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**CHAPTER 9: ADULT DAY HEALTH CARE WAIVER**

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### **SUPPORT COORDINATION**

Support coordination, also referred to as case management, is an organized system by which a support coordinator assists a recipient to prioritize and define his/her personal outcomes and to identify, access, coordinate and monitor appropriate supports and services within a community service network. Recipients may have multiple service needs and require a variety of community resources.

#### **Core Elements**

Support coordination agencies are required to perform the following:

- Intake;
- Assessment/Reassessment;
  - Evaluation, re-evaluation of level of care (LOC) and need for waiver services.
- Plan of Care (POC) Development and Revision;
  - Linkage to direct services and other resources; and
  - Coordination of multiple services among multiple providers.
- Follow-Up/Monitoring;
  - On-going assessment and mitigation of health, behavioral and personal safety risk; and
  - Responding to participant crisis.
- Critical incident management; and
- Transition/discharge and closure.

For additional details on support coordination responsibilities, procedures, and timelines, refer to Appendix B for the hyperlink to the *Office of Adult and Aging Services (OAAS) Waiver Procedures Manual*.

#### **Other Support Coordination Responsibilities**

The support coordinator is responsible for coordination of the recipient's ADHC Waiver services and long term- personal care services (LT-PCS), if applicable, in a way that does not duplicate services when the recipient is also receiving other services such as home health or hospice services.

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Support Coordinators are also responsible for reporting critical incidents. For additional details regarding reporting requirements, procedures and timelines, refer to Appendix B for the hyperlink to the *Critical Incident Reporting Policy and Procedures*.