

Attachment 1: Guide to Identifying Unmet Needs

A need is directly related to a service, support, or durable medical equipment that is necessary for a person to meet their basic requirements for health, safety and well-being. When a need is identified by a person and their team, it is included in the person centered plan.

Unmet Need: An unmet need is the identification of a service or support outlined in the ISP and/or ordered in the DD HCBS Plan of Care that has not been implemented in a timely basis, generally defined as exceeding 30 days from the date of expected implementation. An unmet need may be categorized as such if the failure to implement the service or support within a shorter time period (less than 30 days) jeopardizes the individual's health or welfare. Likewise, the identification of an unmet need may exceed 30 days, such as in the case of a request for an alternative living arrangement that does not rise to a health and welfare concern, and requires additional time to identify appropriate housing or resources to meet that request. An unmet need is also defined as a new need for services or supports that had not been previously identified in the ISP, necessitating an amendment to the ISP for implementation.

Unmet needs include but are not limited to the following categories:

- 1) Failure to initiate therapy services authorized or ordered in the ISP within 30 days of the ISP approval date (ICF/ID) or issuance of the Prior Authorization (HCBS waiver).
- 2) Failure to secure necessary medical, dental, lab or diagnostic services within the timelines recommended by the physician or team.
- 3) Failure to initiate other supportive services such as day or vocational services, recreation, adult education, transportation, PERS, and home modifications within 30 days of the ISP approval date or issuance of the Prior Authorization.
- 4) Failure to support the individual to identify a new provider of HCBS waiver services within 30 days of the request.
- 5) Failure to modify an ISP, and issue Prior Authorizations (HCBS waiver), to address an identified unmet need within 30 days of the identification of that need.

Once a need is identified the team will develop and implement a plan to address the need within a reasonable time and/or to provide emergency services and supports to meet the need until a permanent or long-term solution is developed.

Some examples of unmet needs are:

- a. The service, support or durable medical equipment has not been provided in a reasonable length of time (generally within 60 to 90 days), or
- b. The lack of service, support or durable medical equipment has an identifiable negative impact on the person's health, safety and well-being; or
- c. Emergency services were not put in place or there was no action on the part of the team to put in place the supports; or

- d. There are barriers that interfere with meeting the person's need so that the need is not met after a reasonable period of time (usually 30 days), and the need becomes an unmet need; or
- e. Any support or service recommended for an individual in the ISP however the service/support remains outstanding due to lack of resources for over 30 days; or
- f. Someone is receiving services and/or has supports but something changes and they need additional or enhanced service or support.

Some examples:

- a. Someone uses public transportation but moves to a location where public transportation is not available; the need for transportation is an unmet need immediately, unless the team has accommodated that need in another way e.g. cab vouchers or other generic transportation services that satisfies the person's expectations.
- b. If someone experiences a life change such as having a stroke and loses the ability to speak, the person's communication may immediately represent an unmet need unless the team is actively supporting the person to use augmentative communication devices to communicate. This active support must be clearly documented and be acted upon, such as authorizations for evaluations, evaluations are conducted, order is placed for communication devices, and alternatives are put in place pending the receipt of the preferred device. If the person still does not have the preferred device after 60 days, this is an unmet need and must be classified as such.
- c. A person is not able to accomplish his or her goals because they reside with 6 other persons in a group home and are not permitted sufficient individualized teaching strategies and independence. The person and the team have requested supported living services. This is an unmet need if the person has not accessed supported living services within 60 days. During the 90- day period, there must be documentation of referrals to supported living opportunities and active transition activities based on those opportunities.