



Department  
of Health

# **NYS Department of Health Nursing Home Transition and Diversion (NHTD) Program**

## **Medicaid Waiver Orientation Training: Unit 3**

# Roles and Responsibilities of RRDC, Service Coordinators and Service Coordinator Supervisors

Recommended Content

# Regional Resource Development Center (RRDC)

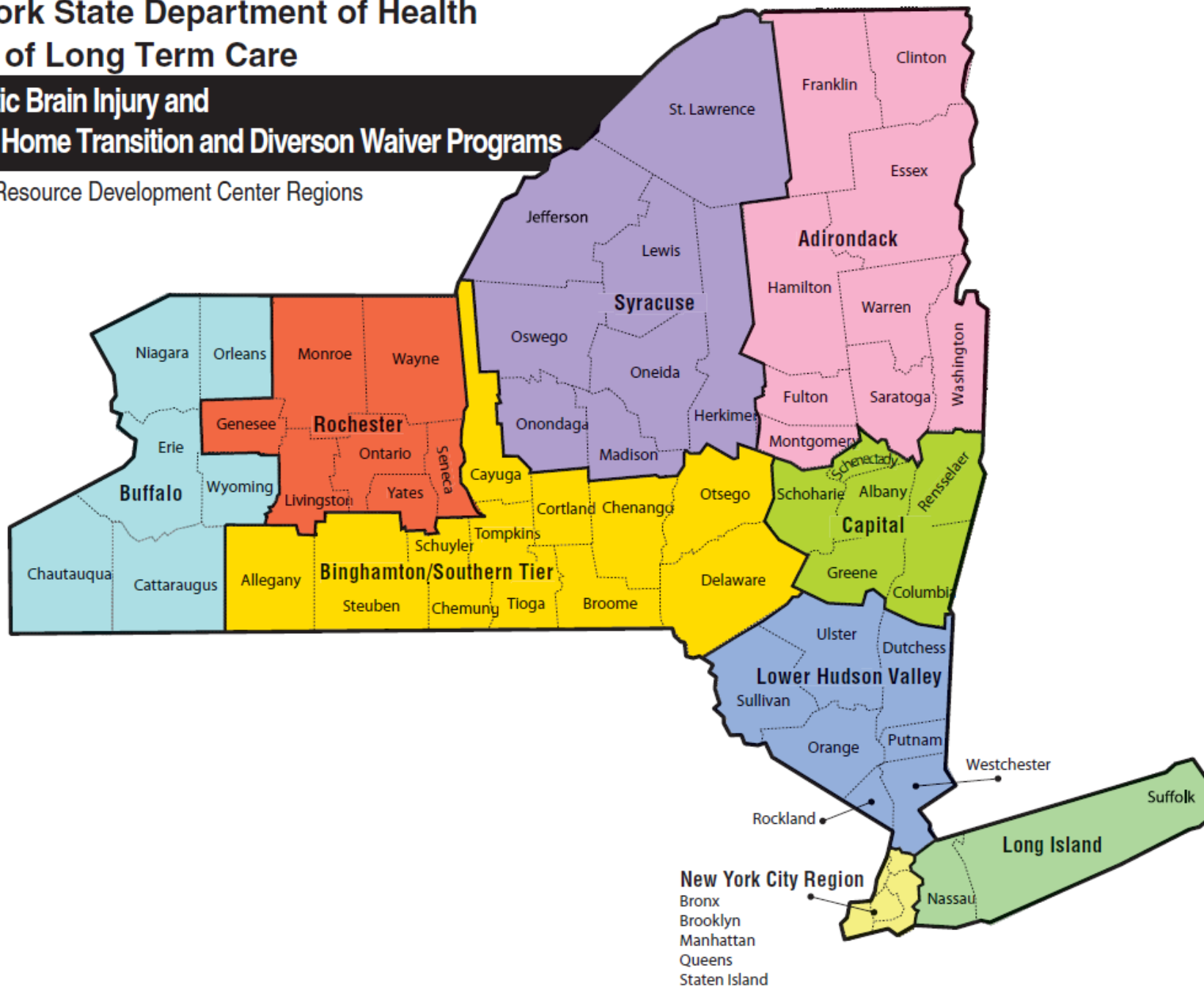
The NYSDOH contracts with 9 Regional Resource Development Centers (RRDCs) to serve 9 designated regions across New York State.

Each RRDC administers the NHTD waiver program at the regional level under the direction of the NYSDOH. The RRDC is responsible for managing the waiver, with an emphasis on ensuring participant choice, availability of waiver service providers and cost effectiveness of waiver services within its region.

# New York State Department of Health Office of Long Term Care

## Traumatic Brain Injury and Nursing Home Transition and Diversion Waiver Programs

Regional Resource Development Center Regions



Region	County Serving
Adirondack	Fulton, Montgomery, Saratoga, Washington, Warren, Hamilton, Essex, Franklin and Clinton
Binghamton/Southern Tier	Broome, Steuben, Schuyler, Tioga, Delaware, Tompkins, Cortland, Chenango, Cayuga, Chemung, Allegany and Otsego
Buffalo	Erie, Chautauqua, Cattaraugus, Wyoming, Orleans and Niagara
Capital	Albany, Schenectady, Greene, Rensselaer, Schoharie and Columbia
Long Island	Nassau and Suffolk
Lower Hudson Valley	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester
New York City	New York, Kings, Richmond, Bronx, Queens
Rochester	Monroe, Wayne, Ontario, Seneca, Genesee, Livingston and Yates
Syracuse	Onondaga, Madison, Herkimer, Oneida, Oswego, Lewis, Jefferson and St. Lawrence

# Roles and Responsibilities of the RRDC

- Review and approve waiver eligibility and the provision of waiver services;
- Approve, facilitate and monitor housing supports and services for waiver participants/applicants. RRDCs are also responsible for ensuring that payments are correct and that placements remain appropriate for housing subsidy participants;
- Function as an initial point-of-contact for referrals, potential applicants, their families, legal guardians, and/or authorized representatives;
- Administer the day-to-day activities of the waiver and make recommendations based on such activities to NYSDOH for improvements/revisions to NHTD waiver policies and procedures;
- Develop and maintain waiver resources and supports in the region it serves;
- Manage the Service Plan (SP) review process, regional budgeting requirements, and other monitoring functions using a database compatible with DOH needs;

## Roles and Responsibilities of the RRDC continued

- Maintain databases to ensure efficient management of intakes and referrals, the Service Plan review process, level of care, Serious Reportable Incidents (SRIs), housing and other information determined necessary to maintain by DOH waiver staff;
- Maintain participant Application Packets, all Service Plans, reports and other required documentation as specified by the NHTD waiver and in a manner consistent with State standards for e-file transfers and information sharing;
- Develop collaborative relationships with regionally based stakeholders including Local Departments of Social Services (LDSS) and other local government entities, providers, advocacy organizations and others necessary to assure a comprehensive coordinated approach to the targeted population;

## Roles and Responsibilities of the RRDC continued

- Receive, investigate and provide oversight of applicant/participant complaint calls;
- Conduct training and provide technical assistance to applicants, participants, providers, advocates, community resources and other RRDCs;
- Ensure compliance with State and Federal requirements and cooperate with any audit functions;
- Complete annual participant satisfaction surveys;
- Attend quarterly RRDC meetings and participate in monthly conference calls with NYSDOH;
- Complete reports and maintain program data as established by NYSDOH;



# Regional Resource Development Specialist (RRDS)

The Regional Resource Development Specialists (RRDSs) are responsible for the development, management, administration, and monitoring of the NHTD waiver for the RRDC on a regional level. The RRDSs promotes participant choice, ensures the delivery of high-quality services, assists in the development of needed waiver services and oversees waiver cost-effectiveness.

The RRDSs communicates regularly with NYSDOH, collaborate with local government entities, waiver service providers and advocacy groups in order to be an active member of the network of services and supports in the community.

# RRDS Role

It is the responsibility of the RRDSs to assist NYSDOH in ensuring that waiver participants in New York State, who are individuals with disabilities and seniors, are able to live as independently as possible in the community.

The RRDSs works closely with NYSDOH to provide data and input as needed regarding the administration of the NHTD waiver in its region.

The RRDSs will meet with the participant at any time or place and has the right to access all records regarding a participant or waiver service provider's activity related to the waiver and waiver eligibility.

The RRDSs may access all providers and locations of service delivery at any time, including unannounced visits in order to monitor service delivery and to ensure the health and safety of service participants.

# RRDS Responsibilities

- Information, Resource, and Referral
- Development of Community Resources
- Manage Provider Enrollment and Training
- Interview and Preliminary Assessment of Potential Waiver Participants
- Review of All Service Plans
- Administer Notices of Decision (NOD)
- Review Implementation of Waiver Services
- Incident Reporting
- Technical Assistants and Support to Participants, Family Members and Others
- Technical Assistance to Providers
- Technical Assistance to Other RRDCs, Community Agencies, the State
- Develop and Submit Reports to NYSDOH

# Nurse Evaluator (NE)

The RRDC will employ, either directly or under contract, at least one Registered Professional Nurse (referred to as the “Nurse Evaluator”) to assist the RRDC in the administration and monitoring of the NHTD waiver program. The role of the NE is to provide clinical expertise related to the care and needs of waiver applicants/participants and to support the RRDC and the successful implementation of the NHTD waiver.

# Nurse Evaluator (NE) Responsibilities

- Assist the RRDS in reviewing SPs that are medically complex to assure information is accurate and utilizes resources and available services to meet the health and welfare needs of the participant;
- Conduct annual LOC assessments for waiver participants as requested by the RRDS;
- Attend Team Meetings where the participant's clinical needs may warrant further interpretation;
- Support the participant's right to be the decision maker regarding life goals, activities, services and providers;

# Nurse Evaluator (NE) Responsibilities continued

- Be available to participants family members/informal supports and legal guardians to answer questions and address concerns of a clinical nature;
- Maintain required documentation including visits, assessments, consultations recommendations, technical assistance, etc; and
- Prepare reports summarizing services provided and progress made toward attaining waiver program objectives in cooperation with RRDC requirements for submission of quarterly and annual reports to the regional QMS and DOH.

# Role of Service Coordinator

Service Coordinator is responsible for:

- Facilitating the Initial Service Plan (ISP) and waiver program eligibility
- Facilitating that the waiver applicant/participant's Plan of Protective Oversight (PPO) is completed and supports the service plan
- Securing initial and annual level of care assessments

# Role of Service Coordinator continued

Service Coordinator is responsible for:

- Facilitating and coordinating the acquisition, oversight, and delivery of multiple services among multiple providers;
- Coordinating and assuring that Team Meetings are scheduled and held;
- Conducting monthly face to face visits and quarterly in-home visits with the participant;



# Role of Service Coordinator continued

Service Coordinator is responsible for:

- Responding to participant crises and emergencies;
- Addressing any problems in service provision;
- Ensuring annual service plans (Revised Service Plans/RSPs) are completed in a timely manner; and
- Ensuring each participant's records are maintained for at least six (6) years after termination of waiver services.

# Service Coordinator Supervisor

Any agency that employs 2 or more Service Coordinators (SC) must employ a Service Coordinator Supervisor who fully meets the qualifications of a SC.

- Must meet with each of the waiver participants served by the SC staff before approving the RSP, at least annually
- Must meet with their staff monthly
- Must review and sign all service plans
- May maintain an active caseload not to exceed 25 waiver participants

# Role of NYSDOH

NYSDOH is responsible for assessing the performance of contracted and/or local/regional non-state entities that conduct waiver operational and administrative functions.

NYSDOH oversees the operation of the NHTD waiver, and the fulfillment of Regional Resource Development Center (RRDC) contractual obligations in accordance with section 366 (6-a) of the Social Service Law. NYSDOH waiver staff monitor RRDC contractors' administration of the program.

The RRDCs employ Regional Resource Development Specialists (RRDSs). NYSDOH requires that each RRDC employ one full time RRDS who works exclusively on the NHTD waiver. This position is designated by NYSDOH as the Lead RRDS.

NYSDOH also requires that each RRDC employ a Nurse Evaluator. Program-specific clauses of the RRDC contract memorialize the minimum experience and qualifications for the Lead RRDS and Nurse Evaluator.

## Role of NYSDOH continued

The contract further defines that any candidate under consideration for these positions must be approved by NYSDOH prior to employment.

With reasonable notice and written justification, NYSDOH may require the contractor to remove from the contract any employee justified by NYSDOH as being incompetent, otherwise unacceptable, or whose employment on the contract is considered contrary to the best interests of the public or the State.

The contract and the NHTD Program Manual also establish the roles and responsibilities of the RRDC. The RRDC is responsible for the development, management, administration and monitoring of the NHTD waiver on a regional level

NYSDOH monitors the performance of the RRDCs on an ongoing basis.



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