

# Fact Sheet

## Proposed Community Support System Provider Type

The Arkansas Department of Human Services (DHS) is working to implement an innovative, new provider type to support clients who get home- and community-based services (HCBS). This new Community Support System provider certification will allow providers to serve clients with complex developmental (DD), intellectual, and behavioral health (BH) needs in the PASSE program effective January 1, 2021 under one certification. Currently, providers must have a certification to serve people with BH needs and one to serve people with DD needs to serve people with co-occurring or dually-diagnosed BH/DD issues

### Why is this new provider type needed?

Although DHS has improved HCBS services to more tailored and intensive levels through the PASSE program and the Adult Behavioral Health Services for Community Independence program, major needs remain.

- The program lacks a robust number of providers to serve these DD, BH, and dually diagnosed clients, which leaves gaps in care. The necessary structure is in place, but providers need two separate certifications to provide the services.
- Providers have remained siloed, serving **either** DD or BH clients instead of serving **both** populations, making clients with higher and more complex levels of need become harder to place.
- Providers have reported fears of serving a new population without proper training, even though they do recognize that services for these populations are very similar.
- Providers also say it is difficult to obtain a second certification with different staffing and physical plant requirements. The two certifications today are:
  - CES Waiver Certification - allows certified providers to serve clients with a DD diagnosis
  - Outpatient Behavioral Health Agency - allows certified providers to serve clients with a BH diagnosis

### How will the proposed changes help?

This Community Support System Provider will fill in the gaps in the continuum of care for DHS's highest need clients and break down barriers between the types of DD and BH services to allow for easier and faster program transitions for clients.

The need for two different certifications for providers to serve the BH and DD populations will be eliminated, although the individual certifications will remain in place for providers who choose to serve a single population.

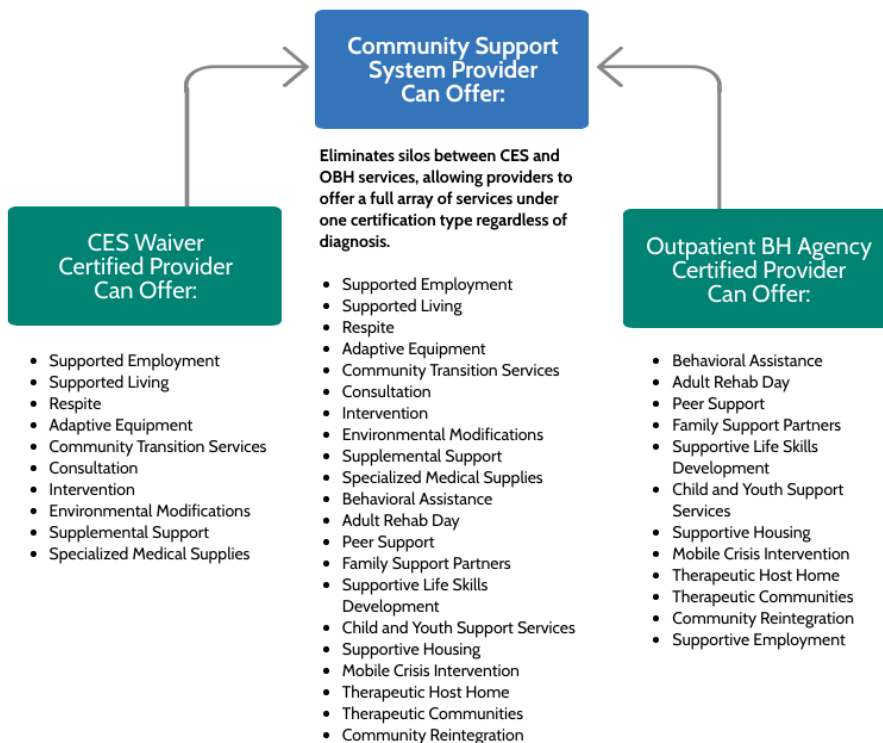
The new certification will provide an improved continuum of care to include not only assistance, such as habilitation and social services, but also medical treatment, mental health and addiction services, and rehabilitation. These services may be provided in the client's home, a hospital or clinic, or a residential facility.

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## How will the new provider type be different from what we have now?

Once implemented, this new provider type will provide a new certification to allow providers to serve both DD and BH populations with aligned requirements. The chart below shows services that the Community Support System Provider will be able to offer versus the current siloed provider types we have today.

### Proposed vs. Current Provider Types



## What will providers need to do?

The provider enrollment and certification process for the new Community Support System Provider type is proposed to begin January 1, 2021. Two levels of certification will be available – base level and enhanced level. The base level certification will allow providers to offer:

- Supported living
- Supported employment
- Crisis intervention
- Consultation
- Respite
- Supplemental supports
- Peer support
- Behavior assistance
- Family support partners
- Supportive life skills
- Supported housing
- Community transition
- Monitoring and supervision
- Child and youth support

The enhanced level certification will meet all base level requirements plus clinical requirements and physical plant requirements when appropriate. The enhanced certification will allow providers to offer all base level services and the following additional services:

- Therapeutic Communities
- Community Reintegration
- Adult Day Rehabilitation for BH and dually diagnosed clients
- Mobile Crisis

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## What is the proposed timeline for implementing this new provider type?

Before providers can become certified and enroll as the new provider type, the 1915c Waiver slots and new certification manuals must be approved. Each are progressing through the approval process now:

