

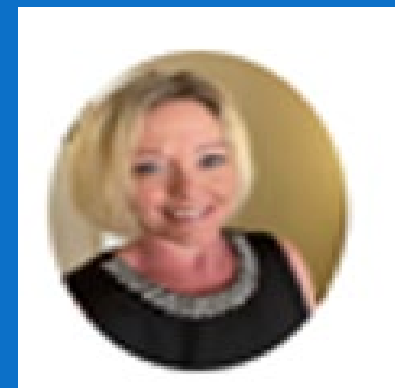


Illinois Department of Human Services Division of Rehabilitation Services

Overview of Assessment and Home Services Program Waivers

Presented by: Macey Jones & Nisha Baiju

Rehabilitation Services Advisors for Bureau of Customer and Community Services (Home Services Program)



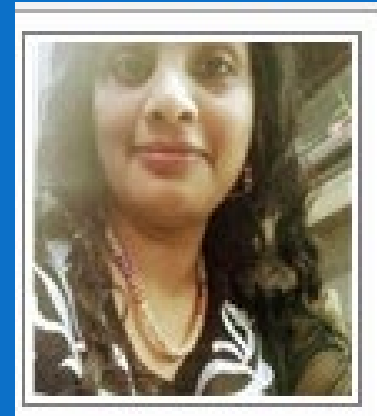
Macey Jones

Rehabilitation Service Advisor, DHS Division of Rehabilitation Services

Bureau of Customer and Community Services (Home Services Program)

Macey.Jones@illinois.gov

Macey Jones is a Rehabilitation Services Advisor for the Home Services Program, which is part of the Illinois Department of Human Services Division of Rehabilitation Services. In this role she provides staff guidance with training, policy, implementation and support for State's Medicaid Waiver Programs: Brain Injury Waiver; and HIV/AIDS. As a licensed clinical social worker, Ms. Jones has 22 years of experience working in various social service settings.



Nisha Baiju
Rehabilitation Service Advisor,
DHS Division of Rehabilitation Services
nisha.baiju@illinois.gov

Nisha Baiju is a Rehabilitation Services Advisor for the Home Services Program, in this role she provides local field staff guidance with policy, provides feedback to central support on various requests from the local field staff. Ms. Baiju participates and is a team player proving feedback in quality remediations and reviewing CMS/HFS protocol and implementing homemaker compliance tracking system and recruitment. Ms. Baiju has worked about 20 years in both private and public sector in various social services capacities.

HCBS DRS 3 Waiver Programs

- **Helps individuals in Illinois with disabilities who may be at risk of institutionalization remain in their homes and live independently in their communities.**
- **HSP operates 3 of Illinois' 9 1915(c) home and community-based Medicaid waivers: Persons with Disabilities, Persons with HIV/AIDS, and the Persons with Brain Injury.**
- **Process of transitioning to sister agency waiver programs**



HCBS DRS Waiver Program Codes

- **What waivers does DRS address?**
 - **H0 – Persons with Disability Waiver**
 - **B0 – Persons with Brain Injuries**
 - **C0 – Persons with AIDS/HIV**



HCBS Waiver Programs

- **HSP is also required to serve non-Medicaid recipients who meet all other HSP eligibility requirements.**
- **“Waiver” only applies to Medicaid recipients in the program.**



Persons with Disabilities (PWD) 1979

- **Individuals with severe physical disabilities**
- **Eligibility initially based on physical impairments and needs**
 - **non-physical conditions considered**
- **Between ages 18-59 at application**
 - ***Age 60 at application concern/refer to DOA***
- **Cases managed by state agency counselors; as well as MCO care coordinators if managed care**
- **Enables customers to remain in their homes and be as independent as possible.**



HIV/AIDS (1990)

- **Primary impairments due to HIV/AIDS**
- **Customers must have a diagnosis of HIV or AIDS**
- **No age limit**
- **(Most) cases managed by contractual case management agencies; or MCO care coordinators**
- **Same services as PWD, increased SCM**



Brain Injury (BI) 1998

- **Customers must have a medical diagnosis of acquired brain injury**
- **Function limitations must be a result of the acquired brain injury**
- **No age limit**
- **Cases managed by state agency counselors; as well as MCO care coordinators**
- **Monthly case management contacts**
- **Allows additional services, increased SCM**



Acquired Brain Injury Diagnoses (primary impairments from ABI)

- **Traumatic Brain Injury (TBI)**
- **Brain Infection (Encephalitis)**
- **Lack of Oxygen (Anoxia/Hypoxia)**
- **Stroke (Cerebral Vascular Accident)**
- **Aneurysm**
- **Electrical Injury**
- **Brain Cancer**
- **Toxic Encephalopathy**





DHS/DRS HSP Administrative Codes

- **Administrative code provides the basic framework of the program.**
- **Staff follow these rules as well as policies and procedures when making eligibility and case decisions.**
- **Customers are informed of their rights at every assessment and reassessment.**
- **[DHS Administrative Code](#)**

Referral to the Home Service Program

- **Anyone can make a referral**
- **Online via the DHS website**
 - **www.dhs.state.il.us**
 - **Online Tools**
 - **Rehabilitation Services: Apply Online**
- **By contacting the local HSP office by phone.**
 - **www.dhs.state.il.us**
 - **DHS Office Locator**
 - **1-800-843-6154**

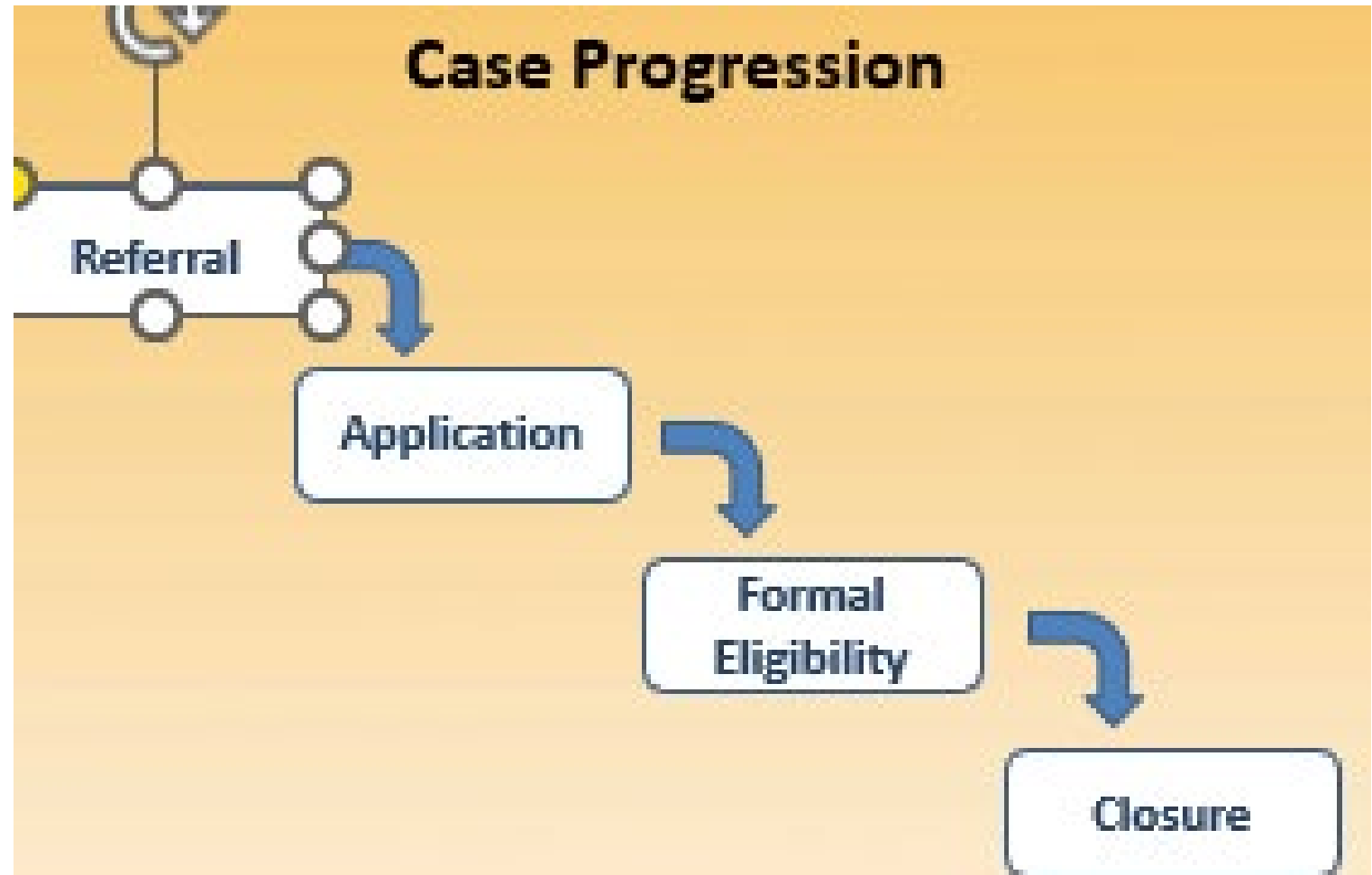


89 IAC 682.100 covers 7 eligibility criteria

- **United States citizenship**
- **Medicaid application within 60 days of DRS application**
- **Illinois Resident**
- **Under age of 60 for Persons With Disability waiver; any age for HIV/AIDS or Brain Injury waivers**
- **Severe disability lasting 12 months or longer**
- **DON score of 29 or more [89 IAC 682.100(f)]**
- **Cost of in-home services will be less than institutional care**



Home Service and Case Progression



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Application for services

- **All customers are required to complete an application for services.**
- **HSP counselor is responsible for gathering all of the information needed to complete the application and determine eligibility.**



Application for services

- **Post** your referral ***online***, via **“Apply Online”** → [DHS Office Locator \(illinois.gov\)](#) **Or DHS/DRS Web Referral Link à** [DHS: Rehabilitation Services: Apply Online \(illinois.gov\)](#)
- **The local field office will then schedule an appointment for completion of an application, assessment, and, if eligible, develop a service plan.**
- **Please make sure that the customer, the individual requiring services is available when the local field office sets up an appointment for prescreen/assessment (DON) call.**
- **Also note that paperwork regarding POA/guardianship, treating physicians phone numbers, and medical records verification will be needed at some during the initial process of eligibility review/assessment intake.**
- **The local field office will be responding in a timely manner.**



Covered in 89 IAC 679.10-40

Determination of Need (DON)

- **This is the instrument(tool) that is used to determine the risk for nursing facility placement by measuring customer's functional limitations and need for assistance in the home.**



Purpose of DON

- **Establish eligibility by identifying those in need of long-term care.**
- **To identify the need for essential services required to help customers to remain in their homes.**
- **The assessment tool used to determine an individual's non-financial eligibility for HSP services based on the individual's impairment and need for care.**
- **The tool measures the level of risk of institutionalization for the individual.**





Medical Documentation

Medical documentation such as a copy of customer's treatment reports, history and physical, hospital discharge summary, medical or psychological eval is needed to verify diagnoses and should coincide with functional limitations laid out on the DON.

- **Is there is disability lasting over a 12 month period?**
- **Initial vs Rede Medical Documentation differences**
- **Updated medical documentation is not needed if there have not been any changes in the customer's condition and the customer is not requesting a change of services at the time of reassessment.**



Additional Comments

During an Assessment /DON, HSP Counselors will:

- **Identify the nature and extent of the impairment/need during the assessment/eligibility process.**
- **List all medications including any OTC medications and treatments under medications**
- **Include any other pertinent information in the case comments section.**



Healthcare Review

The counselor will ask the customer:

- **If they have seen a healthcare provider over the past year**
- **Provider Name and Specialty**





Medications

- **Federal CMS requires HCBS waiver programs to list a customer's medications**
- **Indicate medication, dosage, and frequency of administration**
- **Complete at every assessment**



HSP Services

- **Personal Assistant (PA – also IP):** Provides assistance with household tasks, personal care and, with permission of a doctor, certain health care procedures. PAs are selected, employed, and supervised by individual customers.
- **Homemaker Services:** Personal care provided by trained and professionally supervised personnel for customers who are unable to direct the services of a PA. Instruction and assistance in household management and self-care are also available.
- **Maintenance Home Health:** Services provided through a treatment plan prescribed by a physician or other health care professional. Other services include nursing care and physical, occupational, and speech therapy (agency or IP).
- **Electronic Home Response:** Emergency response system offered by hospitals and community service organizations. This rented signaling device provides 24-hour emergency coverage, permitting the individual to alert trained professionals at hospitals, fire departments, or police departments.
- **Home Delivered Meals:** Provided to individuals who can feed themselves but are unable to prepare food.



HSP Services

- **Adult Day Care:** The direct care and supervision of customers in a community-based setting to promote their social, physical, and emotional well-being.
- **Assistive Equipment:** Devices or equipment either purchased or rented to increase an individual's independence and capability to perform household and personal care tasks at home.
- **Environmental Modification:** Modifications in the home that help compensate for loss of ability, strength, mobility or sensation; increase safety in the home, and decrease dependence on direct assistance from others.
- **Respite Services:** Temporary care for adults and children with disabilities aimed at relieving stress to families. Respite services may be provided for vacation, rest, errands, family crisis or emergency. Services may include personal assistant, homemaker or home health.



HSP Services and Person Centered Planning

- **Service planning driven by the HSP Customer**
- **Customer is the employer and actively involved in directing and managing the care they receive**
- **Service Plan allows the Customer to engage in community life**
- **Service plan should reflect each requirement of the PCP process**



Considerations for Service Planning

- **Ensuring services only assist customer, not family**
- **Ensuring services are developed for customers, not providers**
- **Ensuring moral values are not imposed on customers**
- **Lifestyle choice vs. impact of disability on independence (i.e. won't versus can't do...)**



HSP Overview

DHS Administrative Code

Home Service Programs

Title 89 Illinois Administrative Code

[Part 676 - Program Description](#)

[Part 677 - Customer Rights and Responsibilities](#)

[Part 679 - Determination of Need \(DON\) and Resulting Service Cost Maximums \(SCMS\)](#)

[Part 681 - Prescreening](#)

[Part 682 - Eligibility](#)

[Part 684 - Service Planning and Provision](#)

[Part 686 - Provider Requirements, Type Services and Rates of Payment](#)

[Part 688 - Illinois Long-Term Care Partnership Program](#)



Public Health Emergency Coming to an end

- **Federal CMS announced termination of continuous eligibility effective 4/1/23**
 - **HSP will return to normal eligibility and enrollment operations**
- **HSP is taking additional steps to ensure that customers do not meet eligibility requirements prior to case closure.**



Closure Considerations: HSP Managed Cases

Effective 4/1/23, closure of ineligible active cases will resume

- **Cases will be thoroughly reviewed prior to closure**
 - **Unable to contact/locate**
 - For post-PHE closures, at least four attempts (usually three) to contact using at least two different media
 - **Failure to cooperate**
 - Verify that closure reason is valid
 - **DON point ineligibility**
 - Reassessment completed to confirm DON point ineligibility
 - **Financial ineligibility**
 - Customer contacted to verify financial ineligibility



Reasons For Closure

89 IAC 684.100

- Unable to locate or contact, moved
- Refused to cooperate with Medicaid App
- Failure to cooperate
- Service plan cannot be developed w/in SCM
- Condition improved, services not needed
- Not/no longer at risk of institution
- Customer refused services
- Over assets
- Entered institution
- Transferred to another agency
- Pre-application not returned
- Death
- All other reasons



Appendix K Provisions/Flexibilities Ending

- Appendix K provisions/Flexibilities will be in effect for 6 months following the PHE expiration.
 - **HSP plans to discontinue the following flexibilities**
 - Increased respite hours
 - PA services in the hospital regardless of DON score
 - Parents of minor children as Personal Assistant
 - EVV auto sweep (*planning to keep flexibility of electronic copies of Timesheets into field office*).



Appendix K Provisions/Flexibilities Continuing

- Appendix K provisions/Flexibilities will be continued post following the PHE expiration.
 - **HSP plans to incorporate the following flexibilities**
 - Telehealth eligibility determinations & service planning
 - Frozen Home Delivered Meals
 - Spouses as Personal Assistant



Plans in Partnering with IATP and technologies that benefit the DRS/HSP Population.

- **The promise that the teleconferencing /Zoom methodologies and platforms allowing quick assessment and relay of detailed information to community resources available at a quick glance.**
- **Providing the ability for *frequent communication* and easy contact with customer, (counselor/coordinator), and or direct central staff via telecommunication option.**



IATP

the customer.



The use of *Smart Home technologies* that benefit the DRS/HSP population

The use of *technologies* that benefit the DRS/HSP population.

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ILLINOIS ASSISTIVE TECHNOLOGY PROGRAM

SMART HOME

TECHNOLOGY

Home automation that allows a user to monitor and control numerous items throughout the home including security, climate, lighting, appliances, entertainment systems, self-care options, and more.

The graphic has a dark blue background. At the top right is a white house silhouette with a Wi-Fi symbol inside. Below this, the text "ILLINOIS ASSISTIVE TECHNOLOGY PROGRAM" is in white. The main title "SMART HOME" is in large, bold, white letters, with "TECHNOLOGY" in large, bold, teal letters below it. A row of four white icons (a padlock, a lightbulb, a flask, and a musical note) is positioned between the two lines of the title. At the bottom, a paragraph of white text describes the program.

The use of *technologies* that benefit the DRS/HSP population.

- **Assistive Technology Specialists (ATS)** provide assistive technology assessments, training and technical support in the home, school, or workplace.
- **DHS/DRS is working on partnering with IATP and the referral process for our HSP/VR customers.**

701 North Walnut Street • Springfield, IL 62702

 (217) 522-7985 • (800) 852-5110  iatp@iltech.org  www.iltech.org



The use of *technologies* that benefit the DRS/HSP population.

- The ATS will trial assistive technology, software, and other devices with the customer during an evaluation.
- If the technology is appropriate, the customer may keep it on evaluation day, eliminating delays waiting for equipment. Further training may be provided based on customer needs.

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The use of *Smart Home technologies* that benefit the DRS/HSP population

The use of *technologies* that benefit the DRS/HSP population.

Increased Independence with...

- Enhanced Security
- Temperature Regulation
- Lighting Management
- Entertainment Controls

Visit us to explore assistive technology options that might best meet your needs.

Device demonstrations with an expert in assistive technology provide an opportunity to discuss your needs, learn about possible AT solutions, and compare and contrast different AT devices, their features, and potential benefits.

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The use of *Smart Home technologies* that benefit the DRS/HSP population.

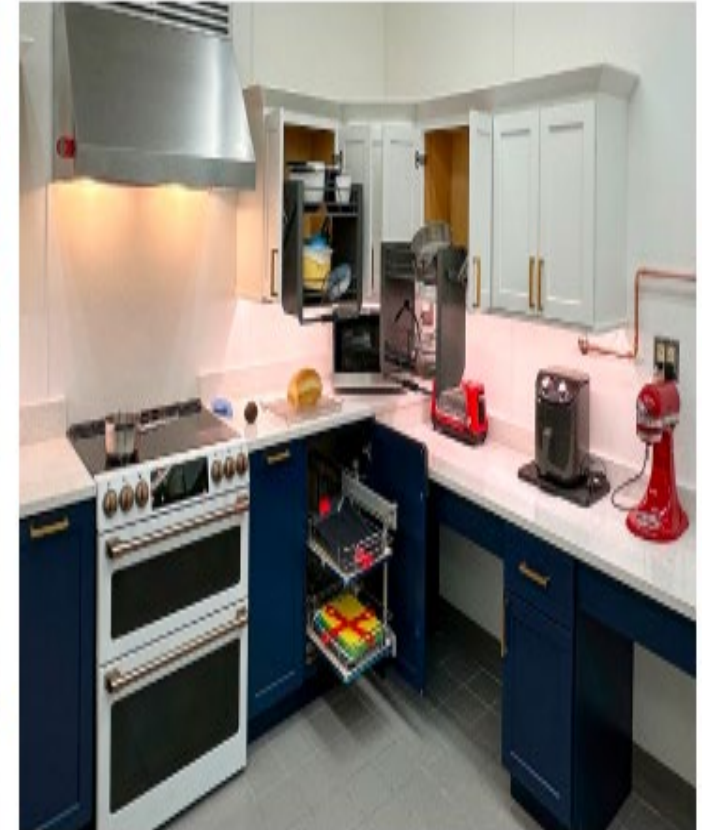
- **IATP Tech Kitchen**
 - **Professional chef leading the program**
 - **One on one sessions for customers (eventually might move to group sessions)**
 - **Learn how to prepare nutritious meals**
 - **Prepare food while seated in wheelchair, rollator, etc...**
 - **Prepare/cook foods efficiently to avoid getting overtired**
 - **Kitchen safety**
 - **Learn about adaptive equipment that meets specific disability needs**



The use of *Smart Home technologies* that benefit the DRS/HSP population

The use of *Smart Home technologies* that benefit the DRS/HSP population → Tech Kitchen

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The use of *Smart Home technologies* that benefit the DRS/HSP population

The use of *Smart Home technologies* that benefit the DRS/HSP population.

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IATP Tech Kitchen Goals :

- In this space, kitchen assistive technology can be thoroughly tested hands-on.
- Participants can receive the training and evaluation needed to successfully transfer those skills to their homes and decide what tools will serve them best.
- “Cooking with Confidence” classes starting.
- Design features such as pull-down shelving, induction cooking, voice control, directional lighting, various work surface heights, motion-activated faucets, and much more are utilized to create a space that can remove some barriers to learning cooking skills.



IATP Tech Kitchen Goals

- Promotes → “Cooking with Confidence”

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The use of *Smart Home technologies* that benefit the DRS/HSP population.

- IATP Tech Kitchen Goals and Referral Plans Underway:
- Referrals are currently being asked from central Illinois/Springfield *as a trial run*
 - For DHS/DRS VR or HSP customers
- For now- customers who would have access to their own transportation to get them to IATP for the session due to transportation logistics.
- If needed - Customers who have IP's willing to come with them to provide personal care during session.



Questions ?

Make a Referral for HSP or Vocational Rehabilitation:

<https://wr.dhs.illinois.gov/wrpublic/wr/dynamic/referral.jsf>

DRS Statewide hotline: 1-800-843-6154

Find a local DRS Office:

<https://www.dhs.state.il.us/page.aspx?module=12>

Find a local Center for Independent Living:

<https://www.incil.org/>

