

WCS Functions per the Willowbrook Permanent Injunction
Paragraph 8, Appendix 1 and subsequent court orders

Guidance/Explanation of Services

1. Advocacy

<p>a. The WCS Coordinator shall protect and uphold the rights and entitlements of the class members in the residential program, in the day or work program, and in all spheres of the class member’s life. These rights and entitlements are established by federal law and regulations and by class membership under the Willowbrook Permanent Injunction.</p>	<p>While the ICF Provider agency ensures implementation of federal and state laws and regulations, the WCS Coordinator is alert to limitations in rights and entitlements and takes an active role in advocating for the implementation of these rights and entitlements as well as those per class membership under the Willowbrook Permanent Injunction, including but not limited to <i>Safety and Physical Environment; Staffing; Active Representation; Active Treatment; Appropriate Services; Community Inclusion; Informed Consent; and Protection from Harm</i>. The WCS Coordinator will also advocate for supports and coverage needed in the event the person is hospitalized; individualized strategies for community inclusion experiences based on capabilities and need; money management; and services to support the class member as he/she ages.</p> <p>In addition, the WCS Coordinator will confirm that the Notice of Rights is prominently displayed in the class member’s records, including the record for residential, day and case services.</p>
<p>b. The WCS Coordinator shall ensure that procedural and substantive due process requirements are met with regard to the class members and the class member representatives.</p>	<p>The WCS Coordinator is actively involved, in conjunction with ICF/DD staff, to make certain that all due process is met consistent with federal state laws and regulations and Paragraph 15. This is particularly important in the event that it is determined that ICF/DD services are no longer needed by the class member or the class member is no longer eligible for ICF/DD services. The WCS Coordinator will proactively advocate for the class member and will be actively involved in notification to Willowbrook interested parties, including preparation of due process notices consistent with letter formats in OPWDD’s <i>Beyond Willowbrook</i> website, http://www.opwdd.ny.gov/willowbrook/hp_willowbrook_dueprocess.jsp</p>

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<p>c. The WCS Coordinator shall ensure active representation, either by the class member, the correspondent or Consumer Advisory Board.</p>	<p>Active Representation is defined within Paragraph 7 and Appendix H of the Willowbrook Permanent Injunction. The WCS will also confirm active representation status for the class member and prepare for submission to OPWDD by the provider agency on a quarterly basis along with caseload information.</p>
<p>d. The WCS Coordinator shall display an appropriate long-term view for the class member that assures appropriately high but realistic expectations for growth, movement and independence.</p>	<p>The WCS advocates on behalf of the class member, in conjunction with the Interdisciplinary treatment team (IDT), for programs and services beyond physical movement, i.e., program (a) to program (b). Advocacy should be placed upon forward reaching views and efforts to create personal independence and self-fulfillment and on services to support the class member as he/she ages within their residence and day program, or other appropriate settings. The WCS Coordinator will also advocate for the class member's participation as a member of his/her community.</p>

2. Assessment

<p>a. The WCS Coordinator shall ensure that all assessments for the class member are completed, including where applicable but not limited to medical, psychosocial, habilitative, psychological, speech therapy, and occupational therapy. The WCS Coordinator will ensure that all necessary assessments have been either completed or scheduled and the case manager shall request appropriate documentation of such.</p>	<p>Per ICF/DD regulation, the QMRP, in conjunction with the Interdisciplinary treatment team (IDT), ascertains the class member's developmental level and specific needs for services through the interdisciplinary team process, appropriately constituted based on the needs of the class member. The ICF/DD is responsible for the completion of required professional assessments as described below. The WCS Coordinator confirms completion and follow up of current, appropriate professional assessments of the class member's needs, per Paragraph 10b of the Willowbrook Injunction, including where applicable, but not limited to medical, psycho-social, habilitative, psychological, speech therapy, food and nutrition, physical therapy, and occupational therapy.</p> <p>A money management assessment and Personal Expenditure Plan should also be completed by the ICF/DD.</p> <p>Upon receipt of appropriate documentation, the WCS Coordinator will review and maintain within the individual case record.</p>
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3. Program Plan Development

<p>a. The WCS Coordinator shall make every effort to ensure that all appropriate parties, including the class member, the correspondent, the Mental Hygiene Legal Services (MHLS) and the CAB representatives to the extent it represents the class member, are invited and in attendance at interdisciplinary treatment team meetings</p>	<p>Per ICF/DD regulation the IDT, which is chaired by the QMRP, develops the plan of needs and services for the class member. In addition, the QMRP schedules the team reviews, invites the class member, the WCS Coordinator, the correspondent and the CAB representative to the extent that it represents a class member, and facilitates the review. As part of the invitation process, the QMRP informs the class member and advocates of the review participants. The WCS Coordinator will also notify the MHLS of the interdisciplinary treatment team meeting on behalf of the class member. The WCS Coordinator is expected to attend team reviews on behalf of the class member.</p>
<p>b. The WCS Coordinator shall ensure that the class member’s developmental plan is reviewed by the class member’s interdisciplinary team at least annually or more frequently when required by the class member’s individual needs.</p>	<p>Per ICF/DD regulation, the QMRP schedules interdisciplinary treatment team meetings on an annual basis or more often as necessitated by requests from relevant stakeholders, which include but are not limited to the individual, correspondent or entities involved in the monitoring of services mandated by the Willowbrook Permanent Injunction such as the CAB or MHLS, to the extent it represents the class member. As such, the WCS Coordinator will inform the QMRP and IDT and further ensure that the class member’s development plan is reviewed by the interdisciplinary team more frequently if requested by the class member, the correspondent, CAB or MHLS, to the extent it represents the class member.</p>

4. Record Keeping

<p>a. The WCS Coordinator shall ensure that the individual’s record is maintained; including the plan for needs and services, persons responsible, and plans for data maintenance and monitoring</p>	<p>Per ICF/DD regulation, the ICF Provider agency will maintain the individual’s record, including the plan for needs and services, persons responsible, and plans for data maintenance and monitoring. The QMRP will also prepare monthly summaries of services and progress, including the need to revise the plan. The ICF Provider agency will provide copies of the above information to the WCS Coordinator and class member, the correspondent, and CAB to the extent it represents the class member.</p> <p>The WCS Coordinator will also maintain a case record that will include this information.</p> <p>The WCS Coordinator will regularly review the class member’s records from the ICF/DD and day program and confirm that the Notice of Rights is prominently displayed in each class member’s record. The Notice of Rights should also be included in the case record maintained by the WCS Coordinator.</p>
<p>b. The WCS Coordinator shall prepare monthly case notes reflecting visits and progress.</p>	<p>Case notes will include documentation of WCS Coordinator contacts and advocacy with the service providers regarding the status of delivery of services and the class member/advocate regarding delivery of services and satisfaction. The notes should also track relevant information about the class member’s life; i.e., major events, changes and issues, as well as to follow the progress made by the class member in attaining his/her goals and objectives.</p> <p>The WCS Coordinator case note should conform to elements as described in the form, <i>Case Note for WCS for Class members Living In ICF/DDs</i>.</p>

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<p>c. The WCS Coordinator shall ensure written notifications to the class member and correspondent as required by OPWDD’s Client Placement Procedures.</p>	<p>The QMRP will notify the WCS Coordinator when the class member requires emergency services or hospital admission. The WCS Coordinator will be actively involved in planning related to time limited or emergency moves elsewhere, per OPWDD’s Client Placement Procedures CP9. The WCS Coordinator will be actively involved in planning for alternate placement as detailed in OPWDD’s Client Placement Procedures 1, 2, 6, 10. In conjunction with the ICF program operator, the WCS Coordinator will prepare due process notices consistent with letter formats in OPWDD’s <i>Beyond Willowbrook</i> website, http://www.opwdd.ny.gov/willowbrook/hp_willowbrook_dueprocess.jsp</p>
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5. Linking

<p>a. The WCS Coordinator shall assist in completing forms and applications; and perform other related duties</p>	<p>The IDT Team, chaired by the QMRP, links the class member to new services, as needed. In doing so, the designated member of the IDT team makes referrals for the new services, arranges services at generic agencies, accompanies the class member to agencies providing services or arranges for a person familiar with the class member and his or her needs to do so, and is the primary entity completing forms and applications as necessary. The WCS Coordinator shall assist as necessary based on individual circumstances.</p>
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6. Support

<p>a. The WCS Coordinator shall assist the class member and/or their family with unanticipated crisis intervention.</p>	<p>While the QMRP will provide direct support to the class member and/or their family with unanticipated crisis intervention, the WCS Coordinator will assist the IDT in identifying additional clinical resources to aid the program participant’s progress if the circumstance so warrant.</p>
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7. Coordination/Monitoring/Follow-Up

<p>a. The WCS Coordinator shall assure that the class member is receiving appropriate services in accordance with their plans of needs and goals, and periodic reassessment of the class member’s progress.</p>	<p>The IDT, chaired by the QMRP, serves as a focal point for services and coordinates among the diverse providers of service required by the class member, including their day and residential programs. The WCS Coordinator provides monitoring and follow up to make certain that the plan of services is developed, implemented and reassessed appropriately. As part of monitoring, the WCS Coordinator will review the class member program records, including a review of documentation of community inclusion experiences, and advocate for implementation of individual inclusion strategies and services per the plan.</p>
<p>b. The WCS Coordinator shall ensure that the class member’s correspondent or CAB and MHLS representatives are kept informed of the class member’s educational, vocational and living skills, progress, medical condition and other matters relevant to his or her care, treatment and development.</p>	<p>Per ICF/DD regulation, the QMRP informs the WCS Coordinator, the class member’s correspondent and/or CAB of the class member’s progress in all matters related to the class member’s care, treatment and development, to the extent that it represents the class member. The WCS Coordinator will further inform the MHLS to the extent it represents the class member.</p>
<p>c. The WCS Coordinator shall ensure reporting, investigation, implementation of preventive actions, and other needed follow-up on incidents that pose a risk to the health and safety of the class member or to others in the class member’s immediate environment.</p>	<p>The ICF provider agency is responsible for reporting, investigation, implementation of preventive actions and other follow-up on incidents. The WCS Coordinator monitors the safety of the class member and makes certain that sufficient actions are taken by the provider to ensure protection from harm. In addition, WCS Coordinator monitors the timely completion of notification consistent with the Willowbrook Permanent Injunction. The WCS Coordinator should be alert to evidence of abuse or intimidation and advocate when the class member experiences an unusual number of incidents, which may reflect issues related to staffing, staff training and programming.</p>

8. Discharge

<p>a. The WCS Coordinator shall coordinate the termination of services which are no longer needed by the class member or for which the class member is no longer eligible</p>	<p>In the event that it is determined that ICF services are no longer needed by the class member or the class member is no longer eligible for ICF services, the WCS Coordinator will advocate for the class member, be actively involved in discharge planning, implement appropriate due process per OPWDD’s Client Placement Procedures and ensure notification of Willowbrook interested parties.</p>
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9. Training

<p>a. The WCS Coordinator shall adhere to all training obligations for MSCs serving at least one class member.</p>	<p>The WCS Coordinator shall attend the OPWDD-approved core service coordination training within 6 months of assuming WCS responsibilities; attend 15 hours of professional development during every training year; and be trained and understand incident management requirements outlined in Part 624.</p>
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10. Experience/Affiliation

<p>a. The WCS Coordinator shall be a Qualified Mental Retardation Professional (QMRP) that does not provide residential or day services to the class member.</p>	<p>QMRP standards are defined within regulation 42 CFR Part 483. <i>Note: A class member or the class member’s correspondent may choose a functionally independent case manager employed by the voluntary agency that does not provide residential services to the class member if such a person is available. In existing instances when the WCS Coordinator is provided by the DDSO for a class member in an SOICF, the DDSO may provide services; however, the WCS will count as 1 work unit [see below Section 11., Caseload]</i></p>
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11. Caseload

<p>a. The maximum caseload size for a WCS Coordinator is 20 units.</p>	<p>When even one class member is served on caseload, caseload compliance with the 20 work units is determined using the approved court ordered work standards:</p> <ul style="list-style-type: none"> ○ .5 when a class member resides in VOICF and served by a DDSO or voluntary WCS Coordinator; ○ .5 when a class member resides in an SOICF and served by a voluntary WCS Coordinator; ○ 1 when a class member resides in an SOICF and served by a DDSO WCS Coordinator; ○ 1 for individuals in any other living arrangement. <p>No other work standards apply when calculating Willowbrook caseload compliance.</p>
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12. Case Manager Reporting

<p>a. The WCS Coordinator will implement reporting per the Willowbrook Permanent Injunction and subsequent court orders and agreements with the Willowbrook parties.</p>	<p>These obligations include the following:</p> <ul style="list-style-type: none"> ● Keeping a list of dates of monthly contact with the class member and dates of attendance at team meetings, which shall be available to plaintiffs and CAB upon request. ● Visiting the class member face-to-face monthly and documenting in the form of a case note that conforms to elements within the form, <i>Case Note for WCS/WSC 10b</i>. ● Completing the SCOR form at least every six months and more often as needed. <i>Note: once annually, the WCS Coordinator will participate in a collaborative SCOR visit with the local CAB when CAB is involved on behalf of the class member at a mutually convenient time or at a team meeting convened at the residence when the WCS Coordinator and CAB are in attendance.</i> ● Quarterly caseload reporting, including amount of time spent providing CM/SC, non-case functions, and residential category of all individuals served. This information will be submitted along with confirmation of active representation status.
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