

Division of Services for People with Disabilities Enhanced Staffing and Intensive Residential Habilitation (RHI) Support Guideline

Introduction:

This guideline is for use by Community Service Providers and/or Support Coordinators with individuals who receive Residential Rehabilitation Services in a 24- hour residential setting that are requesting or are currently receiving 4 or more hours per day of 1:1 staffing at their residential site. It will also be used for individuals who receive Day Services that are requesting or currently receiving 3 or more hours per day of 1:1 staff at their day support setting. This guideline is also to be used by Providers who are requesting an Intensive Residential Habilitation rate (RHI).

Using the following guidelines you can evaluate if the enhanced staffing and/or Intensive Residential Habilitation Services requests are necessary and determine how the additional supports will be used to address the identified needs of the individual.

SECTION ONE: Section One is to be completed by providers making a new Enhanced Staffing request, requesting the continuation of Enhanced Supervision and/or for providers requesting Intensive Residential Habilitation Services (RHI). Providers requesting the RHI rate will complete all questions in Section One and the additional questions in Section Two. **No requests will be approved for more than one year.**

INITIAL REQUEST FOR ENHANCED SUPERVISION/RHI

- 1.) The provider must complete the Enhanced Staffing Review Form and submit it to the Support Coordinator for the initial request. In cases where the individual does not have a provider, the Support Coordinator may complete the form. A Regional Supervisor can authorize an enhanced staffing request for up to 48 hours. The Regional Director must be notified within the 48 hours for continuation of the Enhanced Staffing. Funding for Enhanced Staffing/RHI will come from available regional funds as determined by the Regional Director. The Regional Director will determine how long the request will be approved for but approval not to exceed one-year.
- 2.) The Support Coordinator should thoroughly consider all the questions asked on the Enhanced Staffing Request Form prior to consultation with their supervisor and before obtaining authorization from their Regional Director. This must be done for both behavioral and medical requests for enhanced supervision.
- 3.) The Person Center Planning team should meet, as soon as possible, to incorporate within the person's existing plan specific staff actions, and data to be collected or documentation to be completed to support the Enhanced Staffing/RHI request.
- 4.) The Support Coordinator and Regional Supervisor must review any authorized enhanced staffing on an ongoing basis within time frames specified by the Regional Director.
- 5.) All individuals receiving enhanced staffing must be reviewed on an annual basis. The Enhanced Staffing Request Form and support documentation will need to be resubmitted to the Regional Director in order to continue receiving enhanced staffing.

CONTINUATION REQUEST FOR ENHANCED SUPERVISION

Those individuals currently receiving enhanced staffing supports/RHI must complete the Enhanced Staffing/RHI form in order to justify on-going Enhanced Staffing/RHI. Enhanced Staffing/RHI can be approved up to one-year and must be reviewed on an annual basis.

- 1) The Provider and support coordinator will review and document monthly the status of the enhanced staffing/RHI. This is to be done by including the additional questions found in the Enhanced Staffing/RHI Monthly Review guidelines within their current monthly summaries.
- 2) The Regional Director should review the approval for continued Enhanced Staffing/RHI annually to assure that the level of enhanced staffing is still required. The Support Coordinator may desire to review the request at the time of their annual planning process.

**COMPLETION OF THE REQUEST FOR ENHANCED STAFFING AND/OR
INTENSIVE RESIDENTIAL HABILITATION (RHI) FORM**

**Questions to be addressed when requesting and/or continuing an Enhanced Staffing ratio and/or
for providers requesting Intensive Residential Habilitation Supports (RHI) for up to one year**

1. What is the Current Situation?

- Why is enhanced staffing/RHI necessary at this time to maintain the individual in his/her community setting?
- What is the current staffing level and what Incident Reports help justify the need for additional staff supports?
- Are there exceptional medical needs that would require additional staff supports?

2. What is the purpose/goal of the enhanced staffing and/or RHI?

- Why does the person need enhanced staffing and/or RHI?
- What are the desired outcomes of enhanced staffing and/or RHI?
- Does the SIS indicate needs related to target behaviors and medical needs?

3. What will the person gain from receiving an enhanced staffing level and/or RHI?

- What activities, programs, training opportunities, behavioral replacement supports, etc., will be provided that would not be possible without the enhanced staffing?

4. List the specific considerations for the individual that should be addressed to make the enhanced staffing and/or RHI supports successful.

- Interaction Style: (Doesn't like to be touched, personal space, likes to joke around, eye contact, etc.)
- Personal communication style. If non-verbal, what do we know about alternate modes of communication: body language, eye contact, gestures, and vocalizations. (What they are and what they mean.)
- What does the person like to do/Personal Preferences?
- Are there any restrictions to activities or interactions which staff needs to be aware of?

5. What less restrictive alternatives were considered and why were these alternatives considered inappropriate?

- What types of less restrictive trials have been tested?
- When was the last time less restrictive programs were implemented?
- What other types of residential supports (placements) has this individual (lived in) received?

6. Does placement in the community remain appropriate with the proposed Enhanced Staffing/RHI?

- Would an ICF/MR setting more appropriately meet the individual's support needs?
- Should the individual be referred to the Developmental Center for evaluation and consultation?

7. List times and places enhanced supervision and/or RHI will be provided and the level of supervision.

Circle One:

- In every location.
- Only in the following locations – Specify.
- Times of day
- Level of supervision

Arms Length Supervision. An assigned staff person must remain within 36 inches (3 feet) of the person, keep that person constantly within his or her line of sight, and be able to intervene immediately as needed.

Close Proximity Supervision. An assigned staff person must remain within _____ feet (no greater than 15 feet) of the person, keep that person constantly within his or her line of sight, and be able to intervene within five (5) seconds.

Line-of-Sight Supervision. An assigned staff person must remain within twenty-five (25) feet of the person, keep that person constantly within his or her line of sight, and be able to intervene as needed within ten (10) seconds.

Heightened Supervision. The staff in the area must know where the person is at all times, visually observe the person within _____ minute (no greater than 15 minute) intervals, and be able to intervene as needed.

General Supervision. The level of supervision is no greater than for anyone else in the same area, and is provided through established staffing patterns and routines.

- Specify exceptions e.g. Bathroom, private bedroom, vehicle, home visit. Indicate locations excluded, and instructions for those locations.

8. What is the exit criteria or plan to fade the enhanced staffing and/or RHI rate?

- A plan should be developed to address how the enhanced staffing ratio and/or RHI rate will be decreased within the additional funding period.
- How are the enhanced staffing supports and/or RHI rate being used to teach replacement behaviors that will allow a decrease in staffing hours?
- Are additional medical and psychiatric supports going to be accessed through the state plan?

9. What administrative supports are in place to help maintain appropriate staffing levels?

- If staff relief is needed during the enhanced staffing assignment, specify what staff will do to ensure continued enhanced staffing while transferring the responsibility for its provision.
- If an emergency occurs in the general area, what is staff expected to do?
- Should the staff person carry a radio or cell phone? Specific instructions.

10. Is the behavior support plan current and effective?

- Is there a current behavioral plan addressing the reasons for the enhanced staffing and/or RHI plan in the individual's file?
- Does the behavioral plan address the current target behaviors?
- Is the plan in compliance with contract and rule?
- Do the monthly summaries support the effectiveness of the behavior support plan?

11. Does monthly summary documentation support the effectiveness of the enhanced staffing/RHI? (Only answer if request is for continuation of enhanced staffing or RHI)

- Are monthly summaries received regularly?
- Are changes made to the Action Plan and /or Behavior Support Plan when interventions are not working?
- Is the team meeting regularly to discuss the situation?

SECTION TWO: (The additional questions are to be answered only for providers who are requesting an Intensive Residential Habilitation support – RHI - rate.)

1. What are the additional costs to support the individual in the Community?

- Providers are to list the additional costs incurred to support the individual in a community setting supporting their need for an enhanced hourly rate.

2. What are the additional administrative costs?

- Providers are to list the additional administrative oversight and supports that are provided to the individual and the staff supporting the individual.

3. What are the additional training, benefits and salary costs?

- Providers are to list the additional training, benefits and salary costs that they currently occur to support the individual in the community.

SECTION THREE: This section is completed by the Region Regional Director to review and authorize Enhanced Staffing supports. Approval requires a Yes on questions 1 through 3 and Yes on 4 for individuals with behavior needs and a Yes on 5 for individuals with medical needs. Approval can be given for up to one year.

SECTION FOUR: This section is completed by the Regional Director to review and authorize the Intensive Residential Habilitation Support (RHI) rate. Approval requires at least three “Yes” responses on questions 1-4 and a “Yes” response to questions 5 and 6. If a “No” is given on question 7 then the individual may still qualify for RHI supports but a new provider will need to be found. Approval can be given for up to one year.

Enhanced Staffing and / or Intensive Residential Habilitation Supports (RHI) Monthly Review Questions

The following questions should be addressed by the Provider in their current monthly summary, and will serve as the documentation to Regional Support Coordinator for the monthly review.

For this monthly review period answer (when appropriate) the following within the current monthly summary:

- 1.) Has there been a change in the **level** of staffing or the **hours** of staffing provided? Explain. Also - Specify current hours of enhanced staffing.
- 2.) Have there been any Behavioral Incidents? (Describe and List preventative measures.)
- 3.) Psychiatric Consult? (Include recommendations and current Diagnosis)
- 4.) Restraint administered.
- 5.) Medical appointments, follow up, additional diagnoses
- 6.) Hospitalizations
- 7.) Enrichment activities / List what took place during this review period. (Quality of Life issues)
- 8.) Support plan / Include interventions that were used and list any changes in support plan.
- 9.) Next steps – e.g. provider to discuss fading strategies/risk assessment for fading. Include what portion of the day would team look at and the criteria that are used to determine fading.
- 10.) Review of team actions and follow-up:
Team is responsible to continuously identify strategy for improvement in quality of life, and evaluate the strategy the following month. Recommendations are to be very specific.
 - Include what the provider is trying in order to improve the person's quality of life.
 - What change will the team implement to improve the quality of life for the person?
 - How will the team evaluate these actions?
- 11.) Monthly Data should reflect the reason the person is receiving Enhanced Staffing and/or RHI funding, **including comparison of current data to baseline**. For example: if the reason for Enhanced Staffing and/or RHI is for behavior problems, the summary should indicate how current supports are supporting the person to reduce problem behaviors. This information both justifies the use of Enhanced Staffing and/or RHI rate and will help evaluate the necessity for continuation.