Personal Intro

The Participant Support Unit is continuing to provide trainings covering the Plan Mod Links Section of the Electronic Medicaid Waiver System (EMWS) during Case Manager Support Calls. These links are located to the left of the individualized plan of care (IPC). Today’s training will be focusing on the Specialized Equipment and Behavioral Support screens.

Just a reminder to please hold your questions until the end of the presentation. You can submit your questions in the chat box and they will be answered at the end of the presentation.
The purpose of today’s training is to review the case manager’s role when completing the Specialized Equipment and Behavioral Supports sections of the individualized plan of care. It is important that these sections are developed accurately and completely in order to ensure that providers have the information necessary to fully support participants of the Comprehensive and Supports Waivers.

Direct support professionals and providers need to have participant specific information in order to successfully support the people they serve in accomplishing goals, experiencing inclusion, and living lives as fully contributing and valued members of their communities.

The information in these two sections of the plan offer a portion of the information needed to fully support participants during waiver services.
The Specialized Equipment section of the IPC contains information on each piece of specialized or adaptive equipment that the participant uses, owns but doesn’t use, and needs but doesn’t currently have. In addition to listing the equipment, this section also lists maintenance information, including when maintenance is due, and who is responsible for that maintenance.
The importance of including specialized equipment in the IPC is addressed in many sections of Wyoming Medicaid Rule.

Chapter 44, Section 6(b) states “The individualized plan of care shall reflect the need for equipment, how the equipment addresses health, safety, or accessibility needs of the participant, or allows them to function with greater independence, and include specific information on how often the equipment is used and where it is used.”

Chapter 45, Section 10(e) establishes the information that must be encompassed in the IPC, including what is important to and for the participant. It is reasonable to expect that specialized or adaptive equipment that a participant uses to access their home and community is extremely important information.

Finally, Chapter 45, Section 15(f)(iii) establishes that a provider of waiver services shall be trained on any specific assistive technology devices, in addition to other participant specific information. Information for participant specific training comes from the IPC, which is the guide for providers and direct support professionals to understand what participants want and need in their lives, and the support they need to be as safe and healthy as possible. It is critical that this specialized equipment is listed in the IPC to ensure providers receive this training.

In accordance with Chapter 45, Section 15(f)(ii), case managers are required to conduct IPC training for one employee from each provider listed on the IPC, including the training on specialized equipment. If a provider employs staff, the provider is
responsible for extending that training to all staff members who work with the participant.

These rules can be found on the Public Notices, Regulatory Documents, and Reports page of the Division website, under the Rules tab.
When the case manager opens up the Special Equipment Screen under Plan Mod Links, they will be able to enter the specialized equipment that the participant uses.

If the participant does not have specialized equipment or specialized equipment needs, select “No” for the question “Does the participant utilize specialized equipment?” If the participant has special equipment, select “Yes.”

There are three options for entering equipment. The equipment may be “in use”, “needed” or “discontinued.” Select the appropriate type for each piece of equipment.

If the equipment is in use, enter the equipment, the last date it was maintained or physically checked, and by whom. Include any additional information or clinician recommendations in the Recommendations box.

Make sure that the equipment listed in this section aligns with the information included in other sections of the IPC. For example, wheelchairs and communication devices that the participant uses must be listed on this page and then further discussed in the Needs and Risk Section. If a piece of equipment such as a communication device is explained in the Needs and Risks section, it must also be listed in the Specialized Equipment section of the IPC.

If a participant needs equipment, select “Need” and enter the equipment needed. Again, list any recommendations from clinicians, as well as steps being taken to obtain the equipment. The needed equipment should also be addressed in the
applicable Needs and Risks section of the IPC. For example, if a person needs hearing aids, an explanation of how the hearing aids will benefit the participant should be described in the Needs and Risks section of the IPC.

If equipment has been discontinued, provide the same information, including an explanation of why the equipment is no longer in use.
Wyoming has resources available to help people try out and secure specialized equipment. The Wyoming Institute for Disabilities (WIND) hosts the Wyoming AT4ALL website. The website is your entry point to assistive and adaptive equipment in Wyoming through Wyoming Assistive Technology Resources (WATR) and the Anna Maria Weston Therapeutic Equipment Lending Library. When you log in, you can search for assistive and adaptive equipment devices that are available for loan, make a direct request for the device of interest, locate previously owned devices available for reutilization, or list your own items for sale or donation.

A lending library of therapeutic equipment and assistive technology has been established at the Wyoming Life Resource Center in Lander in memory of Anna Maria Weston. Many pieces of equipment have been donated from around the state so that others can have access to equipment without having to purchase it. Equipment may be borrowed from the center at no charge, by anyone living in the state of Wyoming.

If a participant has equipment that is no longer being used and is in good working order, the case manager should talk to the participant and legally authorized representative about equipment donation. The Anna Marie Weston Therapeutic Equipment Lending Library would be a great place to donate unused equipment.

Visit https://wy.at4all.com/ for more information on these resources.
The Behavioral Supports section of the IPC contains information on targeted behaviors the participant demonstrates that are identified on the ICAP assessment as moderate or above.
Understanding Behavior

- Behavior is communication.
- People use behavior to get/get away from what they want or don’t want.
- Behavior is purposeful and goal oriented.
- Behavior is functional.
- It is imperative to understand what a participant is trying to communicate through behavior.

Before we get started on this section, let’s do a quick recap on behavior.

Behavior is communication. People use behavior to get something they want, or get away from something they don’t want. Although a behavior may be considered maladaptive, or socially offensive, the behavior is serving a purpose, and meeting a specific goal.

It is important to remember that behavior is functional; it is motivated by something. An undesired behavior, such as running away or becoming assaultive, may be a very effective way of communicating things like “I don’t like it when you tell me what to do” or “I want to stop doing this activity.”

It is imperative to understand what the participant is trying to communicate through their behavior. Once a team understands what the participant is trying to accomplish with their behavior, they can develop strategies to help the participant communicate their needs in a more positive way. The first consideration should always be safety, security, and the dignity of the person and the individuals around them.

Understanding the many factors that influence a participant’s behavior and what the behavior communicates can guide the team to a greater understanding of the participant.
Functional Behavioral Analysis (FBA)

- Used to help team identify the causes of challenging behavior, and select interventions that are effective in reducing behavior.
- Must be conducted within the last year, be completed by a provider knowledgeable of the participant, and include input from the legally authorized representative.
- Must be utilized to develop a positive behavior support plan.

Chapter 45, Section 17(c) states “A participant with a challenging behavior identified by the plan of care team shall have a current functional behavioral analysis conducted within the last year to identify what the person is trying to communicate through the behavior(s), to identify the function or possible purpose for the behavior(s), to explore antecedents and contributing factors to behaviors, and to review and describe potentially positive behavioral supports and interventions in order to develop a positive behavior support plan.

Challenging behaviors include actions by the participant that threaten the participant’s or other person’s health and safety, or a persistent pattern of behaviors that inhibit the participant’s ability to fully integrate within their community.

The FBA is a critical component to understanding what is causing a participant to behave the way they do, so the team can develop interventions and strategies to help the participant replace their less desirable behavior with more positive ways to communicate what they need.

The FBA must be current...conducted within the last year...and be completed by the provider or a provider staff member who knows the participant. The data collected as part of the FBA is used to develop a positive behavior support plan.
Positive Behavior Support Plan (PBSP)

- Supports participants to become as independent as possible, enjoy their lives, and overcome challenging behaviors.
- Should be written in easy to understand language - direct care staff MUST be able to understand the plan.
- Must include the components of the template provided on the Division website.

As established in Chapter 45, Section 17(d), “A positive behavior support plan (PBSP), based upon a current functional behavioral analysis, shall be developed for a participant in order for providers working with the person to understand and recognize the communication and behaviors exhibited by the person. The positive behavior support plan shall describe agreed upon supports to assist the participant using proven support techniques and non-restrictive interventions...” A participant who has restraints written into their IPC must have a PBSP.

The purpose of the PBSP is to guide providers in supporting participants during times of escalated behavior, and outline the steps that they need to take to support the participant in choosing and using more positive behavior to get their needs met. The PBSP must be written in a way that direct support professionals can understand, since they will be the people implementing the plan. At a minimum, a PBSP must include the components outlined in Chapter 45, Section 17.
The Division has a couple of tools that can help teams with the FBA and PBSP. The PBSP Procedure Manual is a useful reference tool that provides a systematic process to guide teams in developing a PBSP. The Manual outlines the necessary steps for completing an FBA, and how to use the FBA to develop a PBSP. The PBSP Procedure Manual can be found on the Forms and Documents Library page of the Division website, under the References/Tools tab.

The Functional Behavioral Analysis and Positive Behavior Support Plan template is another resource meant to simplify PBSP development. The components in this template align with the requirements in Chapter 45, Section 17. Teams are not required to use this template, but any FBA or PBSP submitted to the Division must contain all of the components outlined in the this document. The Functional Behavioral Analysis and Positive Behavior Support Plan template can be found on the Forms and Documents Library page of the Division website, under the Forms tab.
So now that we’ve reviewed behavior, and the purpose of the FBA and PBSP, let’s discuss the information that is required on the Behavioral Supports screen.

EMWS automatically populates targeted behaviors listed on the ICAP Assessment that are identified as moderate, serious, or critical. Select the pencil icon to the left of the behavior category to edit the information for the behavior. Indicate if the behavior is included in a PBSP.

If the team no longer considers an ICAP targeted behavior to be moderate or above and the ICAP was completed more than one year prior, select the pencil icon next to the behavior and then select "no behavior plan needed". In the screen that populates, document why the team has determined that a PBSP is no longer necessary.

Occasionally, previous behaviors that are not reflected in the current ICAP will still be listed in this section. These behaviors can be removed by clicking on the red X, but the targeted behaviors from the current ICAP must remain.

If there is an associated FBA and PBSP, upload the document(s) on this screen.

For more information on this topic, please review the IPC Guide, which is located on the Providers and Case Managers page of the Division website, under the Case Manager and Provider Reference Material toggle.
As we end today’s training, there are some key points we’d like you to remember:

- Information entered into the Specialized Equipment section must be accurate and align with other sections of the IPC.
- The information in these sections is necessary for providers to ensure that the participant has the supports in place to be valued and contributing members of their communities.
The Division has several resources available for case managers. Notes and trainings from past Case Manager Support Calls are available on the Providers and Case Managers page of the Division website. The Case Manager Training Consultant is available to answer general questions regarding the IPC and troubleshooting. The EMWS helpdesk is available to address any technical issues with EMWS. And of course, if you have specific case related questions, please contact the PSS assigned to the case.
Questions

Contact Alex Brooks at cm.consultant@wyo.gov or your local Participant Support Specialist

Thank you for your time today. Please enter any questions in the Chat box.