



Department of Intellectual and Developmental Disabilities

Staffing Standards for Day Services

The provider must develop a staffing plan for each day service provided. The staffing plan must comply with any licensing requirements and be adequate to protect the individual's health and safety and carry out all activities required to meet the outcomes and goals identified in the Individual Support Plan. The provider's staffing plan for the day service must be present in the provider's administrative office and adherence to the plan must be documented for purposes of monitoring. The plan must address staff coverage for peak hours and emergency and back up staffing. The provider's staffing plan for the home must be present in the home and adherence to the plan will be monitored by DIDD surveyors.

Natural supports on the job or in community activities may be used in the provider's staffing plan for employment or community based day services but does not reduce the provider's responsibility for the day service and does not affect billing for the day service. Day Services are not intended to replace services available through the Medicaid State Plan/TennCare program. Services provided by natural supports are not reimbursable and are excluded.¹

The following additional requirements must be met:

- At no time may an individual be left unattended in a vehicle.
- For individuals who require Level 1 - Level 3 staff support and supervision, at least one staff person must be on site whenever an individual is present.
- For individuals who require Level 4 staff support and supervision, at least one (1) staff person must be on site whenever an individual is present.
- For individuals who are receiving Level 5 (Medical Residential Services), the provision of Day Services is a component of the residential rate. The Day Services staffing requirements are the same as the residential requirements.
- For individuals who require Level 6 staff support and supervision, two (2) staff persons must be on site whenever an individual is present.

¹ Reference waiver definition of Day Services which is available online at:

http://www.tn.gov/didd/provider_agencies/ServiceDefinitions/ByTitle/DayServices.shtml