

**DEPARTMENT OF DISABILITY AND AGING**

**LEVEL DESCRIPTIONS AND STAFFING STANDARDS**

---**FOR DAY AND EMPLOYMENT SERVICES**

This document defines the service levels and staffing standards regarding each level of Day and Employment Services in the following categories: Facility-Based Day Supports, Community Participation Supports, Supported Employment-Small Group Employment Support, Supported Employment Individual – Discovery, Supported Employment Individual – Exploration, Supported Employment Individual – Job Coaching, Supported Employment Individual – Benefits Counseling, Supported Employment Individual- Job Development, Intermittent Employment and Community Integration Wrap-Around Supports and Non-Residential Homebound Support Services.

The provider must develop a staffing plan for each day service provided. The staffing plan must comply with any licensing requirements, must be adequate to protect the health and safety of person(s) supported and to carry out all activities required to meet the outcomes and goals identified in each person’s Person-Centered Support Plan (PCSP).

Day and Employment Services are not intended to replace services available through the Medicaid State Plan/TennCare program.

For a person who is receiving Respite or Medical Residential Services, the provision of Day and Employment Services are included in the residential rate. In order to promote and incentivize participation in individualized integrated employment, a person receiving Medical Residential Services may also receive Supported Employment Individual – Discovery, Supported Employment Individual – Benefits Counseling, Supported Employment Individual – Exploration, Supported Employment Individual – Job Coaching or Supported Employment Individual- Job Development and the provider shall not be responsible for the cost of these particular services. Other day and employment service staffing requirements are the same as defined in the residential staffing requirements.

**NOTE:** When supporting more than one person, access to the maximum number of staff required by the person with the highest level of need in the group must be met, including additional staff as needed to best facilitate achievement of the requested and intended outcomes for those supported.

**Facility-Based Day Supports**

**Staffing Plan Requirements**: The provider must develop a staffing plan for each facility that provides Facility-Based Day Supports.

The staffing plan must comply with any licensing requirements and be adequate to ensure the health and safety of persons supported at the facility and ensure sufficient staff to carry out all activities required to meet the outcomes identified in each person’s PCSP. During facility-based operating hours, the provider must provide two (2) direct support staff members for the first twenty (20) persons supported. One (1) additional direct support staff member must be provided for each additional increment of twenty (20) persons supported present.

**Level 1** – The person supported requires access to one (1) staff person to provide minor support to perform some tasks and participate in facility-based activities. The person may also need reminders to perform some activities. The person does not have behavioral or medical needs significant enough to routinely restrict participation in Facility-Based Day Supports.

**Level 2** – The person supported requires access to one (1) staff person to provide a moderate amount of staff support to perform some tasks and to participate in facility-based activities. The person may need assistance, as well as reminders, to perform some activities and may even require significant assistance with complex skills. The person does not have behavioral or medical needs significant enough to routinely restrict participation in Facility-Based Day Supports.

**Level 3** – The person supported requires access to one (1) staff person to provide assistance with most or all activities. Some activities such as eating and toileting, as well as more complex tasks associated with pre-vocational skills, may require significant or even continuous support. The person does not have behavioral or medical needs significant enough to routinely restrict participation in Facility-Based Day Supports.

**Level 4** – The person supported has behavioral or other needs that are so significant that the person requires close support, including one (1) staff at all times and access to additional staff as needed for some or all activities. In some instances, access to additional staff may be needed to help reduce risk to the person supported and members of the community or to minimize the potential of property destruction.

Level 4 also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies throughout the day. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist. Staff assistance is required to participate in some or all facility-based activities.

**Level 6** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times during the day and night so the person is not a danger to him/herself or the community.

**Community Participation Supports**

**Staffing Plan Requirements**: The provider must develop a staffing plan for each service that provides Community Participation Supports. The staffing plan must be adequate to ensure the health and safety of persons supported while in the community and ensure sufficient staff to carry out all activities required to meet the outcomes identified in each person’s PCSP.

At least one staff person must be present during the provision of services unless for a time limited period as part of a fading plan, the PCSP indicates the person can participate in integrated community activities without staff support.

**Levels 1-3** – The person supported requires access to one (1) staff person for minor to moderate support, or assistance with more complex tasks to participate in their chosen community-based activities. The person may need assistance in establishing meaningful community networks, facilitating social and health care arrangements and developing personal relationships with those they desire to engage. The person does not have behavioral or medical needs significant enough to routinely restrict participation in the community.

**Level 4** – The person supported has behavioral or other needs that are so significant the person requires increased support including one (1) staff at all times and access to an additional staff as needed, to best assure successful outcomes for their desired activities. In some instances, access to additional staff may be needed to help reduce risk to the person supported and members of the community or to minimize the potential of property destruction.

Level 4 also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies throughout the day. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist. Staff assistance is required to participate in all community-based activities.

**Level 6** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times during the day so that the person is not a danger to him/herself or the community.

**Supported Employment—Individual Employment Support**

**Staffing Plans Requirements**: This service is provided on a 1:1 basis that can include remote technology or face-to-face activities. At least one (1) staff member delivering the employment service must meet either Job Coach or Job Developer training credentials, outlined in the “Employment Staff Training Requirements for All HCBS Programs” grid, which can be found on DDA’s training website: https://www.tn.gov/disability-and-aging/about-us/divisions/training.html

**Pre-employment Services**

**Exploration**:

**Staffing Plans Requirements**: This service is provided on a 1:1 basis that can include remote technology or face-to-face activities. At least one (1) staff member delivering the pre-employment service must meet either Job Coach or Job Developer training credentials.

**Levels 1-3** – The person supported requires access to one (1) staff person for minor to moderate support, as well as more complex tasks associated with pre-employment activities and may require significant or even continuous support. The person does not have behavioral or medical needs significant enough to routinely restrict participation in employment within the community.

**Level 4** – The person supported has behavioral or other needs that are so significant the person requires increased support. This includes one (1) staff at all times and access to an additional staff person as needed, to best assure successful outcomes for their desired pre-employment activities. In some instances, access to additional staff may be needed to help reduce risk to the person supported and members of the community or to minimize the potential of property destruction.

Level 4 also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies while engaged in pre-employment activities in the community. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist. Staff assistance is required to participate in all pre-employment based activities.

**Level 6** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times while engaged in pre-employment activities so that the person is not a danger to him/herself or the community.

**Discovery**:

**Staffing Plan Requirements**: This service is provided on a 1:1 basis that can include remote technology or face-to-face activities. At least one (1) staff member delivering the pre-employment service must meet the Job Developer training credentials.

**Levels 1-3** – The person supported requires access to one (1) staff person for minor to moderate support, as well as more complex tasks associated with pre-vocational activities and may require significant or even continuous support. The person does not have behavioral or medical needs significant enough to routinely restrict participation in employment within the community.

**Level 4** – The person supported has behavioral or other needs that are so significant the person requires increased support. This includes one (1) staff at all times and access to an additional staff person as needed, to best assure successful outcomes for their desired pre-vocational activities.

In some instances, access to additional staff may be needed to help reduce risk to the person supported and members of the community or to minimize the potential of property destruction.

Level 4 also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies while engaged in pre-vocational activities in the community. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist. Staff assistance is required to participate in all pre-vocational-based activities.

**Level 6** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times while engaged in pre-vocational activities so that the person is not a danger to him/herself or the community.

**Job Development (Job Development Plan/Self-Employment Plan, Job Development Start-Up/Self-Employment Start-Up)**

**Staffing Plan Requirements**: This service is provided on a 1:1 basis that can include remote technology or face-to-face activities. At least one (1) staff member delivering the service must meet Job Developer training credentials.

**Tier C (LON 1-3)** – The person supported requires access to one (1) staff person for minor to moderate support, as well as more complex tasks associated with pre-vocational skills and may require significant or even continuous support. The person supported does not have behavioral or medical needs significant enough to routinely restrict participation in employment within the community.

**Tier B (LON 4)**– The person supported has behavioral or other needs that are so significant the person requires increased support. This includes one (1) staff at all times and access to an additional staff person as needed, to best assure successful outcomes for their desired activities. In some instances, access to additional staff may be needed to help reduce risk to the person supported and members of the community or to minimize the potential of property destruction.

Tier B also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies throughout the day. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist. Staff assistance is required to participate in all pre-vocational-based activities.

**Tier A (LON 6)** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times during the pre-vocational service so that the person is not a danger to him/herself or the community.

**Job Coaching**

**Staffing Plan Requirements**: This service is provided on a 1:1 basis that can include remote technology or face-to-face activities. At least one (1) staff member delivering the service must meet either Job Coach or Job Developer training credentials.

**Levels 1-3** – The person supported requires access to one (1) staff person for minor to moderate support, as well as more complex tasks associated with pre-vocational skills and may require significant or even continuous support. The person does not have behavioral or medical needs significant enough to routinely restrict participation in employment within the community.

**Level 4** – The person supported has behavioral or other needs that are so significant the person requires increased support. This includes one (1) staff at all times and access to an additional staff person as needed, to best assure successful outcomes for their desired activities. In some instances, access to additional staff may be needed to help reduce risk to the person supported and members of the community or to minimize the potential of property destruction.

Level 4 also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies throughout the day. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist. Staff assistance is required to participate in all community-based activities.

**Level 6** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times during the day service so that the person is not a danger to him/herself or the community.

**Stabilization and Monitoring**

**Levels**: There are no levels for this service. It is billed as a monthly rate.

**Supported Employment - Small Group Employment Support**

**Staffing Plan Requirements**: One (1) staff person per group of two (2) to three (3) persons who function as a work team.

**Levels**: There are no levels for this service. Rates are based on the number of persons supported within the group and are variable depending on how many persons participated each day.

**Supported Employment Individual - Benefits Counseling**

**Staffing Plan Requirements**: This service is provided on a 1:1 basis that can include both remote technology or face-to-face activities. Staff persons delivering the service must have a CWIC or WIP-C credential.

**Levels**: There are no levels regarding this service.

**Intermittent Employment and Community Integration Wrap-Around Supports**

**Staffing Plan Requirements**: The provider must develop a staffing plan which complies with all licensing requirements and is adequate to ensure the health and safety of persons supported. In addition, the provider must ensure there is sufficient staff to carry out all activities required to meet the outcomes identified in each person’s PCSP.

**Levels 1-3** – The person supported requires access to one (1) staff person for minor to moderate support as well as more complex tasks and may require significant or even continuous support. The person does not have behavioral or medical needs significant enough to require additional staff support.

**Level 4** – The person supported has behavioral or other needs that are so significant the person requires increased support. This includes one (1) staff at all times and access to an additional staff person as needed, to best assure successful outcomes for their desired activities. In some instances, access to additional staff may be needed to help reduce risk to the person supported or others, or to minimize the potential of property destruction.

Level 4 also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies throughout the day. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist.

**Level 6** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times during the day and night so that the person is not a danger to him/herself or others.

**Non-Residential Homebound Support Services**

**Staffing Plan Requirements**: The provider must develop a staffing plan which complies with all licensing requirements and is adequate to ensure the health and safety of persons supported. In addition, the provider must ensure there is sufficient staff to carry out all activities required to meet the outcomes identified in each person’s PCSP.

**Levels 1-3** – The person supported requires access to one (1) staff person for minor to moderate support as well as more complex tasks and may require significant or even continuous support.

**Level 4** – The person supported has behavioral or other needs that are so significant the person requires increased support. This includes one (1) staff at all times and access to an additional staff person as needed, to best assure successful outcomes for their desired activities. In some instances, access to additional staff may be needed to help reduce risk to the person supported or to minimize the potential of property destruction.

Level 4 also provides services for a person who requires staff assistance with many activities and more intensive support designed to allow for integration of multiple health and safety strategies throughout the day. These may include specialized positioning, specialized mealtime assistance techniques and transfers requiring more than one (1) person to assist.

**Level 6** – The person supported has behavioral or other needs that are so significant the person requires extremely close, continuous supervision including access to two (2) staff at all times during the day and night so that the person is not a danger to him/herself