

Provider Agency Guidance for Internal Moves of Individuals or Direct Support Professionals (DSP) within the same Provider Agency

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The COVID-19 pandemic continues to create circumstances in which Family Living, Supported Living and Intensive Medical Living Service agencies may need to move individuals and/or Direct Support Professionals (DSP) to a different home within their agency to address the specific circumstance. When these internal agency moves occur, DSP will be providing supports to individuals who may have difficulties adjusting to new surroundings, housemates, and staff.

To best support the health and safety needs of the individual, and to maintain the quality of care delivered by DSPs, agencies must assure all necessary arrangements are in place when these moves occur, to include assuring that DSP receive the required Individual Specific Training (IST), even if the move is only temporary.

Please be mindful when contemplating a move, the foremost consideration should always be the health, safety and wellbeing of the individuals involved. Another important consideration is healthcare coordination, which involves deliberately organizing individual care activities and sharing information among all concerned and involved with a person's care to achieve safer and more effective care. This means that the person's needs and preferences are known ahead of time and communicated at the right time, to the right people, and that this information is used to provide safe, appropriate, and effective care.

If any person within the new household is at risk for sexual exploitation or abuse, is at risk for sexually inappropriate and/or offending behavior or has had or currently has a Risk Management Plan in place, it is imperative that a member of the IDT speak to Bureau of Behavior Support staff for technical assistance. It is the responsibility of the agency to provide notification to the IDT including the individual and/or Guardian 24-hours in advance of the move. This will allow the IDT the opportunity to ask questions; to plan and support the individual and their new staff; minimize disruption of services; and train and monitor implementation of plans as needed. In extremely urgent situations, agencies may need to move individuals or staff prior to notifying the IDT but notification should occur as soon as possible and no later than 24-hours following a move.

Since internal moves may need to occur rapidly, after hours and/or on weekends, the agency has the primary responsibility to quickly share critical information with the new DSP(s). This includes but is not limited to:

- Medical records (paper or electronic), including: the ISP and an up-to-date Individual Data Form; diagnoses; medical and behavioral needs; current recommendations for assessments and treatment; and other services
- Contact information for the Primary Care Provider and the MCO Care Coordinator
- Identification cards including Social Security, Medicaid, and Medicare Cards
- Legal paperwork (e.g., guardianship, Power of Attorney Advanced Directives, etc.)

- Information on baseline abilities, skills, typical behaviors; any known subtle signs of illness and any immediate safety concerns
- Current physician orders; medications; treatments and nutritional needs
- Communication preferences; adaptive equipment, assistive technology, and Remote Personal Support Technology
- All current health and behavioral related plans such as: Healthcare Plans, Comprehensive Aspiration Risk Management Plan, Medical Emergency Response Plans, Positive Behavior Support Plans, Behavior Crisis Intervention Plans, Therapy Plans from occupational therapists, physical therapists, speech language pathologist and Written Direct Support Instructions.
- All medications
- All specialized equipment such as tube feeding, and treatment supplies, beds, chairs, lifts, and bathing equipment -These items must be transferred the same day the individual is moved.
- Transfer of the individual's assistive technology used for telehealth services with passwords provided and shared as needed should be transferred on the same day as the person is moved.
- Information on any planned visits, meetings, or appointments
- If the person has environmental modifications all efforts should be made to place them in a residence with comparable access
- Leisure, social, or generic community service needs, and preferences must be communicated with all DSP
- If the primary assigned nurse changes within the agency, then the current and new nurse must communicate prior to the move or as quickly as possible following the move

For additional information on how to mitigate staffing shortages, please visit: [Strategies to Mitigate Healthcare Personnel Staffing Shortages | CDC](#). In addition, please refer to the DDSD memo issued January 28, 2022, regarding Work Restrictions for Healthcare Professionals With SARS-CoV-2 (COVID-19) Infection and Exposure.

For additional inquiries please contact your respective Regional Director:

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Please contact your Regional Office Nurse as needed!! The Bureau of Behavioral Support staff may be contacted through the Regional Offices or through the Bureau of Behavioral Support (BBS) Crisis Line at 505-250-4292. BBS Statewide staff may be reached through email at:

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