



**COLORADO**

**Department of Health Care  
Policy & Financing**

**Adult IDD Waiver Redesign Stakeholders:  
Draft Service & Coverage Standards**  
*Residential Services – Working Draft*

**Disclaimer: Deliberative Document**

This **working draft document** is provided for policy development and discussion purposes only. The notes, discussions, comments, suggestions, and recommendations made in this document should not be seen as, or be interpreted as, having any effect or change whatsoever in the current or future waiver services as currently or ultimately written; neither should they be seen as representative of the positions, comments, or feelings of all or a majority of the State of Colorado, the Department of Health Care Policy & Financing, the Office of Community Living, the Policy, Innovation & Engagement Division, or the Service Development & Evaluation Unit, individually or collectively. The service and coverage standards detailed below are subject to change and may change significantly over the course of the project.

Service Development & Evaluation Unit  
Policy, Innovation & Engagement Division  
Office of Community Living  
Updated: ~~July 18~~May 2, 2019

# Residential Services

## Service Specifications

### Definition

- ~~1. Residential Services (RS) support members whose needs justify require 24/7 access to supports that ensure the health, safety, and welfare of a member. Services include supporting members' empowerment, self-advocacy and independence. This service and assists the member to live and participate fully in their community, by supporting the member in pursuing what is important to them as indicated in their Person Centered Support Plan those supports that assist the member in the acquisition, retention or improvement in skills necessary to support the participant to live and participate successfully in their community.~~

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### Eligibility

- To be eligible for Residential ~~S~~services, ~~waiver members~~ a member must ~~meet Needs-Based Criteria including~~ be assessed with needs-based criteria on ~~the~~ participate in an assessment of the amount, type, frequency and duration of their daily support needs, their support needs for community protection and safety, and ~~that their needs require 24/7 access to supports. the extent to which the member's needs could be met through Residential Service's comprehensive access or through Personal Support's incremental access, with consideration of~~through this criteria, the member must demonstrate that their needs justify more comprehensive daily access to supports than can be provided by Personal Supports, other waiver services, or ~~other available services or resources.~~

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### Covered Service Inclusions

~~Residential Services (RS) include:~~

- ~~1. support members whose needs justify require 24/7 access to supports that ensure the health, safety, and welfare of a member and those supports that assist the member in the acquisition, retention or improvement in skills necessary to support the participant to live and participate successfully in their community. More specifically, covered services include:~~

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- ~~1.~~
- ~~2. Living residence environmental safety assurances, in provider owned and operated settings, including Home maintenance to ensure safety of the living~~

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- residence, including home and yard maintenance, snow removal, and pest eradication.
- 2.
  3. Health and Wellness Coordination services liaison between residential direct providers and medical professionals or health and wellness professionals to support the member's overall wellbeing.
  - 3.
  4. Transportation to enable the participant to routinely engage in their community and live a full life. Travel services may include providing, arranging, transporting, or accompanying the member. Travel services do not include transportation to that is not related to employment or day service Employment Supports or Community and Personal Engagement waiver services. Travel services may include providing, arranging, transporting, or accompanying the participant to services and supports identified in the Person-Centered Support Plan.
  - 4.
  5. Supports and Training which may take the form of services, as indicated in the member's Person-Centered Support Plan, essential to daily independent community living and which may be provided across the following areas:
    - a. Supportive Supervision as identified in the member's Person-Centered Support Plan, up to and including access to 24/7 supports.
    - b. Activities of Daily Living (ADLs), which include basic self-care activities of mobility, transferring, bathing, personal hygiene, dressing, toileting, and eating.
    - c. Instrumental Activities of Daily Living (IADLs), which include activities related to independent living, including, but not limited to, preparing meals, managing money, shopping for groceries or personal items, performing housework, and communication.
    - a. Self-advocacy support, which may include education or training in expressing personal preferences, experiencing healthy lifestyles, increasing self-representation, increasing self-protection from and reporting of abuse, neglect and exploitation, advocating for individual rights and making increasingly self-determined choices.
    - d.
    - e. Emergency assistance training, which includes developing responses in case of emergencies, prevention planning, and training in the use of equipment or technologies used to access emergency response systems in so far as providing the training does not require qualifications beyond those of the Personal Support provider.
    - b. Life Skills Training, which are designed and directed with the client to develop and maintain their ability to sustain themselves physically, emotionally, socially and economically in the community; specifically training includes assessing, training, supervising, or assisting the client with activities including personal care (e.g. self-care and the activities of

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daily living), infant and childcare (for parents who have a developmental disability, medication reminders and supervision, time management skill building, safety awareness, skill development and training, task completion, communication skill building, interpersonal skill development, socialization training, community mobility training, identifying and accessing mental and behavioral health services, reduction or elimination of maladaptive behaviors, understanding and following plans for occupational or sensory skill development, problem solving, benefits coordination, resource coordination, financial management and household management. Life skills training designed and directed with the client to develop and maintain their ability to sustain themselves physically, emotionally, socially and economically in the community; specifically training includes assessing, training, supervising, or assisting the client with activities including personal care (e.g. self care and the activities of daily living), infant and childcare (for parents who have a developmental disability, medication reminders and supervision, time management skill building, safety awareness, skill development and training, task completion, communication skill building, interpersonal skill development, socialization training, community mobility training, identifying and accessing mental and behavioral health services, reduction or elimination of maladaptive behaviors, understanding and following plans for occupational or sensory skill development, problem solving, benefits coordination, resource coordination, financial management and household manage

f.  
e. Implementation of recommended follow-up counseling, behavioral or other therapeutic interventions by staff, under the direction of a professional. Implementation of physical, occupational or speech therapies delivered under the direction of a licensed or certified professional in that discipline. Services are aimed at increasing the overall effective functioning of the member.

g.  
d. Community access services that explore community services available to all people, unpaid supports available to the client and develop methods to access additional services, supports, or activities needed by the client.

h.  
a-i. Assistance with routine health-related tasks in a person's home and community. For the purposes of this service, health-related tasks include those that an otherwise eligible Personal Supports provider is authorized to perform as exempted under state law or as delegated by a Registered Nurse. Medical and health care services that are integral to meeting the daily needs of the member (e.g., routine administration of medications or tending to the needs of members who are ill or require attention to their

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medical needs on an ongoing basis), including administering medications, and administering gastrostomy tubes (g-tubes) services.

~~Cognitive services may include training involving money management and personal finances, planning and decision making.~~

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## Limitations & Exclusions

1. These services are individually planned and coordinated through the participant's Person-Centered Support Plan. The amount, type, frequency, and duration, of these services are determined by the participant's needs identified in the Person-Centered Support Plan.
2. These services are provided only when neither the member nor a Legally Responsible Person is willing and capable of performing or financially providing for them.
3. Waiver participants ages 18 to 20 who need assistance with health-related tasks may access those services under the Waiver to the extent that the services do not duplicate a service required under Early and Periodic Screening, Diagnostic and Treatment (EPSDT) or to the extent that the Medicaid State Plan, other resources, or another Waiver service is not responsible.
4. Waiver participants ages 21 and older who need assistance with health-related tasks may access those services under the Waiver to the extent that the Medicaid State Plan, other resources, or another Waiver service is not responsible.
5. Residential Services does not include services offered through other waiver services, except those that are incidental to the Residential Services training activities, or purposes, or are incidentally provided to ensure the client's health and safety during the provision of Residential Services.
6. Residential Services is not to be delivered simultaneously during the direct provision or on the same Person-Centered Service Plan as the following waiver services: Assistive Technology (~~Personal Support Technology~~), Caregiver Supports, ~~Chore-Home Maintenance~~ Services, Personal Supports, Intensive Supports (~~Short Term & Site-Based Supports~~), Transition Services (~~Life Skills Training~~).
7. Retainer payments may be made to ~~a Support Worker employed by an agency~~ the Residential Services provider ~~or the participant~~ when the Waiver participant is hospitalized or absent from his or her home. Retainer payments must equal the amount of paid care the support worker would have otherwise provided over the period of absence of the participant. ~~Support Workers employed by the participant may further collect retainer payments for time off from providing services to the participant. In these cases, retainer payments must equal the amount of paid care the support worker would have otherwise provided over the period of their own absence.~~ Support Workers, whether employed by an agency

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**Commented [SR18]:** SDE team is consulting with CMS TA consultant regarding exception to this required language.

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**Commented [BM20]:** 1. Residential providers often feel it is important to go to the hospital with their client and we need to encourage their being supportive.  
2. Would legislators have concerns about a provider being paid while the client was on vacation with family for 30 days per year, either in or outside of Colorado? And if Medicaid is paying the hospital, how can the provider bill for exactly the same hours?  
a. Deal with the vacation issue as well as the Medicaid billing issue.  
3. There should be no limits on vacations for the people we serve.

or the participant, may collect retainer payments for an aggregate maximum of 30 days per year.

## Service Requirements

[Person-Centered service requirements].

1. Per the Person-Centered Support Plan.
2. Choice
3. Autonomy
4. Community Integration
5. Protection of Rights

1. Legally Responsible Person
  2. Daily Support Time
  3. Needs-Based Criteria
  4. Eligibility for Residential Services
  5. Comprehensive Daily Access
- Authorized Representative.
5. Important To

## GLOSSARY

Term	Definition
Activities of Daily Living (ADLs)	Activities of Daily Living (ADLs), which include basic self-care activities of mobility, transferring, bathing, dressing, toileting, and eating. Components of these ADLs may include such activities as grooming, hygiene, walking, and support for maintaining continence.
Authorized Representative	Authorized Representative means an individual designated by the client or the legal guardian, if appropriate, who has the judgment and ability to assist the client in acquiring and utilizing supports and services. (Current definition in CCR 8.500).
Comprehensive Daily Access	Comprehensive Daily Access is 24/7 access to supports that ensure the health, safety, and welfare of a member and those supports that assist the member in the acquisition, retention or improvement in skills necessary to support the participant to live and participate successfully in their community.
Daily Support Time	Daily Support Time is the specified type and amount of assistance in ADLs needed by the member on a daily basis.
Empowerment	

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1. Legally Responsible Person
2. Daily Support Time
3. Needs-Based Criteria
4. Eligibility for Residential Services
5. Comprehensive Daily Access
6. Authorized Representative.
7. Important To

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<a href="#">Guardian</a>	<a href="#">Guardian means an individual at least twenty-one years (21) of age, resident or non-resident, who has qualified as a guardian of a minor or incapacitated client pursuant to appointment by a court. Guardianship may include limited, emergency or temporary substitute court appointed guardian but not a guardian ad litem.</a>
<a href="#">Important For</a>	<a href="#">Includes Issues of health, safety, well-being and what others see as necessary to help the person be valued, and be a contributing member of their community.</a>
<a href="#">Important To</a>	<a href="#">Includes those things in life which helps us to be satisfied, content, comforted and happy; what matters most to the person.</a>
<a href="#">Independence</a>	-
<a href="#">Instrumental Activities of Daily Living (IADLs)</a>	<a href="#">Instrumental Activities of Daily Living (IADLs), which include activities related to independent living, including, but not limited to, preparing meals, managing money, shopping for groceries or personal items, performing housework, and communication. Components of these IADLs may include such activities as daily planning, decision-making, problem-solving, transportation management, shopping, communication devices and techniques, service animal care, laundry.</a>
<a href="#">Legally Responsible Person.</a>	<a href="#">Legally Responsible Person means the parent of a minor child, or the member's spouse.</a>
<a href="#">Needs-Based Criteria (Residential Services)</a>	<a href="#">To access Residential Services, a member must establish that they require Residential Services by demonstrating needs through the following needs-based criteria: type, frequency and duration of their daily support needs; support needs for community protection and safety; and whether their demonstrated needs require 24/7 access to supports.</a>
<a href="#">Person-Centered Support Plan</a>	<a href="#">A Person-Centered Support Plan means the services and supports plan developed through the Person-Centered Planning Process, an ongoing problem-solving process used to help people with disabilities plan for their future. In person centered planning, groups of people focus on an individual and that person's vision of what they would like to do in the future.</a>
<a href="#">Self-advocacy</a>	-

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All sections and content in the remaining pages of this Service and Coverage Standard are provided as a template placeholder for only contextual purposes of demonstrating the format of a full Service and Coverage Standard. All contents of the following sections should not be seen as, or be interpreted as, having any effect on the sections and deliberative content in the preceding pages of this document. Further, the following sections and content are not to be seen or interpreted as representative of the positions, comments, or feelings of the State of Colorado, the Department of Health Care Policy & Financing, or any of the Department's Offices, Divisions, Sections, or Units, individually or collectively. The following sections and content of this Service and Coverage Standard are to be developed upon the Department's deliberation, development, stakeholder collaboration, and proposed determination of the content in the preceding sections.

## **Provider Specifications**

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### Provider Type

1. Program Approved Services Agency: Residential Services Provider

### Certification Requirements:

1. The Department of Health Care Policy and Financing Program Approval

### Other Standard

1. Program Management: Baccalaureate or higher Degree from an accredited college or university in the area of Education, Social Work, Psychology, or related field, and one year of successful experience in human services; or an Associate's Degree from an Accredited college and two years of successful experience in human services; or four years successful experience in human services.



2. Direct ~~Support Providers~~~~Care-Staff~~: Be at least 18 years of age, can communicate effectively, be able to complete required forms and reports, and be able to follow verbal and written instructions. Can provide services in accordance with the member's Person-Centered Support Plan. Have completed minimum training based on State training guidelines. Have necessary ability to perform the required job tasks and have the interpersonal skills needed to effectively interact with persons with developmental disabilities. Verification of Provider Qualifications Entity Responsible for Verification: The Department of Health Care Policy and Financing Frequency of Verification: Initially and every three years
3. All Direct ~~Care-Staff~~~~Support Providers~~: not otherwise licensed to administer medications must complete a training class approved by the Colorado Department of Public Health and Environment (CDPHE), pass a written test and a practical/competency test.

### Staffing Requirements

1. All individuals providing Residential Services shall be supervised by a person who, at a minimum, has met the credentials of Program Management, as outlined above.
2. All individuals providing Residential Services must meet the following qualifications:
  - a. Shall be at least 18 years of age.
  - b. Shall demonstrate competency in caring for the client, ~~to the satisfaction of the client and Authorized Representative.~~
  - c. Shall not have had a license as a nurse or certification as a nurse aide suspended or revoked or his application for such license or certification denied.
  - d. Shall be subject to ~~and clear~~ a criminal background check ~~and APS abuse registry requirements.~~
  - e. Oversight of staff shall include, but not be limited to, the following activities:
    - i. Orientation of staff to agency policies and procedures.
    - ii. Arrangement and documentation of training.
    - iii. Informing staff of policies concerning advance directives and emergency procedures.
    - iv. Oversight of scheduling, and notification to clients of changes; or close communication with scheduling staff.
    - v. ~~Written assignment of duties on a client~~ Member-specific ~~basis~~ information.
    - vi. Meetings and conferences with staff as necessary.
    - vii. Supervisory visits to client's homes at least every three months, or more often as necessary, for problem resolution, skills validation of staff, client-specific or procedure-specific training of staff, observation of client's condition and care, and assessment of client's satisfaction with services. At least one ~~of the assigned Personal Support staff~~ Residential Services direct

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| support ~~person~~ must be present at supervisory visits at least once every three months.

- viii. Following incident reporting guidelines.
- ix. Investigation of complaints and critical incidents within 10 working days.
- x. Counseling with staff on difficult cases, and potentially dangerous situations.
- xi. Communication with the case managers, the physician, and other providers on the care plan, as necessary to assure appropriate and effective care. Oversight of record keeping by staff.

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