

Individualized home supports (Waiver Reimagine streamlined service)

This service is effective during the rolling implementation of Waiver Reimagine streamlined services for services that begin on or after Jan. 1, 2021, or upon federal approval, whichever is later. Starting Jan. 1, 2021, a person who receives a service affected by the streamlined service changes will receive the streamlined service during a service change or at their annual reassessment effective on or after Jan. 1, 2021.

For more information about Waiver Reimagine streamlined service changes, see [CBSM – Waiver Reimagine streamlined service crosswalk](#).

For information about the previous individualized home supports service (before Waiver Reimagine changes), see [CBSM – Individualized home supports \(pre-Waiver Reimagine\)](#).

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Legal authority	Federally approved BI, CAC, CADI, and DD waiver plans, Minn. Stat. Chapter 245D	
Definitions	<p>Individualized home supports: Services that provide support and/or training in community living service categories for people who live in their own home or their family's home. Individualized home supports can be provided in the person's own home, family's home or in the community, and either in person or remotely. There are three types of individualized home supports.</p> <p>Support: A staff member provides a person with direct supervision, cueing, maintenance, guidance, instruction,</p>	

	<p>assistance with activities of daily living or assistance with coordination of community living activities.</p> <p>Training: Instructional services through which a person receives direct training from a staff member on community living skills identified in the person’s assessment (e.g., MnCHOICES, long-term care consultation). Training includes skill-building to acquire, retain and improve the person’s experience living in the community.</p>
<p>Eligibility</p>	<p>Individualized home supports are available to people who meet the following criteria:</p> <ol style="list-style-type: none"> 1. Live in their own home or their family’s home (Note: The individualized home supports provider cannot have any direct or indirect financial interest in the property or housing in which services are delivered. For more information, see CBSM – Requirements for a person’s own home) 2. Receive services through one of the following waivers: <ul style="list-style-type: none"> • Brain Injury (BI) • Community Access for Disability Inclusion (CADI) • Community Alternative Care (CAC) • Developmental Disabilities (DD).
<p>Types of individualized home supports</p>	<p>Individualized home supports is a single service authorized in three different ways, depending on the type of support or training a person and/or their family needs. For help determining which service option to authorize, see CBSM – Service options for individualized home supports.</p> <p>Through the Waiver Reimagine streamlined service changes, DHS streamlined six services into individualized home supports. To see a crosswalk of previous services that match</p>

each service option, see [CBSM – Waiver Reimagine streamlined service crosswalk](#).

Service options for individualized home supports

Without training

This service option is provided to **adults or children** when they need support, assistance and supervision in at least one of the community living service categories.

Through the Waiver Reimagine streamlined service changes, this option combines the previous services of [adult companion](#) and [personal support](#).

With training

This service option is provided to **adults** when they need support and training in at least one of the community living service categories.

Through the Waiver Reimagine streamlined service changes, this option combines the previous services of [independent living skills \(ILS\) training](#), [supported living services \(SLS\) – own home](#) and the [previous version of individualized home supports](#).

This option meets the habilitation requirement for the DD Waiver. For more information about this requirement, see [CBSM – Habilitation](#).

With family training

When a person lives with their family, this option is designed to provide training to the person and their family members to increase their capabilities to care for and maintain the person's ability to live in the home.

This service option is provided to **adults** when the person and their family needs support and training in the family's home in at least one of the community living service categories.

This service option is provided to **children** when either of the following is true:

- The person needs support and training in at least one of the community living service categories
- The person and their family needs support and training in at least one of the community living service categories.

Through the Waiver Reimagine streamlined service changes, this service streamlines the [in-home family supports service](#).

This option meets the habilitation requirement for the DD Waiver. For more information about this requirement, see [CBSM – Habilitation](#).

Coordination between the types of individualized home supports

The individualized home supports with training and individualized home supports with family training options include both:

- Support, assistance and supervision identified in the individualized home supports without training option
- Training or habilitation (for people on the DD Waiver).

A person may receive both support and training from one provider. This allows individualized home supports with training or individualized home supports with family training service option to be authorized to flexibly meet a person's support and training needs.

A person may only receive individualized home supports without training and one of the other service options (with

training or with family training) if a separate provider delivers individualized home supports without training. The lead agency must ensure there is no service duplication.

A person cannot receive individualized home support with training and individualized home supports with family training at the same time.

Covered services

Through individualized home supports, a person must receive training and/or support, assistance and supervision in at least one of the community living service categories:

- Community participation
- Health, safety and wellness
- Household management
- Adaptive skills.

Community participation

This category may include:

- Community mobility and pedestrian safety (e.g., safely getting in and around the community)
- Community resource use and access
- Community safety and awareness
- Informal support system and network development
- Interpersonal communications skills
- Leisure, recreation and socialization planning
- Skill-building to meet transportation needs.

Health, safety and wellness

This category may include:

- Collaboration with the person to arrange health care (e.g., physical, mental, chemical), meaningful activities, social services, meetings and appointments

- Cueing, guidance, supervision, training or instructional support to complete self-cares

(Note: Cannot duplicate use of eligible MA state plan home care services; see [CBSM – Home care overview](#))

- Health services support, as defined in [Minn. Stat. §245D.05](#)
- Help for the person to activate and build resiliency factors. (e.g., [whole health action management](#))
- Support for the person to design and meet individualized strategies to reach their health, safety and wellness goals.

Household management

This category may include:

1. Cueing, guidance, supervision, training or instructional support to complete routine household care and maintenance
2. Household safety knowledge and skills
3. Tenancy support and advocacy
4. Training, assistance, support and/or guidance with:
 - Budgeting and assistance to manage money
 - Cooking, meal-planning and nutrition
 - Healthy lifestyle skills and practices
 - Household chores, including minor household maintenance activities
(Note: The person is responsible for the cost of the maintenance replacement items or products)
 - Personal-needs purchasing.

Adaptive skills

This category may include:

- Crisis prevention skills

- Implementation of positive support strategies
- Problem-solving
- Sensory/motor development involved in acquiring functional skills
- Support strategies for self-sufficiency
- Support and training to increase positive behavior, resulting in reduction or elimination of challenging behavior.

Non-covered services

Individualized home supports do not cover services that:

1. Duplicate other Minnesota state plan or waiver services
2. Primarily deliver activities of daily living (ADLs) support
(Note: A person may also receive [personal care assistance \[PCA\] services](#) when those services are not duplicative. In this situation, the lead agency must:
 - Inform the person that they have the choice of receiving PCA services from a different provider than the individualized home supports provider
 - Ensure there is documentation of the person's choice of providers.)
3. Provide supervision during the person's primary sleeping hours
(Note: A person may receive support during these hours through another service, such as [night supervision services](#) or [24-hour emergency assistance](#).)
4. Provide 24-hour on-sight supervision.

Individualized home supports with family training is not covered for families, including extended family members, that are licensed to provide [adult foster care](#), [child foster care](#), [family residential services](#) or [community residential services](#).

Limitations

If a person receives individualized home supports, they cannot also receive:

- [Community residential services](#) (exceptions listed below)
- [Customized living \(including 24-hour customized living\)](#) (exceptions listed below)
- [Family residential services](#) (exceptions listed below)
- [Integrated community supports](#).

Exceptions

Without training

A person may only receive [community residential services](#) or [family residential services](#) and individualized home supports without training when a separate provider delivers individualized home supports without training.

The provider cannot have any direct or indirect financial interest in the property or housing in which community residential services or family residential services are delivered. Individualized home supports without training must be delivered in the community, outside of the residential setting.

With training

A person may only receive [customized living \(including 24-hour customized living\)](#) and individualized home supports with training when a separate provider delivers individualized home supports with training.

The provider cannot have any direct or indirect financial interest in the property or housing in which customized living services are delivered.

Remote support

A person may receive direct support in person or remotely when it meets certain criteria.

Remote support can be provided through all three service options (i.e., without training, with training and with family training).

Criteria

Remote supports must be in the scope of individualized home supports and be limited to:

- Check-ins (e.g., reminders, verbal cues, prompts)
- Consultation (e.g., counseling, problem-solving).

Remote support is covered when it:

- Is chosen as a service delivery method by the person or legal representative (if applicable)
- Helps the person achieve an identified goal in the support plan
- Is in the scope of the services specified in the support plan
- Is supported by an assessed need.

In-person support must be scheduled a minimum of once a week. A person may receive in-person support and remote support on the same day.

Either the person or the provider may initiate the remote support contact. All transmitted written electronic messages must be retrievable for review. Providers must choose a storage method that makes the written electronic messages retrievable and follow the same data privacy laws, restrictions and guidelines in the [Minnesota Health Care Program \(MHCP\) Provider Agreement, DHS-4138 \(PDF\)](#).

Limitations

Remote support does not cover:

- Services that duplicate other Minnesota state plan or waiver services
- Technology used to gather data using sensing or biometric devices transmitted via telephone or internet.

The provider cannot bill for direct support delivered remotely when:

- The exchange between the person and the provider is social in nature
- Real-time, two-way communication does not occur (e.g., leaving a voicemail, unanswered written electronic messaging).

CSSP and CSSP addendum

The lead agency must document all of the following information in the person's coordinated services and supports plan (CSSP) and CSSP addendum:

- Person's specific goals to meet assessed needs for which delivery of remote support is needed
- Approved methods of remote support delivered to the person to meet their assessed needs
- Amount, frequency and duration of remote support use.

Service delivery method review

DHS recommends the provider does the following:

- Meet with the person and case manager 45 days after initial approval of remote support service delivery to review, monitor and document how the amount of remote support and method(s) of delivery are meeting the person's health and safety needs and planned goals, and to revise the CSSP and CSSP addendum as necessary
- Review, document and report to the case manager how remote support methods meet the person's established goals and any indication of changes to the person's

	<p>health and safety needs, at a frequency agreed upon in the CSSP and CSSP addendum.</p>
<p>Documentation</p>	<p>The lead agency must clearly document the person’s service needs and identify outcomes in their support plan.</p> <p>The individualized home supports service provider is responsible to provide written reports to the case manager and the person who receives services at a minimum of once a year or the frequency established in the person’s support plan.</p> <p>Remote support documentation requirements</p> <p>To deliver remote support services, the provider must document the following in the person’s record:</p> <ul style="list-style-type: none"> • Staff who delivered services • Date of service delivery • Start and end time of service delivery with a.m. and/or p.m. notations • Length of time of service delivery • Method of contact (i.e., telephone, secure written electronic communication or secure video conferencing) • Location of staff (i.e., office or community) where remote support service delivery occurred.
<p>Service amount</p>	<p>In-person services</p> <p>Individualized home supports are limited to a maximum of 16 hours of in-person service per day.</p> <p>Remote support</p> <p>Remote support is a unit-based service authorized in 15-minute units. A maximum of 730 hours can be authorized per year (i.e., 365 days), which is an average of two hours per day.</p>

A person may use remote support in a flexible manner that meets their needs within the total yearly authorized units.

Exception request for additional hours

The lead agency may send an exception request to DHS for the delivery of greater than the average of two hours per day of remote support by completing the [Remote support exception form, DHS-7759A](#).

In the request, the lead agency must describe the following:

- How has the person identified that they want to receive remote support to meet their assessed needs?
- How does two hours of remote support per day not meet the person's needs?
- How will the additional hours of remote support be used?
- What previous strategies were attempted/considered to meet the person's needs within the two-hour limitation? What was the result of these strategies?
- How will the person know the increased hours meet their assessed needs?
- How will the team know the increased hours meet the person's assessed needs?
- Is this a temporary or ongoing request? Explain why.

Provider standards and qualifications

Individualized home supports is a DHS enrollment-required service. For more information, see [CBSM – Waiver/AC service provider overview](#).

License requirement

Providers of individualized home supports with training and individualized home supports with family training must be licensed under [Minn. Stat. Chapter 245D](#) as an intensive support services provider.

Providers of individualized home supports without training must meet one of the following requirements:

- Have a license under [Minn. Stat. Chapter 245D](#) as a basic support services provider
- Have a license under [Minn. Stat. Chapter 144A](#) with a home and community-based services designation
- Be an adult companion program under the [Corporation for National and Community Service's Senior Companion Program](#).

245D exclusion

A person who receives services can use an unrelated provider who meets requirements for exclusion from 245D licensure in certain situations.

For more information, see [CBSM – Exclusions from 245D licensure](#).

Reporting

A provider licensed under 245D must report all uses of controlled procedures, emergency use of manual restraint and prohibited procedures according to [Minn. Stat. §245D.06, subd. 5](#) to DHS via the [Behavioral Intervention Report Form, DHS-5148](#).

Background studies

To provide individualized home supports, providers must have a background study. For more information, see [CBSM – Waiver/AC service provider overview – Required DHS background studies for direct-contact services](#).

Authorization, rates and

Individualized home supports are framework services. The lead agency uses the Rate Management System (RMS) to determine rates. For more information, see [CBSM – RMS](#) and

billing

[Long-Term Services and Supports \(LTSS\) Service Rate Limits, DHS-3945 \(PDF\)](#).

The lead agency authorizes individualized home supports:

- In person as a 15-minute unit at a 1:1 or 1:2 staff-to-person ratio
- In person as a daily rate at a 1:1 staff-to-person ratio (Note: The daily unit is only available for individualized home supports with training.)
- Remotely as a 15-minute unit at a 1:1 staff-to-person ratio.

In-person individualized home supports 15-minute and daily cannot be authorized at the same time.

Remote support cannot be authorized without in-person individualized home supports.

For help determining which service option to authorize, see [CBSM – Service options for individualized home supports](#).

Unit breakdown for individualized home supports with training 1:1

The following provides guidance to authorize individualized home supports with training, 1:1 staff-to-person ratio, for a person who will use the service:

- For 1-23 units/day (15 minutes up to 5 hours and 45 minutes), authorize service using 15-minute units
- For exactly 24 units/day (6 hours), authorize service using 15-minute units **or** the daily unit
- For 25-64 units/day (6 hours and 15 minutes up to 16 hours), authorize service using 15-minute units only.

Do not authorize both in-person 15-minute units and daily units on the same day.

Additional resources

[CBSM – Integrated community supports](#)

[CBSM – Service options for individualized home supports](#)

[CBSM – Service planning options for people living in their own home when transitioning from daily supported living services \(SLS\)](#)

[CBSM – Waiver, AC and ECS process and procedure](#)

[CBSM – Waiver/AC programs overview](#)

[CBSM – Waiver/AC service provider overview](#)

[RMS User Manual](#)

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