Pennsylvania

Department of Human Services

Office of Developmental Programs

Bureau of Supports for Autism and

Special Populations

Adult Autism Waiver Supports Coordinator Resource Guide

March 2025

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Introduction

This guide was developed for Supports Coordination Organizations (SCOs) of the Adult Autism Waiver (AAW) to be aware of expectations and available resources. The AAW is administered by Pennsylvania's Office of Developmental Programs' (ODP) Bureau of Supports for Autism and Special Populations (BSASP). This guide is intended to be used in conjunction with the Provider Resource Guide.

BSASP directly administers the AAW; unlike in other waivers in ODP, Supports Coordinators (SCs) communicate directly with BSASP for most needs rather than with an Administrative Entity (AE).

SCOs are responsible for compliance with all applicable regulations and requirements of ODP services, as well as local, state, and federal regulations and laws applicable to the services provided.

ODP distributes updates via communications such as ODP Announcements and Bulletins, available through listserv and on the MyODP Training Resource Center (MyODP). Communications and resources can most easily be found at https://home.myodp.org/.

All enrolled AAW providers, including SCOs, are responsible for complying with, and will be monitored against, the information and requirements referenced within this guide and subsequent ODP Announcements and Bulletins that apply to the AAW. Any ODP Announcements or Bulletins published after the date of this guide will supersede the information contained within this guide.

This guide includes multiple resources and websites. To limit duplication or expiration of information, this guide refers users to the sources of information rather than detailing regulations again herein. Please report any non-working or outdated link to the Provider Support Mailbox at ra-basprovidersupprt@pa.gov.

Each section has an "easy access box" of links at the beginning of the section to provide quick access to relevant information. The links identified in the text of the section are the same as those listed in the "easy access box." Some links and email addresses are provided multiple times throughout this guide whenever they relate to multiple subject areas.

If additional information is needed, providers should email BSASP through the Provider Support Mailbox at ra-basprovidersupprt@pa.gov.

Section 1. General Resources

Easy Access Box	
Provider Resource Guide Adult Autism Waiver AAW Provider Information Table 55 Pa. Code Chapter 6100 Regulations 55 Pa. Code Chapter 6400 Regulations 6400 Regulatory Compliance Guide (RCG) 55 Pa. Code Chapter 6500 Regulations 55 Pa. Code Chapter 2380 Regulations 55 Pa. Code Chapter 1101 Regulations HCSIS HCSIS Frequently Asked Questions LMS MyODP ASERT	Everyday Lives Everyday Lives Information and Resources DHS website "For Providers" page PA Navigate Supporting AAW Participants to Maintain Medical Assistance Eligibility MA General Eligibility AAW Listservs ODP Communications AAW SC Acronyms List Medical Assistance Programs Dictionary Referral for ODP/ BSASP Consult for AAW Participants.

SCOs should reference the Provider Resource Guide (PRG), which provides hyperlinks to resources that all providers and SCOs need to access. While multiple resources are hyperlinked in both this resource and the PRG, the PRG contains additional information about topics such as provider enrollment and qualifications that are not captured in the SC Resource Guide.

Adult Autism Waiver:

Adult Autism Waiver: The current version of the AAW describes goals, services, and requirements of the waiver that all providers including SCOs are expected to comply with and implement.

AAW Provider Information Table: The AAW Provider Information Table (PIT) summarizes each AAW service, including service definitions, limitations, rates, procedure codes and provider qualifications. BSASP also maintains Service Snapshots and other helpful service-specific resources, which are linked in the PIT.

PA Provider Regulations:

55 Pa. Code Chapter 6100 Regulations: (Relating to Services for Individuals with an Intellectual Disability or Autism): Providers of ODP programs, including the AAW, are subject to the

regulations of 55 Pa. Code Chapter 6100. Information about program expectations and requirements are outlined in these regulations.

[55 Pa. Code Chapter 6400 Regulations](#): (Relating to Community Homes for Individuals with Intellectual Disabilities or Autism): These regulations establish the minimum requirements to operate a community home for individuals with intellectual disabilities or autism in the Commonwealth of Pennsylvania. Users should also consult the [6400 Regulatory Compliance Guide (RCG)](#).

[55 Pa. Code Chapter 6500 Regulations](#): (Relating to Life Sharing Homes): These regulations establish the minimum requirements to operate a life sharing home for individuals with intellectual disabilities or autism in the Commonwealth of Pennsylvania.

[55 Pa. Code Chapter 2380 Regulations](#): (Relating to Adult Training Facilities): The purpose of this chapter is to protect the health, safety, and well-being of individuals with disabilities, through the formulation, implementation, and enforcement of minimum requirements of the operation of adult training facilities.

[55 Pa. Code Chapter 1101 Regulations](#): (Relating to General Provisions): This chapter sets forth the Medical Assistance regulations and policies that apply to providers. AAW providers are subject to these general provisions, where applicable, because some of the funding for the AAW is through Medical Assistance.

Participant Record Resources:

HCSIS and HCSIS Supports: The [Home and Community Based Information System (HCSIS)](#) holds information about participants and providers. The [HCSIS Frequently Asked Questions resource](#) addresses many provider questions. Education and resources about HCSIS can be accessed through the HCSIS Learning Management System.

> Useful HCSIS Tools for SCs and SC Supervisors:

- Resources: [HCSIS](#) provides various tools for SC Supervisors to aid in monitoring and oversight of caseload management.

> Useful Reports:

- Individual Monitoring Report: Tools > Reports > Reports Request
- Pending SC Individual Monitoring Report: Tools > Reports > Reports Request
- ISP Monitoring Report: Tools > Reports > Reports Request
- Service Authorization Notices: Tools > Notices > Service Authorization Notice
- Caseload Facesheet: SC > Caseload Management > Caseload Facesheet
- Case Management Wizard: SC > Caseload Management > Case Management Wizard

More Information is available on the HCSIS Learning Management System ([LMS](#)).

Helpdesk: The HCSIS Helpdesk can be reached at 866-444-1264.

Resource Collections:

MyODP: The [MyODP Training and Resource Center,](#) or MyODP, contains communications, resources and training (for training, please see the "learning" link near the top of the page). Note that MyODP serves all of ODP and contains information relevant to other programs that may not be applicable to the AAW.

ASERT: [The Autism Services, Education, Resources, & Training Collaborative](#), or ASERT, is funded by ODP and is described to meet the needs of Pennsylvanians with autism and their family members, community members, and the providers who support them. The ASERT Collaborative is a partnership of medical centers, centers of autism research and services, universities and other providers of services involved in the treatment and care of individuals of all ages with autism and their families.

Everyday Lives Resources: [Everyday Lives: Values in Action](#) guides ODP as it develops policy and designs programs. The Department of Human Services (DHS) offers [information and resources about Everyday Lives](#). The Information Sharing and Advisory Committee (ISAC) has created a detailed series of recommendations, strategies, and performance measures to guide ODP and gauge its progress in achieving the important goals put forth in Everyday Lives.

Department of Human Services (DHS) website: The [DHS website](#) contains links to resources and contact information essential to understanding ODP services. The ["For Providers" page](#) (found in the upper right-hand corner of the webpage) is particularly useful.

PA Navigate: [PA Navigate](#) is a statewide network that connect people in Pennsylvania with the health and social care services they need. It is designed to help Pennsylvanians access community resources more easily.

Medical Assistance Resources:

AAW participants must maintain Medical Assistance (MA) eligibility in order to remain eligible for the AAW. ODP has created the [Supporting AAW Participants to Maintain Medical Assistance Eligibility](#) infographic to assist SCs in navigating MA eligibility. General MA eligibility requirements can be found here: [MA General Eligibility.](#)

Communications:

[AAW Listservs](#): ODP distributes critical program updates and requirements (including ODP Announcements, policies and procedures) through multiple listservs. Providers, including SCOs,

must comply with all current AAW requirements. Providers should ensure that supervisors and other appropriate organizational staff subscribe to the applicable listservs.

ODP Communications: ODP Announcements are also available on MyODP under the "Communications" tab.

BSASP Email Contacts:

- Participant Enrollment, Eligibility, and Support: RA-odpautismwaiver@pa.gov
- Provider Enrollment: RA-basprovenroll@pa.gov
- Provider Support: RA-basprovidersupprt@pa.gov (note that there is no "o" in "support")
- Trainings: RA-bastrainings@pa.gov

Terminology Resources:

AAW SC Acronyms List: This resource lists acronyms SCs may encounter.

The Medical Assistance Programs Dictionary provides a table of definitions and descriptions of acronyms, words, and terms that are frequently used within the Office of Medical Assistance Programs (OMAP). While this is not specific to the AAW and does not include some AAW-specific terms, it is a useful resource for many terms providers will encounter when working with ODP.

Technical Support:

BSASP has a team of clinical representatives who can consult with providers and SCOs regarding general concerns or specific participants. SCs desiring assistance from the clinical team may complete a Referral for ODP/ BSASP Consult for AAW Participants.

BSASP conducts Virtual Office Hours (VOHs) regularly to address varying topics. Information about upcoming VOHs can be obtained by emailing the Provider Support Mailbox at RA-basprovidersupprt@pa.gov.

Section 2. Supports Coordination Organization Standards

Easy Access Box	
AAW Qualification and Enrollment page	MyODP: Supports Coordinators	MyODP
ODP-Financial-Statement-Submission-Form	55 Pa. Code § 6100.143. annual training regulations
55 Pa. Code § 6100.142	Catalog of available trainings

ODP Supports Coordination Orientation Training Announcement 23-058	

SCO Qualifications:

Requirement: SCO qualifications must be verified by the Office of Developmental Programs (ODP) every three years based on the SCO's initial enrollment/qualification date and their Master Provider Index (MPI) Number.

Resources: More details on Provider Qualifications can be found on MyODP's AAW Qualification and Enrollment page.

Contact: For further assistance, email ra-pwbasprovenroll@pa.gov.

SCO Submission of Financial Statements:

Requirement: SCOs must submit a PDF file of their most recent financial statements (Income Statement and Balance Sheet) to ODP, as per ODP Announcement 23-076 Update.

Submission Link: The form can be accessed at ODP-Financial-Statement-Submission-Form.

Contact: Direct questions about this requirement to RA-ratesetting@pa.gov.

SCO Quality Assessment and Improvement (QA&I):

Requirement: SCOs are responsible for ensuring the quality of services for participants through the Quality Assurance and Improvement (QA&I) process mandated by ODP.

Resources: QA&I resources and training are available on the Quality Management tab on MyODP.

Contact: For questions or concerns, contact the QA&I Process Mailbox at RA-PWQAIProcess@pa.gov with "AAW QA&I Question" in the subject line.

SC Orientation:

Requirement: SCs must complete orientation training per the 55 Pa. Code § 6100.142 and ODP Supports Coordination Orientation Training Announcement 23-058 before working independently with an individual. The ODP-required Orientation should be delivered with the guidance of an SC supervisor or designee to help new SCs understand their responsibilities.

Course Access: MyODP: Supports Coordinators | MyODP

Additional Training: AAW SCs must also complete Periodic Risk Evaluation training, Goal Attainment Scale training, and SPeCTRUM 2.0 training.

Contact: RA-bastrainings@pa.gov

SC Annual Training:

Requirement: SCs must complete annual training as detailed in the 55 Pa. Code § 6100.143. annual training regulations

Course Access: ODP offers a catalog of available trainings to meet these training requirements.

Contact: RA-bastrainings@pa.gov

Section 3. Person-Centered Planning and Support

Easy Access Box Person-Centered Planning page LifeCourse Nexus site MySupport Packet: - Cover Page - Guiding Your Life Goals - Important Contacts - Options for Supporting the Life Domains - Resources and Referrals - A Supporter's Guide to Resources and Referrals - Supporter's Packet ODP Announcement 19-036 What You Need to Know Training course on Participant-Directed Services List of services available under PDS Communication resources Communication Profile	Resource Guide for Supporting for Deaf, DeafBlind, and Hard of Hearing Individuals DHS Hearings and Appeals page Fair Hearing Request Form Vote.PA.Gov AAW Participant Handbook Section 811 AAW Housing FAQs infographic Office of Vocational Rehabilitation Social Security SSA Redbook PALink County Assistance Office (CAO) Contact Information COMPASS

Supports Coordination is responsible for providing effective supports and services to facilitate a participant's growth, development, and pursuit of meaningful life experiences. The SC can help establish roles and maintain open lines of communication within the participant's planning team to promote collaboration and respect at all levels.

Person-Centered Planning:

Person-Centered Planning (PCP) is a principle to ensure that the participant's preferences, choices, strengths, needs, and desired goals drive the design and implementation of the ISP. DHS supports a [Person-Centered Planning page](#).

Charting the LifeCourse Framework:

Pennsylvania's ODP embraces the LifeCourse Framework as a set of principles and tools to guide conversations and planning with the people we support. Charting the LifeCourse was created to help individuals and families of all abilities and all ages to:

- develop a vision for a good life;
- think about what they need to know and do to achieve a good life;
- identify how to find or develop supports; and
- and discover what it takes to live the lives they want to live.

The Charting the LifeCourse resources can be downloaded from the [LifeCourse Nexus site](#).

ODP has also highlighted resources or developed trainings, available under the [LifeCourse Framework](#) on MyODP.

My Support Packet:

The My Support Packet resources are intended to support participants making choices about their futures. It may be used at any time with a participant but is highly recommended when a participant is going through a major life change or considering leaving the AAW. The packet is a series of items, including:

- [Cover Page](#)
- [Guiding Your Life Goals](#)
- [Important Contacts](#)
- [Options for Supporting the Life Domains](#)
- [Resources and Referrals](#)
- [A Supporter's Guide to Resources and Referrals](#)
- [Supporter's Packet](#)

Participant-Directed Services (PDS):

Participant-Directed Services (PDS) offer a flexible way for individuals to manage their own waiver services, giving them more control over their care and supports. This approach is available under the Consolidated, Community Living, and Person/Family Directed Support (P/FDS) waivers, collectively known as ID/A waivers. Each waiver reserves five spaces annually—a total of 15 per year—for participants currently enrolled in the Adult Autism Waiver who wish to self-direct the majority of their waiver services under one of the ID/A waivers.

For guidance on pursuing Participant-Directed Services (PDS), SCs should refer to ODP Announcement 19-036 and its attachments. The What You Need to Know resource is also helpful. Additionally, MyODP offers a training course on Participant-Directed Services and a list of services available under PDS.

Note that enrollment for PDS requires transfer to an ID/A waiver as PDS is not available in the AAW.

Communication Accommodation:

ODP has communication resources available through the Special Populations unit on MyODP. Additionally, the Special Populations unit also publishes multiple resources that are beneficial to all participants, including the Communication Profile. The Special Populations unit also developed the Resource Guide for Supporting for Deaf, DeafBlind, and Hard of Hearing Individuals. SC's can utilize these tools to ensure the communication preferences of AAW participants are effectively addressed and accommodated.

Fair Hearings:

SCs play a critical role in assisting participants through the Fair Hearing process. A Fair Hearing, also known as an appeal, is a formal procedure used to review a determination or decision made by BSASP that negatively impacts the participant. When an adverse decision occurs, the participant will receive a notice outlining the reasons for the decision, the specific services affected, and instructions for requesting a Fair Hearing.

SC responsibilities include:

- Understanding the Process: SCs should be familiar with the Fair Hearing process and available resources. More detailed information can be found on the DHS Hearings and Appeals page.
- Assisting with Forms: Support participants by helping them complete the Fair Hearing Request Form accurately. Ensure they understand the instructions provided in the notice and assist with any questions they may have.
- Guiding the Participant: Offer guidance throughout the appeal process, from submitting the request to preparing for the hearing. SC support helps ensure that the participant's concerns are effectively communicated and addressed.

By providing this assistance, SCs help ensure that participants have a fair opportunity to challenge decisions and seek resolutions that are in their best interests.

Civic Duties:

If the participant is interested in registering to vote, the SC should support the participant to complete the registration process. Information about voting in general can be obtained at be found at Vote.PA.Gov.

Adult Autism Waiver Participant Handbook:

AAW Participants are provided by BSASP with the [AAW Participant Handbook](#), which provides participants with information about the AAW. This handbook is updated periodically. When it is updated, BSASP sends new copies to participants. However, SCs may also provide replacement copies to participants as needed.

Non-Waiver Supports:

SCs may need to locate, coordinate and monitor both AAW funded and non-AAW funded supports. Information regarding non-waiver, community resources is often specific to county. Non-waiver resources may include, but is not limited to:

- Housing agencies and programs, including [section 811](#) (Project Rental Assistance) - Note that BSASP has an [AAW Housing FAQs infographic](#) to support SCs.
- Medical services providers
- Mental health services providers
- [Office of Vocational Rehabilitation](#) services
- [Social Security](#) information, including the current-year [SSA Redbook](#)
- Advocacy organizations
- Non-waiver transportation services
- Drug and alcohol services
- Religious/spiritual organizations
- Representative payee services
- Benefits counseling
- Support groups
- Other community resources
- [PALink](#) Aging and Disability Resources

County Assistance Office (CAO):

In some instances, participants may need support contacting or cooperating with the County Assistance Office (CAO). Contact information for each CAO is listed on the DHS website [County](#)

Assistance Office (CAO) Contact Information. Participants may also need SC assistance in accessing or using COMPASS, an online tool to apply for or manage benefits.

Section 4. Understanding the Adult Autism Waiver and Services

Easy Access Box	
Adult Autism Waiver AAW Provider Information Table	AAW General Information Listserv

AAW Service Definitions:

 A complete description of each available AAW service and its qualifications is available within the Adult Autism Waiver however, a more concise and user-friendly description of services and qualifications is available in the AAW Provider Information Table. It is essential for SCs to understand the service definitions of AAW services so they can explain to participants what services may meet their needs.

The AAW Supports and Services Directory (SSD):

The AAW Supports and Services Directory (SSD) is a list of currently enrolled AAW providers and can be used to locate available providers for desired services. SCs should use the AAW Services and Supports Offline Directory. There is no functional online directory for the AAW. The SSD resource is updated regularly. It is available on AAW General Information and is also distributed via the AAW master provider listserv.

Section 5. ISP Development and Revision

Easy Access Box	
Provider Information Table	LMS
Service Utilization Signature Form	SC Documents page
Adult Autism Waiver	ISP Signature Form
Participant Handbook	ODP Announcement 25-029
Service-specific resources	Service Utilization Review resources
AAW General Information	Service Utilization Tips
Listserv	Service Utilization Calculator

Quality of Life Questionnaire Parental Stress Scale Sibr.questionpro.com Periodic Risk Evaluation (PRE): Individual Supports Plan Resources for the PRE PRE Manual Pre2020.questionpro.com	Service Utilization Review Signature Form GAS resources GAS Manual Goals and Objectives Cheat Sheet AAW Responsibilities by Service Category

The ISP process, using a person-centered planning approach is led by the Supports Coordinator (SC), to help the participant envision and achieve a good life. The SC should assist the individual and family (if applicable) to understand and participate in the ISP process. More detailed information is included in Appendix C of the Provider Information Table. To complete an initial ISP or an annual revision to an ISP, the SC should take the following steps:

1. Complete assessments with the participant and the team, as applicable. The summary of assessments is explained within this section.
2. Coordinate a date and time with the participant and other team members so that they can attend and participate in the ISP meeting. Send invitations to the meeting to ISP team members including the participant.
3. For annual plan revisions, review utilization of services using the Service Utilization Calculator. Document outcomes on the Service Utilization Signature Form, which will be reviewed with the team at the ISP meeting.
4. Meet with the team, including the participant and anyone the participant wants present, to plan the development of, or revision to, an accurate and complete ISP.
5. Integrate the collected information into a new or revised ISP. Note: if an SC is unsure what information should go in a section of the ISP, the "Help" option in the upper right of each HCSIS screen offers tips about what information should be included in the section.
6. Submit the ISP to their supervisor for review. It is critical for SC Supervisors to review the ISP using the ISP Checklist **prior to** submitting the plan to BSASP for review. SC Supervisors should use the most recent completed checklist they received or may request a blank checklist from BSASP. Thorough review of the ISP by the SC Supervisor decreases ISP rejections and the need for SCs to spend time making further revisions.
7. Upon BSASP approval of the ISP, distribute copies of the ISP to all team members.
8. Make revisions, as needed, during the plan year through critical revisions (to change service details or goal linkage, as well as other changes if needed) or general updates (to change anything other than service details or goal linkage).

Choosing AAW Services:

The SC should explain available services to the participant and any designated representative(s). Note that while services are outlined fully in the Adult Autism Waiver, and described in the Provider Information Table, more participant-friendly descriptions are also available in the Participant Handbook. Note also that there are service-specific resources for multiple services.

Choosing AAW Providers:

Once desired services have been determined, the participant can select which provider(s) they want to provide the service to them. SCs should give the participant an up-to-date copy of the statewide AAW Supports and Services Directory and assist the participant as needed with locating providers. The SSD is updated quarterly and is available on MyODP under AAW General Information and is also distributed to SCs by listserv.

Assessments in the ISP Process:

Multiple assessments must be done prior to completion of the ISP to ensure that the plan accurately reflects the participant's needs and goals. All assessments (except the Baseline Outcomes assessment) must be completed annually. At the time of publication, the below assessments were required.

Baseline Outcomes:

- Required only for initial ISP.
- This is not available on MyODP. SCs may obtain a blank copy through HCSIS by searching the participant, then following Individual>Evaluation>Assessment Switchboard. SCs should click "add" and select "Baseline Outcomes." A blank Baseline Outcomes report can then be printed to be completed with the participant.
- Results must be entered into the Assessment Switchboard in HCSIS.

Quality of Life Questionnaire (QoL.Q) and the Parental Stress Scale (PSS):

- Must be completed with the participant and caregivers, as applicable, and are available to print prior to the assessments meeting.
- On the PSS, the eight positive items (questions 1, 2, 5, 6, 7, 8, 17, and 18) should be reverse scored, meaning that a 1 should be counted as a 5, a 2 as a 4, etc.
- Results must be entered into the Assessment Switchboard in HCSIS.
- If a participant or caregiver declines to complete the QoL.Q or PSS, that should be documented in the Know and Do section of the ISP.

Scales of Independent Behavior-Revised (SIB-R):

- Must be completed with the participant.
- Booklets can be obtained from BSASP.
- Results must be entered online via QuestionPro at sibr.questionpro.com

Periodic Risk Evaluation (PRE):

- Is not completed with the participant but is completed by the Supports Coordinator or by the Behavioral Specialist.
- The SC is responsible to ensure the risk domains identified in the PRE are recorded in the appropriate sections of the ISP and should reference the Periodic Risk Evaluation (PRE): Individual Supports Plan resource.
- Resources for the PRE are available on MyODP, including the PRE Manual.
- The risk information is entered via QuestionPro at pre2020.questionpro.com.

Plan Effective Dates in HCSIS:

When creating and revising an ISP in HCSIS, it is critical that the SC enter the correct Plan Effective Date (PED) in HCSIS prior to submitting an ISP to BSASP for approval.

Initial ISP creation:

After staring the plan creation, the PED screen will appear. The participant's Eligibility Date will be prepopulated, and the SC must manually enter the PED. The PED must be the same month, day, and year as the Eligibility Date. After selecting "Save and Continue," the PED will be automatically populated on the Service Details screen.

Changing the PED:

The Plan Effective Date can only be changed during the initial plan creation when the Revision Type is "Plan Creation" and Plan Status is "Draft" or "Pending Approval." Once the plan is in Approved status, the date cannot be changed.

Further instruction on how to enter a PED or change an incorrect PED before a plan has been submitted can be found on the Plan Effective Date and Annual Review Date - Reminder (Autism Waiver) on the HCSIS Learning Management System (LMS).

Annual Revisions:

When entering annual revisions to the plan, the PED will need to be entered. The PED should have the same month and day as the previous PED. The only component that should be updated is the year (not the month or day). For example, a PED of 01/10/2021 should be updated to a PED of 01/10/2022 the following year at annual plan review.

ISP Components in HCSIS:

For more information on how to enter the ISP into HCSIS, please refer to the "HCSIS Guidebook" and the "Autism Waiver Adding Services Tip Sheet" on the HCSIS LMS.

ISP Development and Submission:

To begin the ISP process, SCs should access the printable blank ISP worksheet available on the SC Documents page of MyODP. During the ISP meeting, SCs must complete and ensure the ISP Signature Form is signed. Reference ODP Announcement 25-029 regarding the ISP Signature Form.

Drafting and Submitting the ISP:

After the initial or annual ISP meeting, the SC creates a draft plan in HCSIS. SCs should note that for any section they are unsure how to complete, the "Help" option in the upper right of each HCSIS screen has additional information about what should be in each box. Additionally, the ISP Checklist, available from BSASP upon request, identifies what information must be captured in each section. Information from the PRE must be entered in specific sections of the ISP, as described in the PRE Service Guidance Document 2 available on MyODP.

Once the ISP is complete and accurate, the SC submits the ISP in HCSIS to the SC Supervisor for review. The SC Supervisor reviews the plan for completion and accuracy and submits the draft to BSASP for approval. BSASP receives an alert in HCSIS after the SC Supervisor submits the plan.

The status of the ISP can be monitored on the blue bar stating, "Plan Status" in HCSIS. Additionally, SCs may search plans by status under Plan>Manage Plan>Search>Plan Status in HCSIS.

- "Draft" with Revision Type "General Update" indicates that the plan is ready for the SC to make changes to content of the ISP but not to goals or service details. Upon making these changes, the SC submits the plan, and it immediately reverts to an "Approved" status.
- "Draft" with Revision Type "Critical Revision" or "Annual Review" indicates that the plan is ready for the SC to make changes to content of the ISP, including goals and service details. Upon making any changes, the SC submits the plan, and it goes into "Pending Review." If an SC accidentally starts a critical revision but makes no changes, the SC must enter a service note indicating there were no changes and still submit the plan to "pending review" and have a supervisor submit it to "pending approval" so BSASP can put the plan back into an approved status.
- "Pending Review" indicates the ISP is awaiting SC Supervisor approval. BSASP does not receive alerts for plans in "pending review." The plan must be pushed to "pending approval" before BSASP will get an alert to review the plan. Before submitting the plan to "pending approval," the SC supervisor must review the plan for accuracy. If the

revision is a critical revision, the SC supervisor must also ensure a service note is entered by the SC explaining the changes made in the critical revision prior to submitting the plan to "pending approval."

- "Pending Approval" indicates the ISP is ready for BSASP review. BSASP will not review the plan until it is in "Pending Approval" status.
- "Approved" (with any revision type) indicates that the plan is approved by BSASP. Unless an SC is actively working on a plan, such as spending several days entering an annual revision, or awaiting BSASP action, the plan should be in an approved status.

Using the ISP Checklist:

The AAW ISP Checklist guides the BSASP review process and provides direction to an SC in ensuring that each ISP meets BSASP standards. The ISP Checklist should be used for review of the ISP prior to submission to BSASP. The ISP Checklist is updated by BSASP periodically. The most recent copy may be obtained by emailing BSASP at ra-basprovidersupprt@pa.gov.

Service Utilization Review:

Throughout the plan year, the SC monitors the amount of each service that the participant uses. Overutilization or underutilization of services as authorized in the ISP may indicate that services are not being delivered as intended or that the ISP does not reflect the needs and goals of the participant. Continuous monitoring of authorized units ensures that AAW funds are not reserved in excess of what will be used.

Discussion of utilization is particularly important as part of the ARP process. Service Utilization Review resources are available on MyODP including a Service Utilization Tips sheet. These resources should be reviewed prior to completing the utilization review. SCs are required to use the Service Utilization Calculator prior to submitting the ARP (or a Critical Revision) and to contact BSASP if authorizations above the calculator recommendations are necessary. SCs must also complete the Service Utilization Review Signature Form with the participant.

Goal Development and Goal Attainment Scaling (GAS):

When adding services, SCs may initially put in approximate goals, which can then be updated or replaced with provider-developed goals. All ISP services must be linked to at least one active goal. The AAW uses a standardized approach to measuring and reporting outcomes, called Goal Attainment Scaling (GAS). Extensive GAS resources are available on MyODP, including a GAS Manual. SCs will also benefit from referencing the Goals and Objectives Cheat Sheet and the AAW Responsibilities by Service Category sheet to know what to expect from providers.

Critical Revisions and General Updates:

After the approval of the initial Individual Support Plan (ISP), SCs can revise the ISP at any time. Using the Perform Revision option, SCs can revise the ISP in HCSIS under two different revision types: a Critical Revision (CR) or a General Update (GU). Please reference the table below for the differences between CRs and GUs.

Critical Revision (CR)	General Update (GU)
- Used when a participant's plan needs to be revised because of a change in service delivery or goals - Necessary for revision to goals or goal linkages - Permits addition of, changes to, or discontinuation of services or providers - Requires SC Supervisor review and BSASP approval before plan returns to an "approved" status - Requires consent from the participant and acknowledgement from the provider which must also be documented in a service note	- Used when updating plan information on screens **other than the Service Details screen** (e.g., Individual Preferences, Medical Information, Health and Safety, Functional Information, or objectives) - Does not permit adjustments to service details - Can be used to update objectives, but not goals - Automatically reverts to an approved status upon completion and SC submission

Section 6. SC Documentation, Monitoring and Reporting Activities

Easy Access Box	
ODP Bulletin 00-22-03 Attachment 2 Announcement 20-058 Chapter 6100 Regulations The SC Cheat Sheet Health and Human Services site for HIPAA GAS Guidance Dates	Quarterly Progress Note (QPN) Content Expectation Progress Reporting QuestionPro – HCSIS IM4Q Resources IM4Q social stories

The SC is responsible for monitoring the implementation of the participant's service plan and ensuring participant's health and welfare by conducting individual monitoring. The SC is also responsible for ongoing documentation of services and quarterly monitoring of participant well-being and progress. This is accomplished through SC service notes, monthly contacts, quarterly SC individual monitoring visits (see Section 7 for more details), and SC review of provider-submitted Quarterly Progress Notes (QPNs).

Service Notes:

The primary method of documenting what occurred during the delivery of Supports Coordination services is the service note. SCOs must comply with all documentation requirements outlined in ODP Bulletin 00-22-03, Technical Guidance for Claim and Service Documentation, and the accompanying Attachment 2 to this bulletin. AAW SCs should also be mindful of the additional requirements outlined in ODP Announcement 20-058.

Participant Records:

The SC organization must maintain a file, paper or electronic, of certain participant items. Refer to 55 Pa. Code Chapter 6100 Regulations for guidance. The SC Cheat Sheet lists required documents that SCOs must retain for AAW participants.

Participant information must always be protected in compliance with the Health Insurance Portability and Accountability Act (HIPPA). Refer to the federal Health and Human Services site for HIPAA for guidance.

SC Monthly Monitoring Contacts:

SCs are responsible to contact participants at least once every calendar month to monitor participants health and safety and participant services. These are typically completed indirectly, such as by phone.

Quarterly Progress Notes:

Providers are required to submit Quarterly Progress Notes (QPNs) to SCs quarterly. A chart of due dates is available within the GAS Guidance Dates document for provider due dates.

Note that QPNs are completed differently by the provider based on the service being reported and, in the case of SSB and supporting services, whether SSB is on the plan. Refer to the Quarterly Progress Note (QPN) Content Expectation guide. Providers, not SCs, enter the QPNs into QuestionPro. However, it may be useful for SCs to be aware of the resource for Progress Reporting QuestionPro – HCSIS.

Independent Monitoring for Quality (IM4Q):

ODP utilizes IM4Q interviews as a method to independently review the overall quality of life of individuals receiving services statewide in the autism and intellectual disabilities services system. IM4Q Resources are available on MyODP. SCs explain the IM4Q process to selected participants and distribute the IM4Q social stories developed by the ASERT as needed. SCs also complete a pre-survey form for the interviewers to facilitate the scheduling of the interview. Upon completion of the interview, the SC may need to follow up on considerations identified by the IM4Q interviewer and report the outcome to BSASP. If a major concern is identified by the interviewer, BSASP must respond within 24 hours of notification, and the SC assists BSASP in following up on the urgent health and safety concern.

Section 7. SC Individual Monitoring

Easy Access Box	
Provider Information Table ODP Announcement 22-085: Updated	SC Individual Monitoring Form Guidance

SCs must meet with participants at least quarterly (or more frequently, if needed) to:

- Ensure health and welfare.
- Review progress toward goals.
- Confirm implementation of the Individual Support Plan (ISP).
- Assess the need for ISP revisions.

A full list of SC responsibilities during monitoring visits is included in the Provider Information Table under "Individual Monitoring" within the SC section.

Quarterly individual monitoring visits are completed in person except as described in ODP Announcement 22-085: Updated.

Quarterly monitoring must be conducted every quarter, beginning in the first quarter after the initial ISP is approved. If community-based services have not started, or if the participant has discontinued community-based services, the monitoring should be conducted in the home.

 The SC must immediately inform BSASP if they believe a participant's health or welfare is at risk.

Preparing for Monitoring Visits:

Before conducting a monitoring visit, SCs should:

Obtain a copy of the [SC Individual Monitoring Form Guidance](#) from MyODP to use during the monitoring visit.

- Review previous monitoring forms and address outstanding issues.
- Review relevant service notes, incident reports, and correspondence.
- Analyze the participant's approved ISP, focusing on services, utilization, and goals.
- Evaluate provider-submitted Quality Performance Notifications (QPNs).
- Check health information and dietary needs outlined in the ISP.
- Verify contingency plans in the Service Details section of the ISP.
- Check for reported incidents in the Electronic Incident Management (EIM).
- Review risk factors from the most recent Person-Centered Risk Evaluation (PRE).
- Confirm AAW eligibility using the Eligibility Verification System (EVS).

Determining Dates for Quarterly Monitoring:

To determine due dates of SC quarterly in-person monitoring visits, SCs should add months to the exact date of the PED. For example, the SC may determine the first quarter of a plan with a PED of 2/19/24 by adding three months, to find 5/18/24. For example:

Example PED	First Quarter monitoring due by (PED plus three months)	Second Quarter monitoring due by (PED plus six months)	Third Quarter monitoring due by (PED plus nine months)	Fourth Quarter monitoring due by (PED plus twelve months)
2/19/24	5/18/24	8/18/24	11/18/24	2/18/25
4/26/24	7/25/24	10/25/24	1/25/25	4/25/25
12/5/24	3/4/25	6/4/25	9/4/25	12/4/25

Section 8. Competitive Integrated Employment for AAW Participants

Easy Access Box	
[Department of Labor & Industry website](#)	[Employment-focused LifeCourse tools](#)
[MyODP Employment](#)	[LMS](#)
[AAW Supports Coordinators and Employment](#)	[Workforce Innovation and Opportunity Act](#)
[Office of Vocational Rehabilitation](#)	[Medicare](#)
	[AAA locator](#)
	[PA MEDI](#)
	[Veterans Affairs Offices](#)

[OVR Referral Process for ODP Employment-Related Services](#) [AAW OVR Referrals](#) [Pathways to Employment Tool](#) [Pathways to Employment Tool resources](#) [LifeCourse Framework](#)	[County Assistance Office](#) [PAsmart](#) [Ticket to Work](#) [ASERT](#)

Competitive Integrated employment is a centerpiece of adulthood that should be available for every person, with or without a disability. SCs are expected to discuss employment and, as applicable, referral for benefits counseling with every participant. SCs must also be knowledgeable about employment processes, resources, and services in order to help participants to navigate what is available to them. Pennsylvania is an Employment-First state. Additional Information on Employment First can be found at the [Department of Labor & Industry website](#). Additionally, ODP lists multiple employment resources on MyODP under the [MyODP Employment](#) page and also, within that, the section specifically regarding [AAW Supports Coordinators and Employment.](#)

Office of Vocational Rehabilitation (OVR):

The Pennsylvania [Office of Vocational Rehabilitation](#), or OVR, provides vocational rehabilitation services to help persons with disabilities prepare for, obtain, or maintain employment. OVR provides services to eligible individuals with disabilities, both directly and through a network of approved vendors. For some services, individuals must seek support from OVR before seeking AAW services for employment. This is outlined in the ODP-OVR Joint Bulletin 00-19-01, [OVR Referral Process for ODP Employment-Related Services.](#) SCs may also wish to reference the [AAW OVR Referrals](#) infographic.

Pathways to Employment Tool:

The [Pathways to Employment Tool](#) and the [Pathways to Employment Tool resources](#) are available to assist SCs in guiding conversations about the importance of employment as the first option for AAW participants. Note that there are multiple versions of the Pathways to Employment tool; be sure to use the correct one. This resource can assist SCs to help participants and their families understand the importance of working.

Charting the LifeCourse Tools for Employment:

The LifeCourse Framework tools can also be used to help to facilitate discussion and planning around employment. Specific employment-focused LifeCourse tools are available, including the Trajectory for Exploring Employment and the LifeCourse Employment guide.

HCSIS Employment Reports:

The Employment Information Detail Report is a HCSIS report is a useful resource for SC organizations in monitoring employment for participants served by their organization at the participant, SC, and organizational levels.

There are multiple resources available on LMS that are valuable tools for SCs and SC Supervisors:

Details about the Employment Information Detail Report can be found in the HCSIS ODP-BAS Reports Guide which is available on LMS under "ALL USERS: HCSIS Reports Guides Version 1.0."

A tip sheet, Collection of Employment-Related Information New HCSIS Screens and Report for ODP-BSASP includes information on the Employment questions in the SC Individual Monitoring Tool as well as the Employment Information Detail Report. The tip sheet can be found labeled as "BAS Employment-Rel Info Tip Sheet 20161101 v1.0" and can be located under "BAS: Report Demonstrations for SCs, State, and Region."

Training on the use of the Employment Information Detail Report is available under "BAS: Report Demonstrations for SCs, State and Region." SCs and SC Supervisors should view the "BAS Review of New Reports SC Entity Scope PowerPoint."

The SC Individual Monitoring Form Guidance provides information about what is expected to be included within the SC Individual Monitoring Form in HCSIS, including the Employment Information section.

Other Employment Resources:

The U.S. Department of Labor, Workforce Innovation and Opportunity Act (WIOA): WIOA is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

Benefits Counselors:

When a participant is unsure of how employment may impact their benefits, the SC is responsible to connect the AAW participant with a benefits counselor. A benefits counselor is someone who works with individuals with disabilities by reviewing existing information

regarding financial assets, providing information about benefits for which someone may be eligible, or explaining changes in existing benefits.

The benefits counselor can provide information on:

- Insurance benefits
- Social Security benefits and Social Security Disability benefits,
- Medicare (including the prescription benefit section, Part D),
- Prescription assistance programs (for individuals not eligible for Medicare),
- Income tax benefits and credits,
- Retirement benefits,
- Veterans' benefits,
- Community-based benefits, state program benefits (including home care alternatives),
- Advocacy with agencies, and
- Referrals to community-based organizations or government agencies.

Where to Find a Benefits Counselor:

- Area Agencies on Aging, using the AAA locator
- Office of Vocational Rehabilitation
- PA MEDI
- Veterans Affairs Offices
- County Assistance Office
- Local human service agencies
- Community-based organizations that serve the elderly and/or disabled
- Local community legal services office

PAsmart:

PAsmart is a workforce development initiative that helps connect Pennsylvanians with resources for working and training in Pennsylvania.

Social Security Administration, Ticket to Work:

Social Security's Ticket to Work program supports career development for Social Security disability beneficiaries aged 18 through 64 who want to work. The Ticket program is free and voluntary.

ASERT Employment Resources:

ASERT, the Autism Services, Education, Resources and Training Collaborative, brings together resources locally, regionally, and statewide. Search the keyword "employment" at http://www.paautism.org/.

Section 9. Risk and Incident Management

Easy Access Box	
Contacts and Resources ListServ Incident Management Bulletin IM Bulletin Resources ODP Announcement 21-049 Certified Investigator's Manual Adult Autism Waiver ODP Announcement 23-091 Be Safe Resource Collection ODP Bulletin 00-21-02's Attachment 1 Victim's Assistance Guide Incident Management Guide for Families DHS APS Webpage 55 Pa. Code Chapter 6100 Regulations	Restrictive Interventions Guiding Questions and Considerations Restrictive Interventions resource ODP Announcement 22-116: Health Risk Screening Tool (HRST) Protocol Update on MyODP Supports Coordinators and the Health Risk Screening Tool

Risk management is a set of strategies or practices utilized to manage uncertainty or unexpected events that may affect the health, safety, and welfare of the participant. Crisis and incident management are subsets of the risk management process. BSASP has developed a Risk Contacts and Resources tool to help SCs to navigate risk situations.

SC Responsibilities:

The SC is expected to work with participants, families and providers to identify risk factors. The SC should take the lead in assisting the team with developing safeguards that promote the health, safety, and welfare of the participant while minimizing risk to the participant.

AAW Quarterly Risk Management Meetings:

Purpose: AAW quarterly risk management meetings will be held for Office of Developmental Programs (ODP) providers and Support Coordinators (SC) enrolled to provide AAW services. BSASP risk management leads will facilitate these meetings with the intent to provide updates on incident and risk management related activities, share AAW data, inform providers of any upcoming changes, review ODP expectations, etc. Providers will be able to network with one another and ask questions directly to BSASP. Announcements for upcoming meetings will be

sent out several weeks before the scheduled meeting via the general AAW Provider ListServ. A link for signing up for the meeting is provided in the announcement. A few days before the meeting, BSASP will send out a Teams meeting invite.

Incident Management:

Incident Management Bulletin: SCOs should refer to the Incident Management Bulletin, 00-21-02, and accompanying resources for expectations and requirements for risk management. SCOs should also reference ODP Announcement 21-049, "Incident Management (IM) Clarification of Responsibilities for Supports Coordination Organizations (SCOs).

Certified Investigations: Certain types of incidents must be investigated by a Certified Investigator. If an investigation is required or desired for an incident, each entity investigating must follow the Department's standardized investigation process as outlined in the most current Certified Investigator's Manual. When a Certified Investigator is assigned, the Certified Investigator is to promptly begin an investigation and enter a summary of his or her findings in the Enterprise Incident Management (EIM) Incident Report.

Abuse, Neglect, and Exploitation (A/N/E):

Protections: SCs must inform individuals about their rights and protections against abuse, neglect and exploitation in accordance with the Adult Autism Waiver and ODPANN 23-091 Expectations for Supports Coordinators (SCs) Regarding the Right to be Free from Abuse, Neglect, and Exploitation

Resources: the Be Safe Resource Collection developed by ASERT includes infographics, social stories, eLearning courses and other resource materials focused on the prevention of sexual abuse as well as intervention strategies to support individuals who experience abuse.

Victim's Assistance:

Support for Victims: When an individual is allegedly abused, neglected, or the victim of a crime, they should be offered the support of a victim's assistance program. SCOs should follow the guidance in ODP Bulletin 00-21-02's Attachment 1. Additional resources, including , the Victim's Assistance Guide and the Incident Management Guide for Families, are available on MyODP.

Adult Protective Services:

Reporting: Abuse, suspected abuse and alleged abuse of an individual, regardless of the alleged location or alleged perpetrator of the abuse, must be reported and managed in accordance with the Adult Protective Services Act, the Child Protective Services Law, and/or the Older Adults Protective Services Act, as applicable.

Contact Information: Adult Protective Services can be contacted online at the DHS APS Webpage or at 800-490-8505. Questions about APS should be directed to the Adult Protective Services Division at 717-736- 7116.

Restrictive Procedures:

Regulations: SCs must be knowledgeable of available regulations regarding restrictive procedures as outlined in 55 Pa. Code Chapter 6100 Regulations.

Resources: BSASP has also developed specific resources related to restrictive procedures, including the Restrictive Interventions Guiding Questions and Considerations and the Restrictive Interventions resource.

Human Rights Team:

Certain providers are required to have a Human Rights Team (HRT). While SCOs are not required to have one, SCs should ensure that restrictive interventions for AAW participants are reviewed and approved by the HRT and documented in the behavior support component of the ISP. Interventions must be approved prior to implementation.

Periodic Risk Evaluation (PRE):

Purpose: The PRE is an assessment tool designed to measure the risk for AAW participants. The PRE helps teams identify areas that need to be addressed through a risk mitigation process. The PRE also identifies those participants who may benefit from additional resources and supports, depending upon risk factors.

Resources: More information about the PRE can be found in Section 5 of this manual.

Health Risk Screening Tool (HRST):

Purpose: The Health Risk Screening Tool (HRST) is a web-based instrument used by residential Habilitation providers to detect health risks and destabilization early and to prevent deaths among members of vulnerable populations.

Resources: Refer to ODP Announcement 22-116: Health Risk Screening Tool (HRST) Protocol Update on MyODP for guidance about whether individuals you serve should have a completed HRST, as well as SC roles and responsibilities related to HRST. The HRST is completed in addition to the Period Risk Evaluation (PRE), which is completed for all AAW participants regardless of their residential circumstances. SCs may also find information about their role related to HRST here: Supports Coordinators and the Health Risk Screening Tool

Section 10. Billing and PROMISe

Easy Access Box	
PROMISe™ HCSIS ODP Bulletin 00-22-03 Attachment 2 PROMISe™ Provider Internet User Manual	Provider Information Table EVV: What do SCOs and AEs Need to Know PowerPoint

Providers of Adult Autism Waiver (AAW)-funded services, including Supports Coordination, receive payment for services rendered by submitting claims through PROMISe™ (Provider Reimbursement and Operations Management Information System). PROMISe™ interfaces with the Home and Community Services Information System (HCSIS) to process Home and Community Based Services (HCBS) claim invoices for the AAW.

SCO claims must comply with the requirements outlined in ODP Bulletin 00-22-03, Technical Guidance for Claim and Service Documentation, and the accompanying Attachment 2 to this bulletin.

AAW provider billing issues and provider claims resolution issues must be referred directly to the Office of Developmental Programs (ODP) Claims Resolution Section at 1-866-386-8880 or ra-odpclaimsres@pa.gov.

SCOs needing assistance with PROMISe™ should review the PROMISe™ Provider Internet User Manual. To request training on how to use PROMISe™, including how to submit an invoice for payment, contact PROMISe™ at promiseprovidertraining@hpe.com.

Billable and Non-Billable Activities:

Billable time is the actual time spent carrying out the duties of an SC consistent with the AAW service definition and related to a specific participant. Information about what is or is not billable for SCs and SC Supervisors is in the Provider Information Table.

SC Supervisors who also function as an SC may not bill for any SC supervision-related tasks but may bill for SC duties they themselves perform. The following items are provided to clarify what is and what is not considered billable for the SC ongoing service. If something is not identified below and a task is in question, the SC Supervisor should contact the BSASP Regional Office (RO) representative for clarification on whether that task is billable.

Billable SC Activities:

Supports Coordination involves the location, coordination and monitoring of needed waiver and non-waiver services and supports. Billable activities can be found in the [AAW Provider Information Table](#).

Non-Billable SC Activities:

Non-billable SC activities include the following:

- Outreach that occurs before an individual is enrolled in waiver services
- Providing information to the general public that is not on behalf of a participant enrolled in the AAW
- Travel expenses and transportation time
- Time spent on general duties such as staff meetings, trainings and visits to providers not related to a specific participant
- Any billing-related function including, but not limited to, providing technical assistance on billing to other providers, completing time sheets, processing billing claims, and speaking to the ODP claims resolution unit about billing issues
- Any activity that does not directly benefit a specific participant
- Any administrative functions including, but not limited to, filing, reviewing files, or preparing for BSASP monitoring
- Staff training, receiving general supervision, attending meetings, receiving performance appraisals, or other employee duties that do not specifically address a single participant
- General Supervision of SCs, not specific to a participant.
- Services otherwise available under the Medicaid state plan
- The actual cost of the direct services other than Supports Coordination that the SC links, arranges, or obtains on behalf of the participant (e.g., the cost of a bus pass)
- Representative payee functions
- Assistance in locating and/or coordinating burial or other services for a deceased participant
- Any activity that is not included in the definition of Supports Coordination services

Electronic Visit Verification (EVV):

EVV refers to technology that electronically verifies service delivery through the use of a telephone, mobile application, and/or web portal. The goal of EVV is to electronically validate service delivery and prevent fraudulent claims. Services in the AAW that must use EVV are 1) Specialized Skill Development – Community Support and 2) Respite in unlicensed settings. The EVV system is explained within the billing information section of the DHS site. Although SCs do

not use EVV, they can refer to [EVV: What do SCOs and AEs Need To Know PowerPoint](#) for information.

Conclusion

If you believe a resource that would be helpful to Supports Coordinators has not been included in this guide and would like to suggest adding it, please email ra-odpautismwaiver@pa.gov. Please also report any non-working or outdated links to the same email address.