

| DEPARTMENT OF HEALTH AND HUMAN SERVICES AGING AND DISABILITY SERVICES DIVISION POLICY MANUAL | | | | |
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POLICY

Developmental Services (DS) will meet the needs of individuals residing in a 24-hour Intensive Supported Living Arrangement (ISLA) or a Shared Living home through the identification of a tiered system of supports and development of corresponding service authorizations based on a daily rate.

PURPOSE

The purpose of this policy is to provide guidelines in the development and implementation of residential support authorizations using tiered levels of support for 24-hour ISLA and Shared Living home.

REFERENCES

[NRS 435](#)

PROCEDURE

A. IDENTIFICATION OF TIERED SUPPORTS IN 24-HOUR ISLA

1. Tier support in a 24-hour ISLA is assigned at the home level, based on the staffing needs to support the individuals. The Person-Centered Plan (PCP) team completes the DS 24-Hour ISLA Staffing Grid (Attachment A) to determine the tier.
2. Determination of home size is based on home capacity (the number of bedrooms) and not home occupancy.
3. Tier One (1) is for homes where individuals have higher levels of independence, minimal behavioral, minimal health oversight, and/or require the following assistance consistent with the staffing grid for the home:
 - a. 790 hours or less per month to support the need for three (3) or fewer beds.
 - b. 965 hours or less per month to support the needs of a four (4) bed placement.
 - c. A home that is transitioning from or working towards transitioning away from a 24-hour supervision setting.
 - d. Minimal verbal/gestures prompt for safety, behavioral, or health needed in the home.
 - e. Alone time parameters or unsupervised times in the home due to basic safety skills or ability to report.
 - f. Zero (0) to one (1) staff member to support during the day.
 - g. Homes where overnight staffing is needed can be awake or asleep.
 - h. Up to two (2) staff members during high activity periods (afternoons, weekends, outings).
4. Tier Two (2) is for homes where individuals have moderate levels of independence, some behavioral or health oversight, and/or require the following assistance consistent with the staffing grid for the home:
 - a. 995 hours or less per month to support three (3) or fewer beds.
 - b. 1165 hours or less per month to support a four (4) bed placement.

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- c. Moderate monitoring, verbal/gesture prompts and/or partial physical assistance for safety, behavioral, and/or health needs.
 - d. One (1) to two (2) staff members during awake hours, and one (1) awake staff for overnight.
 - e. Up to three (3) staff members during high activity periods (afternoons, weekends, or outings).
5. Tier Three (3) is for homes where individuals have lower level of independence, higher level of behavioral or health oversight and/or require the following assistance consistent with the staffing grid for the home:
- a. 1165 hours or less per month to support three (3) or fewer beds.
 - b. 1410 hours or less per month to support a four (4) bed placement.
 - c. One (1) to three (3) staff members to support, all staff hours are awake hours.
 - d. High level of supervision and/or assistance, partial and/or physical assistance for safety, behavioral, and health needs during high activity periods (afternoons, weekends, or outings).

B. IDENTIFICATION OF TIERED SUPPORTS IN SHARED LIVING SETTING

1. Shared Living settings are shared home where a Shared Living Provider (SLP) supports one (1) or two (2) individuals. It does not consist of 24-hour shift staff or awake staff at night. Tier support in a Shared Living settings is based on the skill level and support needs of the individual as determined by the PCP team.
- a. Supporting documentation when determining level of care for tiered supports includes but is not limited to: PCP, Individualized Education Plan (IEP), diagnosis, social, skills and risk assessments, nursing and behavioral consultations, incident reports, medication administration assessment, medical protocols, daily log notes, observations, and/or other as determined by the Regional Center.
 - b. For Shared Living settings that support two (2) individuals in one home, the daily rate is paid per person based on each person's tiered level of support. That could include two (2) people in one home who are on two (2) different tiers. For example, one person needs only a tier one (1) level of support while the other person needs a tier two (2) level of support.
2. Tier One (1) is for homes where individuals are independent with mostly Instrumental Activities of Daily Living (IADL) and Activities of Daily Living (ADL). Individuals may demonstrate the following level of skills:
- a. Adequate motor skills, ambulates without the use of adaptive equipment and has good communicative and receptive skills.
 - b. Able to travel to familiar places and use basic life skills independently.
 - c. Able to access the community and develop relationships independently.
 - d. Manages their own medication and medical needs with minimal support.
 - e. Able to have a job, work independently, and able to manage their own finances with minimal support.

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- f. Does not require preventative support for heightened behavior and/or medical needs.
3. Tier Two (2) is for homes where individuals require a moderate level of support with IADLs and ADLs. Individuals may demonstrate the following level of skills:
 - a. Ambulates with or without adaptive equipment; has fair communicative and receptive communication skills.
 - b. Able to learn simple daily routines but might require verbal prompting and/or minimal physical guidance.
 - c. May be left unattended for several hours without posing a risk to self or others but may require an SLP to check-in occasionally.
 - d. Minimal support to access the community and minimal to moderate support with managing medical protocols.
 - e. May have a job but requires occasional coaching and guidance.
 - f. Display challenging behaviors but only requires verbal prompting and guidance and can use coping skills appropriately with mild-moderate preventative supports.
 4. Tier Three (3) is for homes where individuals require substantial support needs and lower level of independence. Individuals may demonstrate the following level of skills:
 - a. Limited gross/fine motor skills may require adaptive equipment to access or interact with their environment.
 - b. Limited communicative and receptive skills.
 - c. Substantial functional limitations in IADLs and ADLs that require physical assistance.
 - d. Require direct support or supervision with medications or have a medical condition that requires ongoing nursing or nutritional support.
 - e. Have accompanying medical issues and/or physical limitations.
 - f. Display challenging behaviors that puts self or others at risk that require moderate preventative support.

C. EXCEPTIONS

1. Exceptions to the tiered support system may occur on a case-by-case basis for individuals with higher acuity and complex support needs where additional staffing support is required to maintain the health, safety, and welfare of the individual. Tier exceptions will consist of a statewide review and approval process to ensure continuity in the authorization of exceptions.
 - a. For 24-hour ISLA settings, the regional center can develop a customized daily rate which will encompass the level of service and support required, which could include the number of hours needed to staff the home as well as a higher rate of pay for direct support staff. Alternatively, in these situations, individuals will be assigned the most appropriate tier level of support with additional supplemental hours to address the individual's unique needs. The

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decision for a custom rate versus additional supplemental hours will be determined on an individual basis.

- b. In Shared Living settings, individuals will be assigned the most appropriate tier level of support with additional supplemental hours to address the individual's needs.
 - c. Supplemental hours are provided to an individual with one-to-one support for an identified period of time to accommodate the Individual's needs.
2. In a 24-hour ISLA with only one or two individuals in a one (1) or two (2) bedroom home/apartment, a variable rate may be applied in lieu of adding supplement hours. This determination is based on ensuring the Individual's needs are met and is the most cost effective.
 3. In Shared Living settings, additional intermittent residential support services may be provided through a DS certified organizational supported living services provider or other approved SLP to give regular breaks to the contracted SLP for an identified period of time. This may occur in or out of the home and will not impact the initial service authorization with the contracted SLP.
 - a. Intermittent residential support services are billed in 15-minute increments and can be billed on the same day the daily rate is billed by the SLP. Use of intermittent residential support services is an additional service and does not apply towards the 344 billable days per year.
 4. The PCP team will assess the individual's support needs on an ongoing basis to determine appropriate levels of support and the need for supplemental hours.

D. VACANCIES AND ABSENCES

1. Tiered daily rates are designed so the provider is compensated for 365-days of service while billing for only 344-days of service. This model allows for each individual to be absent from their home, if needed, for 21 days in a 12-month fiscal year (July 1-June 30). These absences do not have to be consecutive. If an individual changes their provider, the 21 absences restart with the new provider.
2. When a vacancy occurs in a 24-hour ISLA, the provider will adjust staffing based on occupancy. The provider will continue to provide the support level needed for the individuals living in the home.
 - a. If the vacancy is not filled within 90 days, the tier level of the home will change to reflect the number of hours provided in the home based on capacity of the home and hours on the staffing grid. Exceptions to this may be approved on a case-by-case basis by the Agency Manager or designee.
3. The PCP team will review vacancies that are at the most appropriate support level for an individual. Vacancies will be filled based on individual choice and match for the person as well as the overall support level of the home.

E. BILLING AND DOCUMENTATION

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1. Daily attendance will be recorded for each individual on the Residential Support Services Monthly Attendance Log (Attachment B). The Residential Support Services Monthly Attendance Log must be:
 - a. Signed and dated by the SLP for Shared Living, Residential Support Manager or Qualified Intellectual Disabilities Professional (QIDP) for 24-hour ISLA's; and
 - b. Submitted in the DS electronic information management system for reimbursement.
2. The daily rate allows for 21 days of absences; compensating providers for 365 days per year, as such, services will be authorized for a maximum of 344 days per fiscal year.
 - a. Providers can choose to bill less days each month to account for 344 days across the fiscal year, (i.e., up to 29 days/month) or reconcile at the end of the fiscal year and only bill for the first nine (9) days of June.
 - b. Providers are required to deliver services as authorized to each individual on days not billed if the individual is in the home. Attendance must be appropriately recorded for days not billed.
3. All 24-hour ISLA homes are required to complete the DS Residential Support Services (RSS) Log (Attachment C) or may utilize approved electronic documentation that provides the same information as the DS RSS log (Attachment C) each month. Any electronic documentation must be submitted to the Regional Center Quality Assurance department for review and approval prior to use.
4. Shared Living homes are not required to complete an RSS log.
5. All providers must submit supporting documentation to show progress towards habilitation goals each month. This may be in the form of habilitation plan data sheets or a written summary.
6. Residential Support Management (RSM) services may be authorized at a bachelor's degree or non-bachelor's degree level. Staff with a bachelor's degree providing RSM services must meet the QIDP standards.
 - a. RSM services will be documented on the DS RSM log (Attachment D) that specifies the authorized level (bachelor's or non-bachelor's) and the total time for each level.
7. All billing and supporting documentation must be submitted in the DS electronic information management system within 30 days of the provision of services.
 - a. Providers who do not meet this requirement are subject to sanction(s) up to and including withholding of payment until all required documentation is submitted.
 - b. All billing and supporting documentation must be legible, complete, and accurate.

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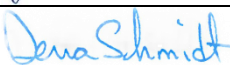
ATTACHMENTS (CLICK BELOW)

Attachment A, 41-14 Developmental Services 24-Hour ISLA Staffing Grid

Attachment B, 41-14 Residential Support Services Monthly Attendance Log

Attachment C, 41-14 Residential Support Services (RSS) Log

Attachment D, 41-14 Residential Support Management (RSM) Log

| Approved By | | |
|------------------------------------|---|------------|
| Title | Signature | Date |
| Deputy Administrator |  | 3/1/2024 |
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