

Bureau of Managed Long Term Care

Overview for Managed Long Term Care (MLTC) Plans Social Adult Day Care (SADC) Compliance Process Transcript – 11/19/2025

1 Presentation Transcript

1.1 Slide One

- Paul Pfeiffer 00:00:01.325 --> 00:01:27.488

Good afternoon, everyone, and welcome. We are delighted to have you join us for today's webinar on SADC compliance reviews, an essential process that strengthens accountability and transparency. My name is Paul with the Department of Health in the Bureau of Managed Long term care. Today's webinar will strengthen your understanding of the SADC compliance framework, how it works, and why it matters. Over the next hour, we're going to explore the purpose and structure of SADC compliance reviews and discuss our best practices for reporting, evaluation, and following. Our aim is to ensure that every participant leaves with greater clarity and confidence in navigating the compliance review process. Before we begin, a few quick housekeeping notes, this meeting is being recorded, and the slides and recording will be added to the DOH website. Once they're on the website, we'll be sending out an email notification to all the MLTC plans. We will have time for Q and A at the end. Please add all questions to the Q and A chat and we will answer as many as we can or follow up with email. Once again, thank you for joining us and for your commitment. I will now pass it off to Susan.

1.2 Slide Two

- Susan Rago 00:01:27.488 --> 00:02:08.670

All right, good afternoon and welcome again to the 2026 kickoff webinar for the social adult daycare compliance reviews. I'm excited to be one of your presenters today. My name is Susan Rago, and today we are going to talk about the 2026 compliance review process. Today's agenda will cover an overview of the compliance review process, an inside look at a compliant SADC. Highlights from the 2025 review year. Looking ahead at updates for the 2026 reviews. We'll review some of the available resources for MLTC plans and SADCs and where to find them and at the end there will be a Q and A So as a reminder, please enter any questions into the chat.

1.3 Slide Three

- Susan Rago 00:02:08.670 --> 00:02:31.620

Now, let's talk about the compliant review process. As a reminder, all SADCs contracted with MLTC plans must be reviewed annually to ensure compliance with the HCBS final rule.

1.4 Slide Four

- Susan Rago 00:02:31.620 --> 00:04:53.892

We're going to start by taking a high-level look at the entire review process. Let's start from the very beginning. Scheduling the SADC review. The Department will send the request to schedule the SADC compliance review to the MLTC plan, and the MLTC plan will work with the SADC to select the best option for the review. Once the date has been selected, the Department will send the meeting invitation to all the necessary individuals. Once the SADC review is scheduled, you will receive an email request for the preliminary documentation. The Department will request this preliminary supporting documentation from the plan, and it is due within two weeks of the request being sent. Once the documentation is received by the Department, it is reviewed and determined if any documentation is missing or if additional documentation is needed. The Department will follow up with the MLTC plan to ensure all the required documentation was received. Next, we're going to talk about the SADC review and cover some of the things to make sure you have a successful meeting. The compliance review is scheduled for two hours to give enough time to complete the full review. On the day of the review, the Department will meet virtually with the MLTC and SADC representatives to complete the on site review. The Department will ask a series of questions to the SADC reps and the MLTC can support as necessary. Following the interview, there will be a walkthrough review of the SADC to verify compliance. Now, if remediation is needed, the Department will work with the MLTC to complete this process. The process occurs before the determination letter is sent, and we're going to go into further detail about the remediation process in the upcoming slides. Now for the determination letter process. Determination letters are sent once the Department has reviewed and identified that the action steps on the remediation plan are acceptable. The proof of remediation will be collected after the target completion date has been met. Now this leads us to the end of the review process. As a reminder, reviews for all SADCs occur on an annual basis, and the SADC review may or may not be scheduled with the same MLTC plan each year. Now here to talk about remediation and proof of remediation is my colleague, Jennifer DeCosmo.

1.5 Slide Five

Jennifer DeCosmo 00:04:53.892 --> 00:05:27.899

Thanks Susan and good afternoon, everyone. Let's start with what is the remediation plan. It is the corrective action plan established between the SADC and the MLTC plan. It documents how the daycare will remediate any non compliant area which was identified during the HCBS compliance review. In the next few slides, we'll review the remediation process. We'll show examples of remediation plans both acceptable and not acceptable, and lastly, we will review the process for proof of remediation. Next slide.

1.6 Slide 6

- Jennifer DeCosmo 00:05:27.899 --> 00:06:48.059

Thank you. This slide highlights the remediation plan process. The process starts after the SADC compliance review has been completed. If there is a not compliant finding during the review process, the Department will request a remediation plan. The Department will send a remediation plan template containing the areas requiring remediation to the MLTC plan. The plan will work with SADC to create the remediation plan. The MLTC plan reviews the remediation plan prior to submission to ensure all sections have been completed and confirm that the remediation steps listed are acceptable and will bring the SADC into compliance. The MLTC plan will submit the remediation plan to the Department for approval. The Department reviews the plan to ensure all the required information has been included. If the remediation plan does not address all the areas found to be not compliant or is otherwise deemed unacceptable, it will be returned to the plan. The Department will communicate with the MLTC

plan to discuss the areas that were not acceptable. When an acceptable remediation plan is received, the Department will notify the MLTC plan that it has been accepted and will then send a determination letter to each plan contracted with that specific SADC site.

1.7 Slide 7

- Jennifer DeCosmo 00:06:48.059 --> 00:07:47.489

Planning for remediation offers the MLTC plan and the SADC an opportunity to work together and address all areas that were found to be not compliant. The remediation plan shown here is not acceptable because it does not include all the components required and it's not completed in full. First, the remediation action plan does not inform members of the opportunity is available to them within the greater community or how they can make that interest known. Second, the target end date is missing, and thirdly, the SADC staff responsible for completing the action plan is unclear. Who is going to make sure this happens? As stated on the previous slide, a plan will be returned if all areas are not addressed. So, this plan would be returned to the MLTC plan for corrections. Next slide, please.

1.8 Slide 8

- Jennifer DeCosmo 00:07:47.489 --> 00:08:24.559

Now we'll look at an example of an acceptable remediation plan. The action to bring the SADC into compliance is clear. The steps highlight how they will inform members of the community activities available to them and how members can notify staff if they are interested in an activity. The target start and end dates are both listed, and it is clear who is responsible for completing the remediation action plan. This plan is clear and precise; therefore, it would be accepted.

1.9 Slide 9

- Jennifer DeCosmo 00:08:24.559 --> 00:09:28.426

Once the remediation plan has been approved, the MLTC plan and SADC can begin working on the proof of remediation. The MLTC plans obtain the proof of remediation from the SADC within the time frame stated on the remediation plan. The plan will review them to ensure the supplied documents will bring the daycare into full compliance. The plan should retain all documents that demonstrate proof of remediation and be ready to submit to the Department when requested. The Department will request the proof of remediation and review it. It is not acceptable; the Department will follow up with the plan and request updated documents. This process will continue until the proof of remediation has been accepted. Once the proof of remediation is approved, the Department will notify the plan that the documents were accepted or acceptable, and the SADC is now in compliance. Next, Susan will share the story of a compliant SADC.

1.10 Slide 10

- Susan Rago 00:09:28.426 --> 00:09:32.729

All right, thanks Jen. In the next section, we will discuss qualities of a compliant day care.

1.11 Slide Eleven

- Susan Rago 00:09:32.729--> 00:10:31.949

An SADC story, here we can see elements of a daycare that is compliant with the HCBS final

rule. Members are made aware of the rights by their daycare. You can see this demonstrated here. Members have access to food and drinks that SADC is supportive to the members interests and needs. Members are aware of community integration and how to ask for support. Members can choose from individualized activities. There's information about employment and volunteer opportunities and how members can make their interest known. Members can have visitors at any time, socialize with their peers freely and have access to private space. What we want to ask is, how are members made aware of their rights and how does the member access supports?

1.12 Slide Twelve

- Susan Rago 00:10:31.949 --> 00:10:51.269

In the next section, we'll talk about the 2025 successes and areas with opportunities for improvement.

1.13 Slide Thirteen

- Susan Rago 00:10:51.269--> 00:11:38.029

Notable areas of improvement. In 2025, the collaboration between the Department and the MLTC plan significantly improved. This led to efficient and smooth compliance reviews. Thank you all for your hard work and we look forward to continuing this in 2026. I would also like to highlight areas with high compliance across many SADCs in the 2025 reviews. Some of these high compliance areas where things like members were aware of their right to seek competitive employment and worker volunteer opportunities. Members were provided with private space to speak on the phone and visit with others, and the SADC ensured staff were knowledgeable about the capabilities, interests, preference, and needs of the members

1.14 Slide Fourteen

- Susan Rago 00:11:18.029 --> 00:11:43.079

Opportunity areas. In 2025, we saw opportunities for improvement. Some of these areas are members overall awareness of their rights, member awareness of available supports and how to request assistance. We also saw a need for continued education on the person centered planning process and the development of smart goals.

1.15 Slide Fifteen

- Susan Rago 00:12:03.079 --> 00:12:54.389

Here we'll look at the member rights for privacy, dignity, respect, and freedoms. It is important that members are informed of their rights, and the plan must ensure that daycares make their members aware of these rights. While this is not the only way, some ways we have seen daycares reach compliance is by posting signs and adding information to the members rights documents. Here's some areas to ensure members are informed of their rights. Member awareness is needed in these areas. Community integration activities, available transportation options, freedom to participate and chosen activities. In employment and volunteer opportunities. In addition, members have the freedom to have access to food at any time and have visitors of their choosing. Ensure members have the choice to associate with whom they choose and have meals in private if desired. Lastly members have the right to lead the person centered planning process, provide feedback on the programs such as program activities and meal options. Members can have activities adapted to their needs and preferences, and members have the right to attend appointments in the community during SADC hours.

1.16 Slide Sixteen

- Susan Rago 00:13:14.729 --> 00:13:39.468

Alright, let's talk about member awareness. How do members know? While each SADC is unique. The daycare is responsible to make sure their member is aware of how to access supports or receive assistance. How do members know how to request the following? Access to private space, how to request an alternative meal option, how to request changes to their SADC PCSP, how do they make their interest known about attending activities within the community, and how does the SADC support members with employment or volunteer opportunities? Now, back to Jennifer to talk more about person centered planning.

1.17 Slide Seventeen

Jennifer DeCosmo 00:13:39.468 --> 00:15:53.669

Thanks Susan. Before we review the person centered planning process, the Department would like to recognize the MLTC plans for how they have worked with the SADCs this past year. They educated them on person centered planning and the updated care plan template. The bar was raised in 2025, and the plans rose to meet it. Awesome job. So here are a few reminders when discussing person centered planning. The process is led by the member. The focus is on what is important to the member and not what is good for them as determined by someone else. The process can help the member decide how they want to live and the supports necessary to achieve that life. You want to ensure that the goals are aligned with activities. It's important to align the members goals with the activities and community integration opportunities they are interested in. Each goal should have an activity within the, within the SADC and or in the community. Discuss the supports needed for the member to achieve the goal or attend the activity. Remember supports are provided for all members, even those with health and safety needs. Share care plans. Collaboration between the MLTC plan and the SADC is key. The MLTC plan should share their care plan with each day where their members attend. As an MLTC plan, you are required to develop and maintain a comprehensive care plan that was created by the member. The care plan is intended to be a living document, which is updated at least annually or more often when there is a change in the members circumstances and or their needs. The care plan should be shared with all relevant service providers. Smart goals. A key element of the person centered planning process is member goal setting. Member goals need to be smart and will be discussed on the next slide. Just a quick reminder, the Department can only review the information provided by the MLTC plants. So, ensure you and the SADC are documenting the person centered planning process. We want to give you the credit for the work that you're doing. So, document and share.

1.18 Slide Eighteen

Jennifer DeCosmo 00:15:53.669 --> 00:18:02.149

So, let's review what a smart goal is. First, the goal must be specific. State the goal clearly, use a person centered statement. So, an example, member wants to sing more, that's not specific, but member wants to participate in a singing performance in the next three months, that is. Next, the goal needs to be measurable, so the goal should be able to be tracked and or measured to determine if it's on track. For example, member will sing in the choir, that's not measurable. However, member will sing in the choir for the annual senior night concert. That is, you want to ask yourself, is the goal achievable? It is best to break the goal into smaller actionable steps. Smaller steps can help the goals seem more attainable. To ensure the goal is achievable, any barrier should be delivered or should be identified and a plan to address

them should be developed. So, an example member will sing forever, it's not achievable, but member will attend rehearsals each Wednesday morning at the community center it's achievable and it's been broken into smaller parts. You want the goal to be relevant. Make sure the goal reflects what's important to the member. Here is a great example. Member enjoys singing and has participated in the community's senior choir concert over the past three years. That tells us it's relevant to that person. And the last piece is the goal is time bound. So set a time frame for when the goal should be achieved. It's helpful to periodically check the members' progress. So, an example member will sing once weekly at the SADC to prep to prepare for the concert on 20 December. It's a great goal. It's defined; it has an end date 20 December. For additional tips for effective person centered planning, please refer daycares to the person centered planning resource library on the Department's website. If an SADC is struggling to write smart goals, encourage them to try different interviewing techniques. The resource library provides numerous options such as motivational interviewing techniques that can be helpful. Full when speaking with a member to develop their goals.

1.19 Slide Nineteen

- Jennifer DeCosmo 00:18:02.149 00:18:23.509

So, let's look ahead to 2026 and see what's changing for next year.

1.20 Slide Twenty

- Jennifer DeCosmo 00:18:23.509 --> 00:18:42.509

The remediation plan has been updated and will be used for the upcoming review year. We'll review the other changes and how to complete the updated remediation plan in the next two slides.

1.21 Slide Twenty-One

- Jennifer DeCosmo 00:18:42.509-->00:19:20.969

But before we discuss the changes to the remediation plan, let's talk about what's staying the same. So, the location of the tabs and the instruction and cover page tab names are all staying the same. The tab names for remediation tab one and two have been updated to HCBS verification and PCSP compliance. The tab names were updated to clearly define the tabs contents. The other changes to the remediation plan impact the PCSP compliance tab only. This update will help streamline the remediation process. Each not compliant finding on one or three of the PCSPs submitted can now be addressed with just one remediation response. Now let's go to the next slide and see the updated remediation plan.

1.22 Slide Twenty-Two

- Jennifer DeCosmo 00:19:20.969 --> 00:21:19.169

So here's an example of the 2026 remediation plan, specifically the PCSP compliance tab. You can see, the layout has been updated, and it's important to note that this is a zoomed in view of the plan and only focuses on the top piece. You can see the instructions on how to complete the tab is located below the name of the SADC. Viewing from left to right, the contents of the plan are the determination of the reviews, the remediation action plans to bring the daycare into compliance. This is where you will add the action statements that address all areas of the PCSPs that were found to be not compliant. The target start and completion date are listed next and the SADC staff that is responsible for ensuring the steps to bring the SADC into compliance are completed. Remember, this is a zoomed in view of the plan, so the

Department's determination details will be populated based on the SADC compliance review. The section will list all areas of PCSP that were found to be not compliant and require remediation. The determination details contain a new tab titled combined question determination. This is the combination of all the PCSP questions for each of the care plans reviewed. This tab can also be filtered to show only the questions that were determined not compliant to make it easier to write your action statements. As stated on previous slides, the remediation plan must contain the action plan and ensure that it is clear and precise. You want that target to start and the completion date, and the SADC staff that is responsible for completing the action plan. Ensure the person is it's a clear person, clear title that you know who is responsible. Additionally, the colors have been updated throughout the plan. So now that we've seen what's new, Susan will continue to review the next steps.

1.23 Slide Twenty-Three

- Susan Rago 00:21:19.169 --> 00:21:24.009

Alright, next. Next Steps, 2026 reviews are right around the corner. Let's talk about how to prepare for a successful review year.

1.24 Slide Twenty-Four

- Susan Rago 00:21:24.009 --> 00:22:19.349

Preparing for 2026 reviews, here are some things to accomplish. Confirm SADCs are compliant and proof of remediation from the 2025 reviews have been collected and submitted to the Department. Confirm you have the support you need to be successful in 2026. Speak with the SADCs about the 2026 reviews and notify them of upcoming scheduling. As a reminder, scheduling starts next week, so be on the lookout for an email from the Department with dates for your reviews. And finally, reviews begin in January, which I cannot believe 2026 is only 41 days away.

1.25 Slide Twenty-Five

- Susan Rago 00:22:19.349 --> 00:22:39.349

Available resources. There are many available resources on our website for the plans and the daycares. The next slide will highlight a few of these resources for you.

1.26 Slide Twenty-Six

- Susan Rago 00:22:39.349 --> 00:22:45.419

Here you'll see a picture of our website homepage and some of the resources available. The Department has developed this website has a resource with tools and information about the compliance with the HCBS final rule. Please review the website for all updated documents for the 2026 review year. As you can see on the slide, there are many other available resources.

1.27 Slide Twenty-Seven

- Susan Rago 00:23:05.419 --> 00:23:47.184

As a final reminder, the PCSP template was updated in October of 2025 for clarity and ease of use. The notice that was sent was 31 October and it gives a summary of the updates. The updated template is available for immediate use, and it can be found on the website. In addition, it is linked here. Along with the updated template is the updated PCSP user guide. Again, this can be found on our website. Please be sure that daycares have these updated

resources. Thank you everyone for your time today. We'll move on to the Q and A and review questions asked in the chat.