

Community Guide Services

Provider Module Series

Presented by:

Office of Provider Network Supports
Division of Developmental Services
The Department of Behavioral Health and
Developmental Services



About this Module

- Scan QR Codes throughout presentation to access resources.

OR

- Click on embedded links to access resources. 



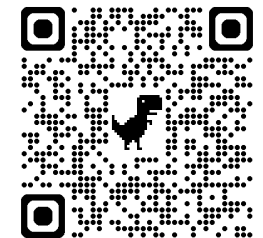
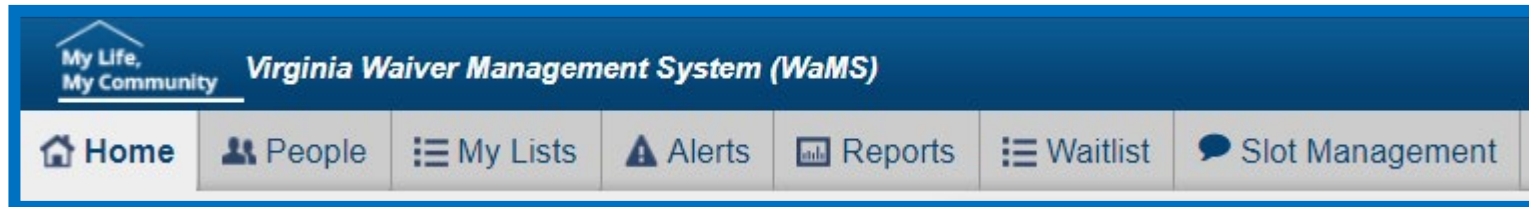
Common Acronyms

- **DBHDS:** Department of Behavioral Health and Developmental Services
- **CMS:** Center for Medicaid and Medicare Services
- **DMAS:** Department of Medical Assistance Services
- **HCBS:** Home and Community-Based Services
- **WaMS:** Waiver Management System
- **DD:** Developmental Disability
- **Waivers:** Community Living Waiver (**CL**), Family and Individual Supports Waiver(**FIS**), and Building Independence Waiver (**BI**)

Provider Requirements

Waiver Management System (WaMS)

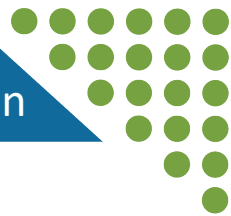
All Providers must be registered in WaMS prior to providing services under the Building Independence, Community Living, and Family and Individual Support Waivers.



https://dbhds.virginia.gov/assets/doc/ds/pd/ja_wams_provider-access-to-wams.pdf

Learning Goals

- Learn about Community Guide (CG) services
- Explore the two types of Community Guide services:
 - ✓ General Guide and Housing Guide
- Review allowable activities, service units, and limitations in service delivery
- Learn about provider requirements and training
- Explore documentation requirements



Service Description



What Are Community Guide Services?

- Community Guides help people make choices and be more independent
- Their goal is to help people grow, have fun, and do more on their own
- Sometimes they work behind the scenes to set things up, even when the person isn't there
- They find and connect people to local services and fun community activities
- This help doesn't last forever—it's for a short time to get people connected

What Are Community Guide Services?

- They help people apply for and keep using helpful community programs
- Guides support people to live in their own homes and not feel lonely
- They give advice and help people meet new friends in the community
- Community Guides talk with people in person or on video calls to learn about their interests

Learning Goals Check

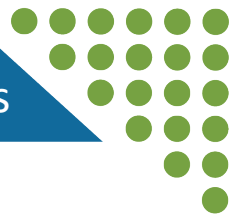
TRUE or FALSE?

Community Guides help people make their own choices and do things on their own. They give support so people can live in regular homes and take part in fun community activities.

Learning Goals Check

Answer: **TRUE!**






Allowable Activities




What Do Community Guides Do?

- Community Guides can help people face-to-face and by using video calls (this is called telemedicine).
 - The help they give depends on what each person needs and wants.
 - They follow an Individual Support Plan (ISP) to make sure the help fits each person.
 - They develop a Plan for Supports (PFS) that describes how they support the person.
 - They can only do and charge for things that are allowed by the rules and included in the person's plan.
- 

Types of Community Guides

General Community Guide
and
Housing Guide

General Community Guide

- Community Guides go with people to places like parks, classes, or community centers to show them how things work. They guide people through real-life activities like using the library, gym, playing community sports, or signing up for classes.
 - Guides teach people how to use helpful programs and services in person to reduce the need for paid supports.
 - Community Guides then follow up to make sure the person is doing what they want to do and getting the help they need.
- 

General Community Guide

- Community Guides talk with the person and their family to learn what they enjoy to make a simple step-by-step plan to help the person do those things by removing any problems in the way.
- They find ways to help the person become more independent and feel part of the community, and help the person make good choices and solve problems.
- They look up helpful programs that aren't covered by Medicaid and contact the right people.

Housing Guide

- This service helps people move into their own homes and learn how to keep living there successfully.
- A special helper called a Community Housing Guide works with others like support workers, housing teams, and landlords.
- They all work together to make sure the person finds the right home and gets the help they need.
- “Independent housing” means the person has their name on the lease or mortgage, and they don’t live with parents, grandparents, or guardians or in a provider managed setting.

Housing Guide

- Community Housing Guides learn what kind of home the person wants and any barriers. They make a special “Housing Road Map” to show step-by-step how to find and keep a safe, affordable place to live.
- They talk to rental offices, housing programs, and others to find homes that match the person’s needs, help fill out forms, go to apartment visits, and apply for rent help.
- They also help get money for things like security deposits, moving costs, furniture, or tools that make the home easier to use.

Housing Guide

- When it's time to move, they help plan everything—like hiring movers, setting up water and electricity, getting renter's insurance, and changing the person's address.
- Community Housing Guides teach people about their rights and responsibilities as renters, and what landlords are supposed to do too.
- If someone has a problem with a landlord or neighbor, the guide helps solve it and tries to prevent bigger problems like eviction.

Learning Goals Check

TRUE or FALSE?

General Community Guides and Housing Guides have different areas of focus when working with individuals.

Learning Goals Check

Answer: **TRUE!**





Service Units and Limitations



Service Units and Limitations

- Community Guide help is meant to be short and focused to reach a specific goal.
- A person can get one or both types of Community Guide services during the year.
- The total amount of help can't go over 120 hours in one year when one or both types of guides are used.

Service Units and Limitations

- Usually, each type of help can last up to 6 months in a row. If more help is still needed after that and there are hours left, more time can be requested.
- If the guide realizes they might go over the allowed hours (but not the year), they can request more hours.
- No matter what, they can't go over 120 hours for the whole year.

Service Units and Limitations

No more than twenty-five percent (25%) of authorized Plan for Supports (PFS) hours may consist of Community Guide activities conducted without the individual present, such as

- researching and contacting potential sites, housing properties, supports, services and resources.



Service Units and Limitations

- If Community Guides use video calls (telemedicine), the person and their home provider must agree to it and make sure it doesn't bother other people in the house.
- If the person is involved during the call, the whole service can be done by telemedicine, depending on what's written in their plan.

Service Units and Limitations

- Community Guides aren't allowed to do the same jobs as the Support Coordinator—they must do different work.
- Before using funds for this service, all other options must be used first (like local public programs e.g. parks and recreation, other local funding, or school-based programs).
- The Community Guide should discuss with the Support Coordinator and planning team to ensure other services aren't an option. The provider must keep clear records showing other services weren't available before beginning this service.

Service Units and Limitations

- Duplication of activities that are required to be provided by the **Support Coordinator** and other available funding sources, including those offered by **Virginia Medicaid State Plan, Department of Aging and Rehabilitative Services (DARS), and the Department of Education (DOE).**

Documentation in the CG record is needed to confirm that all other available and appropriate funding sources, including those offered by Virginia Medicaid State Plan, DARS, and DOE, as appropriate, have been explored and exhausted.

Learning Goals Check

TRUE or FALSE?

Community Guides can do up to 50% of their work indirectly, or without the individual present.

Learning Goals Check

Answer: **FALSE!**



Learning Goals Check

TRUE or FALSE?

Community Guides can request additional hours up to 150 hours per year.

Learning Goals Check

Answer: **FALSE!**



Documentation Requirements



Documentation Requirements


- Each person's record must include:
 - ✓ An age-appropriate SIS[®] assessment.
 - ✓ Documentation that other funding options (like Medicaid, DARS, or DOE programs) were checked and/or utilized first.
 - ✓ Copies of all letters and messages sent to the person, their family or caregiver, and support team must be saved.

Documentation Requirements

- Individual records must also include:
 - ✓ Notes from all phone calls, meetings, and talks with doctors, helpers, or other professionals must be written down.
 - ✓ If the person's support plan is updated or the service lasts more than a year, the whole team must work together to make changes that match what the person wants.

Documentation Requirements

A Plan for Supports that includes:

- ✓ What the person wants to do or achieve with a timeline for when the goals should be reached and a schedule for supports.
 - ✓ A list of actions staff will do to help the person (including learning skills under Community Housing Guide services, if desired) to reach their goals.
 - ✓ Notes about any limits placed on the person's choices, written according to human rights rules.
- 

General Community Guide Sample

Outcome:

John volunteers with a local organization.

Part III Shared Plan

Key steps:

- 1) John researches local volunteer opportunities online.
- 2) John visits three preferred volunteer organizations in person.
- 3) John completes volunteer application, if applicable.
- 4) John coordinates transportation to the location.
- 5) John contributes and engages with other volunteers.

General Community Guide Sample

Support Activity:

John volunteers with a local organization.

Part V Plan for Supports

No longer want or need supports when:

John volunteers with a local organization weekly through 10/31/25.

Support Instructions:

1. Meet John at Coffee Town Roasters on Thursdays at 2pm.
2. John likes to walk in together, so will wait in the parking lot if he is early.
3. John needs physical support paying for coffee and other items but orders for himself.
4. John is hesitant to talk with Coffee Club volunteer members, so you might need to ask them to “hold on just a second” until John speaks with others. This can take up to 30 seconds.
5. Write down contact numbers in John’s address book as he makes friends in the volunteer club.
6. His ride will arrive at 4pm, wait with him until his brother picks him up.

Housing Guide Sample

Part III Shared Plan

Outcome:

John moves to an apartment in order to have more independence.

Key steps:

- 1) John is referred for Housing Community Guide Services.
- 2) John learns about and selects a neighborhood and apartment.
- 3) John accesses housing resources and plans his move.
- 4) John applies for an apartment he likes.
- 5) Upon approval John arranges utilities, deposits, and a monthly budget.
- 6) John moves into his apartment.

Housing Guide Sample

Part V Plan for Supports

Support Activity:

John tours neighborhoods and apartments.

No longer want or need supports when:

John visits two possible apartments each week for 3 weeks.

Support Instructions:

1. Assist John with preparing a checklist with questions to ask at each apartment visit (e.g., rent, tenant paid utilities, application fee, security deposit, other fees, etc.)
2. Use the internet to help John identify apartment properties to visit based on his needs and the subsidy requirements
3. Assist John by arranging transportation through Quick Ride (888-020-9897) to apartment visits
4. Introduce John to leasing staff during visits
5. Support John to complete his checklist and record in a note what works/doesn't work for each apartment he views

Progress Notes:

- Notes should be personal and explain how the person did each day or during each visit.
- Observations should be written every day, or on the day service was given.
- Notes must show if the help is working and be based on the person's support plan (ISP).
- Notes should be written, signed, and dated the same day the help was given.

Person-Centered Reviews:

- Quarterly Person-Centered Reviews (PCR) must include:
 - A review of progress towards each outcome.
 - Any issues or problems identified and potential solutions.
 - Any new safety concerns.
 - Any changes the person or their family wants, and if they're happy with the help.
- Significant events.

Person-Centered Review:

- This person-centered review must be reviewed with the person and their family.
- The discussion should be written down either by the person/family signing the paper or by writing a note that says what they talked about.
- Then given to the Support Coordinator within 10 days after each quarter ends.

Additional **Housing Guide** Requirements

Housing Guide should also retain:

- A copy of any rent assistance eligibility (e.g., voucher, certificate),
- A copy of the rent assistance participation agreement,
- A copy of the individual's lease,
- Copies of lease violation notices and rent assistance program violation notices,
- A copy of the Community Housing Guide Tenant Screening and Tenant Roadmap forms (DMAS-P262).

Developing a schedule

Community Guide Weekly Schedule

Name: John Smith

ISP Start: 7/1/25

ISP End: 6/30/26

Hours authorized	Monday	Tuesday	Wednesday	Thursday	Friday
2 hours	Researching community options (John not present)				
4 hours			Going with John to the weekly coffee club meeting		
4 hours					Attending planned community event with John
8 hours per week direct support					
2 hours in-direct support					
2/8 = 25% indirect support time					

Example schedule

Note that the indirect support time is clearly indicated and does not exceed the 25% limit allowed under the service.

Comments: Schedule may be adjusted based on specific needs and individual preferences.

Learning Goals Check

TRUE or FALSE?

Because Community Guide Services are limited to 120 hours per year, person-centered reviews, or quarterlies, are not required for the service.

Learning Goals Check

Answer: **FALSE!**



Provider Qualifications



Provider Qualifications

- ✓ All providers of Community Guide services must have a Provider Participation Agreement with DMAS.
- ✓ The provider designated in the Participation Agreement shall directly provide the services and bill DMAS for reimbursement.

Training Requirements

General Community Guide

- Person-Centered Thinking *and*
- Community Connections Training



Housing Guide

- Person-Centered Thinking *and*
- DBHDS Independent Housing Curriculum Modules 1-3



Definition

Community Guide

H2015

“Community Guide services include direct assistance to promote individuals’ self-determination. This service involves coordinating community-based resources that provide a connection to and independent participation in integrated, independent housing and/or community activities to avoid isolation...”

- This service is designed to be short-term and periodic in nature

TWO TYPES OF COMMUNITY GUIDE

GENERAL COMMUNITY GUIDE

Determine specific preferred activities in the community to promote inclusion and independent participation in the life of his/her community

Desired Result: Increase in natural supports, as opposed to increasing hours of paid supports.

GENERAL HOUSING GUIDE

Supporting an individual’s move to independent housing by helping with transition and tenancy sustaining activities

Independent, integrated housing = the individual has a mortgage or lease in his/her own name, does not live with his/her parent, grandparent or guardian; and housing is separate from services

Service Limitations

Community Guide

- ☐ Each type may be authorized for up to six consecutive months during ISP year
- ☐ No more than 120 hours in an ISP year (cumulative- both types of CG)
 - After six months, may request additional units IF the 120-hr limit has not been reached
- ☐ CG will not supplant or duplicate SC activities
- ☐ No more than 25% of total hours may consist of activities w/out the individual present
- ☐ All other funding sources for this waiver service must be explored/exhausted
- ☐ Telemedicine Options

Required Documentation

- ☐ Part V
 - Include skill building; Identify type of CG
- ☐ Schedule
- ☐ Justification for services
- ☐ *Community Housing Guide:
 - Tenant Screening Form (DMAS-P263); Housing Road Map (DMAS-P262)

Both types of
CG may be
authorized in
a plan year

Learning Goals Check

TRUE or FALSE?

The training requirements are the same for both the General Community Guide and the Housing Guide.

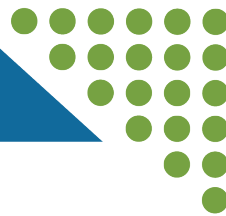
Learning Goals Check

Answer: **FALSE!**



Learning Goals Review

- ✓ Learn about Community Guide services
- ✓ Explore the two types of Community Guide services:
 - ✓ **General Guide** and **Housing Guide**
- ✓ Review allowable activities, service units, and limitations in service delivery.
- ✓ Learn about provider requirements and training.
- ✓ Explore documentation requirements



Learning Goals Check

Question #1

TRUE or FALSE?

There are three types of Community Guides: Housing, Service, and General Community Guide.

Learning Goals Check

Answer: **FALSE!**



Learning Goals Check

Question #2

TRUE or FALSE?

General Community Guides support individuals to identify, access, and participate in integrated community activities and resources.

Learning Goals Check

Answer: **TRUE!**



Learning Goals Check

Question #3

TRUE or FALSE?

Housing Guides do not support individuals with details of moving and do not help resolve landlord tenant disputes.

Learning Goals Check

Answer: **FALSE!**



Learning Goals Check

Question #4

TRUE or FALSE?

Community and Housing Guide Services are intended to be periodic and short-term.

Learning Goals Check

Answer: **TRUE!**



Learning Goals Check

Question #5

TRUE or FALSE?

Providers are required to have a participation agreement with DMAS to provide and bill for Community Guide Services.

Learning Goals Check

Answer: **TRUE!**



Additional Resources

DBHDS

Virginia Department of Behavioral Health
and Developmental Services

- Division of Community Services
- Offices of Licensing and Human Rights

Visit the website:

Virginia Department of Behavioral Health and
Developmental Services



Contact you Community Resource Consultant





THANK YOU!