



DIVISION OF DEVELOPMENTAL DISABILITIES

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COVID-19 Service Change Documentation Guidance for Case Managers & ISP Teams November 16, 2020

The following guidance is provided to ensure thorough and accurate documentation to address the changes to service delivery which occurred between mid-March 2020 and September 1, 2020 for each person to minimize exposure to COVID-19. *Updates to each Individual Support Plan are the responsibility of the Case Manager, in coordination with the ISP Team and must be completed by January 31, 2021.*

1. Changes to services must be outlined in detail in *one* of the following sections of the Individual Support Plan:
 - a. Action Plan
 - b. Service Support
 - c. Discussion Record - "COVID-19 Service Changes"
 - d. Quarterly Monitoring
2. A description of the scope, duration, and frequency for each service authorized on the person's March 2020 Consumer Service Authorization, including but not limited to the following:
 - a. Continued uninterrupted
 - b. Services continued, but in an alternate location
 - c. Service was suspended, a retainer payment was requested
 - d. Service was suspended, a retainer payment was not requested
 - e. Service provided in person but at a lesser frequency (days per week) or duration (hours per week)
 - f. Services provided virtually, with detail of any changes to the frequency and duration
3. The documentation must include detail regarding how revisions to services continued to support attainment of the person's goal(s).
 - a. In the event the ISP was revised, or a new ISP was developed during this timeframe, please describe if/how the pandemic impacted development of goals and supports
 - b. If there were several changes to the scope, frequency and duration of services provided to the person during the aforementioned timeframe, please outline the start and end date of *each change* for *each service*.
4. In the event the person's annual ISP meeting was held and updated between March – present, the following information must be documented:
 - a. The Action Plan section may reflect pre-COVID services as authorized by DDD on the March 2020 Consumer Service Authorization; and
 - b. A Discussion Record titled "COVID-19 Service Changes" must be added to the ISP to include criteria outlined in 2 and 3, above.

Please contact your designated Program Specialist if you have additional questions regarding requirements for documenting changes to services related to COVID-19. This document can be found at:
<https://dhs.sd.gov/developmentaldisabilities/default.aspx>.

cc: Dan Cross, Executive Director of CSPs of SD
Alana Suiter, Interim Director DHS Budget and Finance
All DDD staff

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