



New HCBS Service to Help Seniors Stay at Home

Individual Customized Living Support (ICLS)

Aging and Adult Services

Minnesota Department of Human Services

Presenter

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Presentation Goals

- Provide background and purpose of ICLS
- Delineate provider requirements
- Describe ICLS service components



Goals of ICLS Elderly Waiver Service

- Support individuals wishing to remain in their own homes
- Increase/maintain self-sufficiency, reduce reliance on paid staff
- Support, expand and support informal caregiving and use of community supports
- Provide choice of both housing and service providers
- Better align payment and licensure with type and amount of services provided
- Complement (rather than supplant) Medicaid State Plan and Medicare benefits



Strategies

- Enhanced, integrated and coordinated service delivered by a single provider offering
 - a broad range of support
 - consistency in staffing
- Flexible and scalable over time to address changing needs of individual
- Leverage the person's personal support system, community resources and emerging technology



Status of ICLS Service

- Legislation passed in 2013 authorizing amendment to CMS adding service to Elderly Waiver menu
- Elderly Waiver Renewal
 - Application submitted May 2013
 - Approved September 2014
- Amendment to CMS adding ICLS
 - Will be submitted with Transition Plan

Assessment and Planning

- Services and supports based on assessed needs, preferences and goals in Community Support Plan completed by assessor
 - Long Term Care Consultation Assessment (LTCC)
 - MnCHOICES
- Case manager develops Coordinated Services and Support Plan (CSSP)
 - 245D licensure and provider accountability based on responsibilities assigned in CSSP to providers



Planning Process

Case manager designs a person-centered ICLS plan in consultation with participants to address

- Assessed functional needs,
- Risk factors
- Preferences and goals of the individual
- Assign tasks to the provider

Case manager uses ICLS planning forms developed by Minnesota Department of Human Service



ICLS Provider Requirements

- Licensed as 245D provider, currently providing one or more intensive support services
 - Note: Minnesota enacted Chapter 245D, HCBS waiver service licensing standards. Apply to most HCBS 1915 (c) waiver services
- Must make available all component services
- ICLS provider may have no interest or relationship with housing provider
- Provide services as assigned in the individual's plan developed by the case manager in consultation with the individual



ICLS Component Services

- Adaptive support strategies for self-sufficiency (Required component)
- Support with ADLs and IADLs
- Support to address mental health concerns, cognitive issues and/or behavior concerns
- Assist with household management
- Support health, safety, and wellness
- Facilitate community living engagement



Adaptive Support – Required Component

- Train participants on adaptive/alternate processes for ICLS task completion
- Develop and train participants on cuing systems which reduce reliance on human assistance; e.g.
 - calendars, clocks or other time orientation supports
 - written signs or icons to assist with spatial orientation
 - lists which reduce reliance on human assistance

Adaptive Support – Cont'd

- Train participants on the use of assistive technology following written directions of health professionals or manufacturer's instructions
- Integrate use of graduated guidance, and similar support methodologies
- Identify and mitigate risk factors, e.g. falls, lack of informal caregiving, memory concerns, needing help with ADLs, including implementation of recommendations of health professionals such as occupational, physical and speech therapists

Activities of Daily Living

- Provide reminders or cuing systems to complete ADLs
- Cue and/or provide intermittent physical assistance with dressing, grooming, eating, toileting, mobility, transferring, and positioning
- Cue and/or provide continual supervision and physical assistance with bathing, as needed.
- Provide short-term continual supervision and/or physical assistance with ADLs (when Medicare or State Plan services do not cover these services)

Active support using real-time, two-way communication

- Provide in-person or telephone check-ins to identify problems and resolve concerns
- Implement strategies to improve orientation to time and place
- Problem-solve concerns related to daily living
- Observe and redirect to address mental health, cognitive or behavioral concerns
- Provide reassurance
- Provide cognitive support using accepted practice and/or strategies supported by data specific to the participant.
- Notify case managers/care coordinators and informal caregivers of changing needs

Household management

- Assist with cleaning, meal planning and preparation and shopping for household or personal needs
- Provide budgeting and money management
- Assist with communications to address needs and attain goals, e.g. sorting mail, accessing email, dialing telephone
- Provide transportation when integral to ICLS goals and when community resources and/or informal supports are not available.
 - Mileage will not be included in the ICLS rate.
 - ICLS providers may also enroll as waiver transportation providers and simultaneously bill for transportation of participants using the waiver transportation mileage rate

Health, Safety and Wellness

- Identify changes in health needs, notifying case manager
- Identify and remediate environmental risks at home and in the community using home and community safety checklists and other tools
- Provide reminders and assistance with exercises and other wellness and/or health maintenance activities
- Provide medication assistance , e.g.
 - medication refills, medication reminders, medication administration, medication setups

Community Living Engagement

- Help participant access activities, services and resources that facilitate community integration, meaningful participation and/or increased self-sufficiency in the community
- Develop and/or maintain the participants informal support system
- Facilitate socially valued roles through engagement in relevant activities leading to desired outcomes
- Facilitate meaningful use of leisure time
- Assist participant in scheduling and managing appointments



Settings

- Principle: Separation of housing and service providers
- ICLS provider may not control or influence participant housing directly or indirectly and vice versa
- ICLS will be delivered in a single-family home or apartment owned or rented by the participant as demonstrated by a lease agreement or is leased or owned by a friend or family member who has no financial interest in the service

Limits on Authorizations

- Participants receiving ICLS services may not be simultaneously authorized to receive
 - customized living, residential care, foster care or
 - consumer directed community supports
- Equipment for remote support and/or adaptive equipment is
 - not covered as part of ICLS
 - may be selected by the participant and authorized separately by the case manager as specialized equipment and supplies or as an environmental accessibility adaptation

Simultaneous Authorizations

- State Plan, EW and AC services (other than those excepted) may be authorized during the same time span
- Case managers must assure there is no duplication of service when participants are authorized for State Plan home care or other Elderly Waivered services.

Benefits of ICLS

- Focus on IADLs
 - Typically related to higher cognitive function
 - Often IADL dependencies precede ADL dependencies
- On-going adaptive supports accommodate individuals with changing capacity
 - Cognitive change such as dementia
 - Mental health needs
 - Behavioral challenges
- Remote support facilitates “check-ins,” as needed and also provides a means to identify and address emerging issues and problems

Examples

- Support with medications
- Check-ins – Addressing the “problem of the day”
- Scaling service over time
 - Adding ADL support
 - Building in more adaptive support

Questions

Thank you!