



Service Coordination

Service Options Waiver Training

Applicable to:

- **Developmental Disability Waiver**
- **Acquired Brain Disorder Waiver**
- **In Home Supports Waiver**

DD/ABD/IHS Waiver Services: Service Coordination

2

Waiver Definition



Services which will assist eligible individuals in gaining access to needed Waiver services as well as needed medical, social, educational and other services, regardless of the funding source.

How Does This Help Me Achieve My Goals?



Service coordination helps individuals and families navigate and obtain the services they need and want to live a good life.

This includes

- **Helping People Find Services:** Service Coordinators assist individuals and families in finding and accessing various services they need, such as medical, social, and educational support, no matter where the funding comes from.
- **Person-Centered Service Plans:** Service Coordinators create and manage personalized service agreements to ensure individuals get the right support to fit their needs and wants, and they check to make sure these agreements are working well.
- **Quality and Safety Monitoring:** Service Coordinators monitor the quality of services and ensure the health and safety of individuals receiving support.

Service Coordination Scenario



Background

Alex is a 22-year-old with a developmental disability who recently finished school and lives with his parents. Alex and his family want to ensure he can live a fulfilling and independent life. Alex is eligible for Developmental Disability Waiver services and needs help navigating the system.



Accessing and Using the Service

Alex is referred to a Service Coordinator named Emily. Emily helps Alex access needed Waiver services and other essential supports. She conducts an assessment of Alex's needs, including his health, community involvement, education, and personal interests. Together, they create a service agreement focusing on vocational training, social skills, and other supports. Emily then coordinates with various service providers, arranges transportation, and enrolls Alex in necessary programs. She also holds regular follow-up meetings to monitor progress and adjust the service agreement as needed.



Outcome of the Service

With Emily's help, Alex gains access to supports and services. He learns new skills through vocational training, makes new friends through social activities, and receives necessary medical care. Alex and his family feel more confident about his future, knowing he has the support to lead an independent and fulfilling life.

Service Limits and ISA Requirements

4

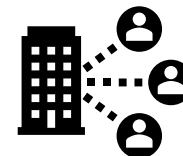
Service Limit

No Service Limit

- **Available Remotely** – Yes, except home residential home visits
- **Acute Care** - Yes

ISA Requirement(s)

Frequency of in person visits as applicable , frequency of contact, and method(s) of contact.



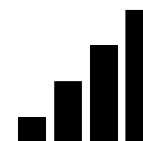
Remote Services

When a service can be offered **remotely**, it means you don't have to be **physically present** at a specific location to use it.



Acute Care

When services can be accessed in **acute care**, it means that individuals who are in a **hospital or another urgent care facility** can still **receive these important services**.



Service Limits

When waived services have limits, it means there are **specific restrictions or caps** on the types, amounts, or costs of services that can be provided under a waiver program.

Thank you!

5

For additional questions please email – BDS@dhhs.nh.gov