Every individual with developmental disability receiving DMH funded residential or other community-based services is entitled to receive support Coordination services from identified providers either in person or virtually. Every individual supported by Mid-Missouri Supported Living, LLC is assigned a Support Coordinator to meet the monitoring requirements established as part of the Medicaid Home & Community based services the individual receives.

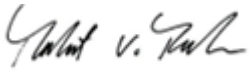
The role of the Support Coordinator includes:

- Planning: Support Coordinators facilitate development of an Individual Support Plan to address MMSL's individuals and families' unique support needs and preferences.
- Linking: The Support Coordinators connect the individuals and/or their families to a variety of resources (formal and informal), including choices in community resources and services funded through a Home & Community Based Waiver.
- Individual Support Plan Monitoring and Review: Support Coordinators also monitor and assess the quality, timeliness and effectiveness of services and supports received by individuals supported by MMSL. They do this by talking with the individuals supported, their families and MMSL's staff, among other people. They also do this through observation and review of documentation such as MMSL's monthly reports, the MARs, Individual Supported's Working Books, among other documents.

Policy:

As required by Provider Bulletin 27 issued on 8/1/2020, Mid-Missouri Supported Living, LLC, will ensure that each of their service locations have virtual capabilities for all state monitoring activities. All Mid-Missouri Supported Living's ISLs will have a working telephone and a Chrome Book with wireless internet to enable virtual service monitoring and Telehealth as needed. Telehealth involves providing service via telephone, tele-monitoring, or non-public facing remote communication methods. Staff must note that Facebook Live, Twitch, TikTok, and similar video communication applications are public facing and must not be used in the provision of telehealth.

Employees of Mid-Missouri Supported Living, LLC, will use these devices only for the intended work purposes and not to access social media or play video games. Staff will ensure that these devices are charged and ready to be used as needed. Any inappropriate use of these devices may result into an employee's immediate termination. In addition to this, Mid-Missouri Supported Living, LLC, employees shall not use these devices to post any identifying information of the individuals supported on social media and doing so may also result into immediate termination.



Approved by: _____
Robert Palmer, RN, BSN, Owner MMSL