



Hillsview Properties Plaza  
East Highway 34, c/o 500 East Capitol  
Pierre, South Dakota 57501-5070  
Phone: (605) 773-3438  
FAX: (605) 773-7562  
TTY: (605) 773-5990  
[www.state.sd.us/state/dhs](http://www.state.sd.us/state/dhs)

## Guidance for Telephonic/Virtual Habilitative Supports

Updated August 31, 2020

The Division of Developmental Disabilities (DDD) is authorizing the use of telephonic/virtual habilitation supports to **CHOICES and CTS** participants who are currently unable to receive **face to face** residential, employment, or day habilitation services due to the COVID-19 pandemic. The telephonic/virtual services must be authorized by the DDD through the Consumer Service Authorization, agreed upon by the person's team including the case manager, and goals should be clearly identified in the Individual Support Plan. **For telephonic/virtual habilitation supports to be authorized, criteria must be met as follows:**

- **Habilitative services such as residential, supported employment (individual and group), career exploration, and day habilitation may be provided at a lesser scope, frequency and duration than in-person services were provided pre-COVID, but must occur at least one time per week;**
  - **Effective September 1, 2020, instances in which the person's team and case manager determine it appropriate for habilitative supports to occur at a lesser scope, frequency and duration than previously authorized, a Significant Change Request is required to reflect the reduction of services. This also requires a Reduction in Services Notice be provided to the appropriate parties OR the person or legal representative sign a statement that they initiated the reduction;**
- **Other services (nursing, speech/hearing/language, medical equipment & drugs and other medical services) may be provided at a lesser scope, frequency and duration than in-person services were provided pre-COVID, but must be provided at least once per month;**
- **In the event services cannot be provided either in person or virtually, a request for retainer payment may be submitted to the DDD for each individual during the period of the disaster for up to three 30-day episodes (see COVID-19 Retainer Payment Process & Policy);**
  - **Per DDD's Retainer Payment Process & Policy: After 90 days, the service to the participant must resume or the service close until such a time the participant's services recommence. In the event the service is closed after 90 days, DDD must authorize re-initiation of the service through the submission of a Significant Change Request (SCR);**
- **In the event the person's team deem it appropriate, a Significant Change Request may be submitted to re-open or modify services to be provided remotely which were authorized by DDD on or prior to August 1, 2020.**

The following are examples which should not be applied broadly to all participants but are intended to provide guidance as to what is allowable. **Check-in phone calls are considered a case management function and will not be considered telephonic/virtual habilitative supports.**

## **Residential Supports**

- The use of telephonic/virtual supports through FaceTime, Zoom, Echo or other means of telecommunication to provide verbal prompting for a participant and/or their support person to provide personal care supports to perform activities of daily living.
- The use of telephonic/virtual supports through FaceTime, Zoom, or Echo other means of telecommunication to continue to support participants with medication management.
- Support for family members to provide a continuum of care through the development of daily or weekly schedules of activities of daily living. These schedules can be used to maintain a routine that was proven to be successful when the participant was receiving the same supports in a group home.

## **Employment Supports**

- Supports for individuals who may have lost their jobs to complete online job applications or look for additional employment opportunities.
- The use of telephonic/virtual supports through Facetime, Zoom, Echo, etc. to continue to develop employment readiness skills. This can include supports that focus on appropriate work interactions and how to engage with coworkers, using at home items to mimic work environments and prompting an individual to complete tasks.
- Assisting participants through FaceTime, Zoom, Echo or other means of telecommunication to update or create a resume.
- Conversations with participants on employment related goals, exploring employment interests and identifying possible career options that can be explored further.

## **Day Habilitation**

- The use of telephonic/virtual supports through Facetime, Zoom, Echo, or means of telecommunication to promote socialization that aligns with ISP goals. CSPs can use technology to promote and support social interaction through “virtual hangouts” for participants to engage with their friends and other natural supports.
- Utilizing technology to support individuals to access community events that they previously engaged in. Examples of this may include supporting participants to access online church services, remote book clubs, etc.
- Spending time with participants and families researching community events that are occurring that comply with CDC guidelines on social distancing. Examples of this include the Sioux Falls Fire Department parade and similar events that are happening in communities across the state to keep people engaged.
- Answering questions and concerns participants have about COVID-19, the reason they have to be isolated at this time and determining the mental health needs of the participants as they cope with the pandemic.

For more information about supporting people while they are at home, the Council on Quality & Leadership (CQL) created a webpage which has plenty of COVID-19 resources along with ideas that could help make staying home easier while social distancing, including activities, games, new technology, exercise routines, and more. Their website is <https://www.c-q-l.org/resources/projects/covid-19-resources/>