training cannot replicate.

Peer Support Specialist - An occupational title for a person who has progressed in his or her

own recovery from a mental disorder and is working to assist other people with a mental disorder. Their life experiences give these individuals expertise that cannot be replicated by

professional training.

PERM - Payment Error Rate Measurement is an examination of selected Medicaid and Healthy

Steps (CHIP) provider claims to determine if a service is required and the beneficiary is eligible.

Personal Care Service - A service that provides assistance with bathing, dressing, toileting,

continence, transferring, mobility in the home, eating, and personal hygiene, passive range of

motion exercises and simple bandage changes. When specified within the plan of care, this

service may also include cueing or prompting, housekeeping tasks such as bed making, dusting

and vacuuming, which are incidental to the care furnished or which are essential to the health

and welfare of the individual, rather than the individual's family.

Pharmacy Point of Sale - This is a computerized point of sale (POS) system that allows pharmacists to enter claims on a real-time basis into the payment system. Within seconds,

providers receive confirmation that a claim has been processed for payment or denied. If a

claim is denied, providers receive immediate information about the reason. The system also

prevents payment of duplicate claims, audits claims to ensure the health of Medicaid recipients

is maintained by preventing inappropriate drug dispensing, reduces administrative costs, and

streamlines identification of recipient liability for pharmacy providers.

Portability - An individual can move from one area of the state to another or from one service to

another and his/her individual budget and waiver eligibility can remain the same.

Pre-employment Services - Services that support students with disabilities as they transition

from high school to adult life. The services give students an introduction to work in a vocation of

their choosing, help them develop positive work habits and obtain work experience that will

make them ready to accept employment after high school graduation.

Preschool - Programs that typically serve children age three through entrance into kindergarten.

Prevention Activities - Activities with goals of eliminating or reducing the factors that cause or

predispose individuals to increased risk, disease, problems, or disabilities.

Prevention Resource and Media Center (PRMC) - The North Dakota Prevention Resource

and Media Center (PRMC) is a leading source of behavioral health promotion and substance

abuse prevention efforts, information and resources. Visit [www.prevention.nd.gov](http://www.prevention.nd.gov).

PRIDE - Parental Responsibility Initiative for the Development of Employment. PRIDE is a

collaborative effort involving the Department of Human Services, Job Service North Dakota,

and district courts to address nonpayment of child support resulting from the unemployment or

underemployment of the noncustodial parent. PRIDE provides case management, job skills

improvement, and job placement (similar to the job services provided to TANF clients) to help

noncustodial parents obtain or improve their employment in order to pay child support.

Prevocational services - Formalized training, experiences, and staff supports designed to

prepare clients for paid employment in integrated community settings. Services are structured

to develop general abilities and skills that support employability in a work setting.

Services are

not directed at teaching job-specific skills, but at specific habilitative goals outlined in the client's

person-centered service plan.

Prime Time Child Care - A prevention program designed to provide temporary child care to

families at risk of neglecting or abusing their children.

Program Management for Developmental Disabilities - See DD Program Management.

Psychiatric Residential Treatment Facility (PRTF) - A facility or a distinct part of a facility that

provides children and adolescents with a 24-hour, therapeutic environment integrating group

living, educational services, and a clinical program based upon a comprehensive, interdisciplinary clinical assessment and an individualized treatment plan that meets the needs

of the child and family.

QI - Qualifying Individuals are individuals for whom Medicaid pays their Medicare Part B

premium. Income must be between 120 percent and 135 percent of poverty level. They cannot be otherwise covered by Medicaid to receive benefits. See Medicare Savings Programs.

QMB - Qualified Medicare Beneficiaries are persons for whom Medicaid pays the Medicare premiums, deductibles, and co-insurance. Income cannot exceed 100 percent of the poverty level. See Medicare Savings Programs.

Qualified Service Provider (QSP) - An agency or independent contractor that agrees to meet standards for services and operations established by the Department of Human Services to provide home and community-based long-term care services.

Quality Rating and Improvement System - A method to assess (initially and ongoing), improve, and communicate the level of quality in early childhood care and education settings.

RAC (Recovery Audit Contractor) - The Affordable Care Act requires States to establish a RAC program to enable the auditing of claims for services furnished by Medicaid providers. Pursuant to the statute, these Medicaid RACs must: (1) identify overpayments; (2) recoup overpayments; and (3) identify underpayments. In addition, States and their Medicaid RACs must coordinate their recovery audit efforts with other contractors or entities performing audits of entities receiving Medicaid payments. Medicaid RACs are paid a contingency fee based on recoveries, not overpayments identified.

RCCF - Residential Child Care Facility (foster care residential facility)

RCSU - There are eight Regional Child Support Units in North Dakota. These regional offices provide child support and medical support establishment and enforcement services.

Recipient Liability (also called Client Share) - This is the amount an individual who is eligible for Medicaid under the "Medically Needy" coverage group must contribute toward his or her monthly medical expenses before Medicaid pays for services.

Recovery Management (RM) - The philosophical framework for organizing substance use disorder treatment services to provide pre-recovery identification and engagement, recovery initiation and stabilization; long-term recovery maintenance; and quality of life enhancement for individuals and families affected by severe substance use disorders. RM has several

cornerstone beliefs that distinguish the recovery management model from acute-care models of addiction treatment that address the disease of addiction as a chronic primary illness, requiring long-term recovery approaches. The belief is that recovery begins with hope, not abstinence.

Registered Providers - Child care providers who are eligible to participate in the Child Care Assistance Program and who are generally registered by Tribal entities. These child care

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providers may be licensed by Tribal entities and subject to their licensing criteria, but are not licensed by the state.

Refugee Cash Assistance - A benefit program available for the first eight months that qualifying refugees are living in the United States.

Rehabilitation Services - Medical, psychological, social, and vocational services, including physical items, which are necessary to assist persons with disabilities to engage in gainful activity.

Rehabilitation Services Administration (RSA) - The federal oversight agency responsible for the Rehabilitation Act (Vocational Rehabilitation services).

Report of Suspected Child Abuse or Neglect - Information received by child protection services concerning the suspected maltreatment of a child.

Reserved Waiver Capacity - The state may reserve a portion of the participant capacity for specified purposes such as community transition of institutionalized persons or for individuals who may experience a crisis.

Residential Care - Services provided in a facility in which at least five unrelated adults reside, and in which personal care, therapeutic, social, and recreational programming are provided in conjunction with shelter. This service includes 24-hour on-site response staff to meet scheduled and unpredictable needs and to provide supervision, safety, and security.

Respite Care - Temporary relief to a primary caregiver for a specified period of time. The caregiver is relieved of the stress and demands associated with continuous daily care.

Right Track - This Developmental Disabilities program works to identify infants or toddlers who may be at-risk for developmental delays. The program provides developmental screenings in

environments natural and familiar to the child, refers families to appropriate supports and shares child development information with them. For this program, at-risk infants and toddlers are defined as children younger than three years of age who have environmental or biological risk factors for developmental delays or parental concern regarding development.

RIS - Regional Intervention Services provide community-based intervention for individuals with serious mental health and/or substance abuse needs to determine appropriate level of care. RIS units at the Department's human service centers conduct the admission screening for State Hospital admissions.

RMA - Refugee Medical Assistance provides up to eight months of Medical Assistance for qualifying newly arriving refugees. The program is 100 percent federally funded.

ROAP - The Regional Office Automation Project is a technology system that provides a comprehensive and integrated electronic medical records system to manage and support the business functions and requirements of the Department's eight regional human service centers and the central office.

Safety/Permanency Funds - These are flexible funds available to local county social service agencies to assist families where children are at risk of out-of-home placement, are in the process of being reunited safely with their families or to assist with other permanency plans for children.

SAMHSA - Substance Abuse and Mental Health Services Administration is an agency of the U.S. Department of Health and Human Services (DHHS) that focuses on programs and provides funding to improve the lives of people with or at-risk for mental and substance abuse disorders.

SAPT - Substance Abuse Prevention and Treatment

SCHSC - South Central Human Service Center is located in Jamestown. (See HSC definition.)

SDU - The State Disbursement Unit is the unit within the Department's Child Support Division that receives, records, and distributes all child support payments in North Dakota.

SED - Serious Emotional Disorder (or Disturbance)

SEHSC - Southeast Human Service Center is located in Fargo. (See HSC definition.)

Self-Declared Child Care Providers - Care for five or fewer children of which no more than

three may be under the age of twenty-four months. These providers are not licensed. They are eligible to participate in the Child Care Assistance Program and the USDA Child and Adult Care Food Program after meeting some basic training requirements and after a pre-approval inspection.

Senior Community Services Employment Program - Funded under the Older Americans Act, this program provides career counseling, training, and community service work experience to help low-income persons age 55 and older to secure meaningful employment.

Senior Companion Services - A service that offers periodic companionship and non-medical support by volunteers (who receive a stipend) to adults with special needs.

Services Required - A Child Protection Services (CPS) assessment decision, which reflects the belief that a child has been abused or neglected and requires contact with the juvenile court.

SFY - State Fiscal Year is the period of time in the state budget cycle from July 1 through June 30.

SLA - Supported Living Arrangement is a residential service that provides support to people living in their own homes or apartments. Supportive services include help with budgeting, shopping, laundry, etc., and are provided on an intermittent basis, usually less than 20 hours per month. There is a fixed staff to client ratio. People receiving this service generally need less support than people receiving Individualized Supported Living Arrangement services (ISLA).

Sliding fee scale - A system of cost sharing based on income and number of persons in the household.

SLMB - Specified Low-Income Medicare Beneficiaries are persons for whom Medicaid pays the Medicare Part B premium. Income must be between 100 percent and 120 percent of poverty level. See Medicare Savings Programs.

Slots - The maximum number of individuals who can be enrolled in a waiver at any one point in time. The number of waiver slots is tied to the amount of funding the state legislature has made available for waiver services. One 'slot' usually equals the average amount of money the state

expects to spend for an individual for a full year of services.

SMI - Serious mental illness

SNAP - Supplemental Nutrition Assistance Program. This federally-funded USDA program is

intended to raise levels of nutrition among low-income households by supplementing their food

purchasing power with monthly benefits distributed through an electronic benefit card.

Formerly

called the Food Stamp program.

SPACES - Self-Service Portal And Consolidated Eligibility System. This is a technology project

that involves the implementation of a fully-integrated eligibility system that will simplify the

process of determining a client's eligibility for Medicaid, Children's Health Insurance Program,

Temporary Assistance to Needy Families, Supplemental Nutrition Assistance Program, Child

Care Assistance Program, and Low Income Home Energy Assistance Program.

SPARCS - Structured Psychotherapy for Adolescents Responding to Chronic Stress is a group

intervention specifically designed to address the needs of chronically traumatized adolescents

who may still be living with ongoing stress and are experiencing problems in several areas of

functioning. These include difficulties with regulation and impulsivity, self-perception, relationships, dissociation, numbing and avoidance, and struggles with their own purpose and

meaning in life, as well as world views that make it difficult for them to see a future for themselves. Program goals include helping teens cope more effectively, enhance self-sufficient, connect with others and establish supportive relationships, cultivate awareness,

and create meaning.

Special Needs - Refers to the needs of children who have, or are at-risk of developing, a

developmental, emotional, behavioral, learning or physical condition that requires attention,

services, and/or program modifications beyond what is generally needed by other children.

Special Needs Adoption - The classification of adoption for children who have a physical,

emotional, and/or psychological disability (or are at-risk for such a disability), are older than age

seven, part of a sibling group, or are children whose race/ethnicity may be a barrier to placement.

Specialized Equipment and Supplies - Includes devices, controls, or appliances specified in

the plan of care, which enable recipients to increase their abilities to perform activities of daily

living, or to perceive, control, or communicate with the environment in which they live.

Specialized Placement - Refers to a residence for people who are diagnosed as both intellectually disabled and mentally ill and whose individualized programs address residential,

psychosocial, and psychiatric development.

SPED - Service Payments for Elderly and Disabled is authorized by state law to provide a

number of home and community-based services to functionally impaired older individuals and

people with physical disabilities who require assistance to continue to live in a home-like setting.

SSA - Social Security Administration

SSBG - Social Service Block Grant

SSDI - Social Security Disability Insurance

SSI - Supplemental Security Income

State Child Protection Team - A multidisciplinary team of staff members from public and private agencies (determined by law) that makes the determination whether child abuse or

neglect is indicated in cases of suspected institutional child abuse or neglect.

State Epidemiological Outcomes Workgroup (SEOW) – The North Dakota State

Epidemiological Outcomes Workgroup (SEOW) is a group of data experts and prevention

stakeholders responsible for bringing data on substance abuse and related behavioral problems

to the forefront of the prevention planning process. Visit [www.prevention.nd.gov/data](http://www.prevention.nd.gov/data).

State Interagency Coordinating Council (ICC) - Is a council appointed by the Governor.

Federal law under Part C of the Individuals with Disabilities Education Act (IDEA) requires the

ICC to advise and assist the designated lead agency (Department of Human Services) in the

performance of responsibilities set forth under Part C regarding early intervention services and

to advise the Department of Public Instruction regarding the transition of toddlers with disabilities to preschool and other appropriate services. The council is comprised of parents of

infants and toddlers with disabilities and representatives of providers of early intervention

services, the state legislature, the Department of Human Services, preschools, the State

Insurance Department, Head Start, child care providers, and other members at large.

State Opioid Treatment Authority - The Department of Human Services regulates the establishment and ongoing operation of opioid treatment programs statewide.

Strategic Prevention Framework Partnership For Success (SPF-PFS) - A SAMHSA

five-year federal discretionary grant designed to address the prevention priority of underage drinking among persons aged 12 to 20. The program is based on the premise that changes at the community level will, over time, lead to measurable changes at the state level.

**Substance Use Disorder (SUD)** - Substance Use Disorder is a complex brain disease and includes such diseases as alcoholism and drug addiction. Substance Use Disorders occur when a person has a dependence on alcohol and or other drugs that is accompanied by intense and sometimes uncontrollable cravings and compulsive behaviors to obtain the substance.

**Support Intensity Scale (SIS)** - This is a norm-referenced, strength-based standardized assessment developed by the American Association on Intellectual and Developmental Disabilities (AAIDD). The SIS is utilized by the developmental disabilities service system to create individualized rates for eligible consumers.

**Supported Employment - Competitive work** in an integrated work environment with ongoing support services for individuals with the most severe disabilities.

**Swing Bed** - A licensed hospital bed in a rural hospital that is used to provide nursing facility level of care services to an individual who is not in need of acute care services.

**TANF - Temporary Assistance for Needy Families** is a federal block grant program established under Title IV-A of the Social Security Act. It provides temporary cash assistance to needy families primarily to facilitate the return to or preparation for work; provides supported employment for obligors not paying child support; and assists teen parents while obtaining a high school diploma or GED. It meets some of the costs of foster care such as wraparound case management, parent aid, intensive in-home services, child abuse and neglect investigations, and foster care.

**TBI - Traumatic Brain Injury**

**TCC - Transitional Child Care** provides partial payment of child care to families who lose TANF assistance eligibility.

**TCLF - Transitional Community Living Facility** is a community waiver group home that provides training for individuals in community integration, social, leisure, and daily living skills in a group living environment.

**TECS - Technical Eligibility Computer System** is the computer system currently used by county

social service boards to manage SNAP cases and some Medicaid cases.

The Recovery Tools - A tool for measuring illness severity that helps determine the right level of services needed to aid recovery.

TPL - Third Party Liability describes potential resources that may be available to offset claims for Medicaid program services. TPL includes health insurance, accident insurance, court settlements, and decrees stemming from accidents of various kinds.

Transitional Living Service - Services that train people to live with greater independence in their own homes. This includes training, supervision, or assistance to the individual with self-care, communication skills, socialization, sensory/motor development, reduction/elimination of maladaptive behavior, community living, and mobility.

Transition Services - Services provided to assist students with disabilities as they move from school to adult services and/or employment.

Transitional Assistance - Provides up to six months of monthly job retention, transportation allowance, and child care assistance for families that become ineligible for TANF due to earnings.

Transitional Medicaid Benefits - Provides up to 12 months of Medicaid coverage for families who lose eligibility under the Family Coverage group due to earnings.

Tribal 638 - Tribal Contract or Compact Health Centers (also called a 638 contract or compact) are operated by Tribes or Tribal organizations and Urban Indian Health Centers and are outpatient health care programs and facilities that specialize in caring for American Indians and Alaska natives.

Tribal NEW - Tribal Native Employment Works program is the tribal equivalent of the Job Opportunities and Basic Skills (JOBS) program. The job placement and education program is available to American Indian TANF recipients.

Tribal TANF - Tribal governments have the option of direct administration of TANF programs. No Tribe in North Dakota has yet exercised this option.

Uniform Interstate Family Support Act (UIFSA) - Model Act, enacted at the state level, to provide mechanisms for establishing and enforcing child support obligations in interstate cases (cases in which a noncustodial parent lives in a different state than the custodial parent and child).

UPA - Either the Uniform Parentage Act or Unreimbursed Public Assistance. The Uniform Parentage Act refers to laws, based on model legislation drafted by the National Conference of Commissioners on Uniform State Laws (NCCUSL), enacted at the state level to provide mechanisms for establishing paternity. Unreimbursed Public Assistance refers to money paid in the form of public assistance (for example, Temporary Assistance for Needy Families expenditures), which has not been recovered by retaining assigned child support.

UPL - Upper Payment Limit. A limit placed on Medicaid spending for particular services, most notably hospitals and nursing homes. Medicaid payments to institutional providers cannot exceed what Medicare would pay for the same care. This is calculated yearly for private, state-government owned, and non-state government owned facilities. There are different UPLs for different services (hospitals - inpatient and outpatient, nursing homes, psychiatric residential treatment facilities, and intermediate care facilities).

URM - Unaccompanied Refugee Minor is a child between the ages of birth and 18 who enters the United States with refugee immigration status and the parents are deceased or their whereabouts unknown, and the child is without a family connection. URM youth enter a foster care program specifically administered for their care through a voluntary agency with coordination of the Department. URM foster care meets state licensing requirements.

Vision - The computer system currently used by county social services to administer Temporary Assistance for Needy Families (TANF) benefits and some Medicaid cases.

Vocational Development - A program of vocational preparation prior to competitive or extended employment.

Voluntary Paternity Acknowledgment (VPA) - A simple civil process that may be used, by completion and filing of an Acknowledgment of Paternity, to legally establish paternity without court involvement.

VTP – Voluntary Treatment Program provides out-of- home treatment to youth without parents having to relinquish custody.

VR - Vocational Rehabilitation provides training and employment services to individuals with disabilities so they can become and/or remain employed. Services are designed to assist

business owners and employers in developing short and long-term strategies regarding disability-related issues including staffing, education, tapping into financial incentives associated

with hiring an individual who has a permanent injury, illness, or impairment; or ensuring accessibility to goods or services.

Vulnerable Adult Protective Services - Refers to remedial social, legal, health, mental health, and referral services provided for prevention, correction, or discontinuation of abuse or neglect

which are necessary and appropriate under the circumstances to protect an abused or neglected vulnerable adult. Services also ensure that the least restrictive alternatives are

provided, prevent further abuse or neglect, and promote self care and independent living.

(Reference: North Dakota Century Code Chapter 50-25)

WCHSC - West Central Human Service Center is located in Bismarck. (See HSC definition.)

Wraparound Practice Model - This is a strength-based philosophy of care utilizing a definable

process of partnering with children and families to ensure their safety, permanency and well-being. The application of the Wraparound Practice Model results in a unique set of community services and supports individualized for each child and family. This process is team

driven, focuses on least restrictive methods of care, and uses the family's strengths, preferences and choices in the process whenever possible. It is a continuum of intensity, which

is driven by family needs, complexity, and level of risk. All child welfare and children's mental

health programs, including contracted providers, adhere to the requirements of this model.

Xerox – Xerox is the company North Dakota has contracted with to host its Medicaid Management Information System and Pharmacy Point of Sale system and to provide system

operation and maintenance services.

YRBS - Youth Risk Behavioral Survey is conducted by the North Dakota Department of Public

Instruction and monitors health-risk behaviors among youth and young adults including behaviors that contribute to injuries, tobacco use, alcohol and other drug use, sexual behaviors,

dietary behaviors, and physical activity.