

# Office of Developmental Programs

## Supports Coordinator Tip Sheet for Returning to In-Person Individual Monitoring



### Why is in-person monitoring important?

Supports Coordinators (SC) play a critical role in the ODP system by conducting individual monitoring activities. While SCs have been overall successful in conducting individual monitoring remotely during the pandemic, **there is no replacement for in-person monitoring to ensure the health and safety of individuals.**

### New guidance for in-person monitoring for Supports Coordinators

Individuals that fall into the priority list (see page 2) that have not had an in-person monitoring conducted during the current fiscal year (July 1, 2021 – present) **must** receive an **in-person monitoring visit from their SC by June 30, 2022.** For those individuals that have already been seen in-person this fiscal year, an in-person monitoring visit is not required during this period.

In some instances, team members, including the County, **may have other concerns that necessitate an in-person visit.** ODP asks SCOs to **accommodate these requests to ensure individuals health and safety.**

## How do I prioritize individuals on my caseload for in-person monitoring?

ODP has identified four priority groups of individuals that must be seen for in-person monitoring between April- June 2022. These individuals must receive an in-person monitoring during this time if they have not received one earlier in the fiscal year (July 2021-present).

**Individuals who live alone that have not had an in-person monitoring during this FY**

**Individuals who did not receive an In-person service from a Provider during this FY**

**Individuals supported in a licensed residential setting that is currently under licensing sanctions or license revocation**

**Newly enrolled individuals who have never had a in-person monitoring visit with their assigned SC**

Example: If an individual is newly enrolled in the Consolidated Waiver and was seen by their SC in-person in January 2022, there is no need for the SC to schedule an in-person monitoring during the April-June timeframe, unless there are health and safety concerns.

### Guidance for scheduling in-person monitoring visits for individuals and families concerned about COVID-19.

ODP recognizes that every individual has a different comfort level with in-person meetings. Use the guidance and talking points below in your conversations with individuals and families to help them feel comfortable with an in-person visit.



Reiterate the importance of in-person visits to ensure health and safety of individuals



Notify individuals and families SCs will have and wear masks/PPE



Offer to meet with individuals outside, on a porch, patio or in the yard. If an outside space is not available, plan to open windows for additional ventilation



Direct individuals and families to where they can find PPE, and COVID-19 rapid tests



Maintain 6ft social distancing when conducting in-person visits inside

If SCOs are unable to complete an in-person visit as instructed above, they should contact the respective ODP Regional Office for further discussion.