



# 245D LICENSING STANDARDS PROVIDER TRAINING

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# Presenters

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# Agenda

## 1. Introduction

a. Background

b. 245D Standards

c. Applicability

a. Specify which services are basic and intensive

d. Service Planning and Delivery

e. Program Coordination, Evaluation and Oversight

f. Staffing Standards

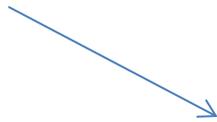
## 2. Resources

# Background

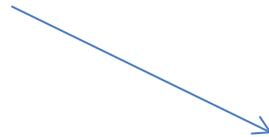
- Purpose
- Opportunities

# Service Planning and Delivery

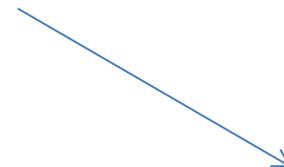
Assessment



Community Support Plan (CSP)



Coordinated Services and Support Plan  
(CSSP)



CSSP Addendum

# Service Planning and Delivery

- The CSSP is developed by case manager in consultation with participant and/or their representative
- Formal (paid) services: Identifies specific services, amount and type
- Identifies informal support
  - Friends, family, neighbors
  - Use of generic community services
- Provides direction to service providers
- Assigns responsibilities to service providers

# Service Planning and Delivery

- The license holder must provide services in response to the person's identified needs, interests, preferences, and desired outcomes as specified in the coordinated service and support plan and the coordinated service and support plan addendum, and in compliance with the requirements of section 245D.07 .

# Service Planning and Delivery

## Basic Support Services

- 24-hour emergency assistance
- Companion services\*
  - excluding companion services provided under the Corporation for National and Community Services Senior Companion Program
- Homemaker services\*
  - excluding providers licensed by MDH under chapter 144A and those providing cleaning services only
- Night Supervision
- Personal support
- Respite care services\*

\* Only EW and AC services within scope of 245D

# Service Planning and Delivery

## Intensive Support Services

- **Intervention Services, including**
  - Behavioral Support
  - Specialist Services
  - Crisis Respite
- **In-Home Support Services, including**
  - In-home family support & SLS
  - Independent Living Skills-Training
  - Semi-Independent Living Skills
- **Residential Supports & Services**
  - SLS
  - Foster Care
  - Residential Services in ICF/DD
- **Day Services, including**
  - Day training & habilitation
  - Pre-vocational Services
  - Structured Day Services
- **Supported Employment**

# Service Planning and Delivery

## CSSP Addendum

- CSSP addendum – 245D.02, subd. 4c
- The CSSP addendum is documentation required in chapter 245D, written by providers for each person receiving licensed services.
  - Collection of all documents that the provider is responsible for and must be found in the person's record.
- It will identify how services will be delivered to meet the person's identified needs and desired outcomes.

# Service Planning and Delivery CSSP Addendum - Development

- The person's support team or expanded support team participate in the development of the CSSP Addendum.
- Preliminary CSSP Addendum must be developed within 15 days of service initiation.
- Further timelines are based on services provided, basic or intensive support services.

# Service Planning and Delivery

## CSSP Addendum

### ALL PROVIDERS

- Identified services & supports
- Protection-related rights restrictions
- Health service needs, including med admin
- Psychotropic medications
- Incident reports
- Permitted instructional techniques & intervention procedures
- Positive support transition plan
- Emergency use of manual restraint
- Person-centered planning & service delivery
- Written reports
- Person's record, current services & admission form

### INTENSIVE SUPPORT SERVICES PROVIDERS

- Individual abuse prevention plans
- Assessments
- Service outcomes & supports
- Progress reviews

# Service Planning and Delivery – FAQs

- When does the CSSP addendum need to be developed?
- Who approves the CSSP addendum?
- How often must it be reviewed and revised?
- What's the difference between a “support” and an outcome?
- Do all person's receiving services need to have a risk management plan?

# Program Evaluation, Coordination and Oversight

Another important component of a 245D, is the coordination, evaluating and oversight of a license holder's program and services.

- 245D .081 outlines the coordination and evaluation of services to individual recipients and overall monitoring of the license holder's program.

# Program Evaluation, Coordination and Oversight - FAQs

- What are the duties of a designated coordinator?
- What are duties of a designated manager?
- Can the same the person act as the designated coordinator and manager?

# Staff Training Standards

- A license holder must ensure that staff providing direct support, or staff who have responsibilities related to supervising or managing the provision of direct support service, are competent as demonstrated through skills and knowledge training, experience, and education to meet the person's needs and additional requirements as written in the CSSP or CSSP addendum, or when otherwise required by the case manager or the federal waiver plan.

# Staff Training Standards

## Orientation

Direct care staff orientation combines supervised on-the-job training with review and instruction on the following:

- Orientation to program requirements, including
  - Job description
    - Responding to incidents
    - Safety practices
  - Policies & procedures
  - Data privacy
  - Service recipient rights & staff responsibility
  - Maltreatment reporting & protecting from maltreatment
  - Person-centered service planning & delivery
  - Basic first aid
  - Prohibited procedures & EUMR
  - Other necessary topics

# Staff Training Standards

## Orientation

Before having unsupervised direct contact staff must receive orientation to a person's individual needs.

- Review and instruction – as they relate to the person's job functions for that person:
  - For community residential services, includes:
    - Personal hygiene & grooming and other ADLs
    - Healthy diet
    - Instrumental activities of daily living
  - CSSP, CSSP Addendum
  - Medication administration
  - Medical equipment
  - Mental health crisis response, de-escalation, & suicide intervention

# Staff Training Standards

## Annual

Annual training includes:

- Maltreatment reporting and protection
- Data privacy
- Service recipient rights & staff responsibility
- Person-centered service planning & delivery
- Orientation to individual service recipient needs (see previous slide)
- Other necessary topics

# Staff Training Standards - FAQs

- Can staff use training from sources other than the license holder?
- What are the training documentation requirements?

# Resources

- [College of Direct Support](#)
- [Positive Support Community of Practice](#)
- 245D - HCBS self-monitoring checklists
- 245D - HCBS sample policies and procedures
- 245D - HCBS sample forms
- 245D - HCBS FAQs

# Contacts

- DHS – Disability Services Division  
651-431-4300  
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- DHS – Licensing Division, HCBS Unit, HelpDesk  
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