

## **In-Home Program Description- CRI NPI # 1396820098**

In-home support services consist of supports provided in an individual's home. These supports should enable the individual to improve or maintain his or her health/medical status, live at home and use the community, improve abilities and acquire new home living skills, and demonstrate safe and appropriate behavior.

As defined by Medicaid Waiver: **In-home supports are** typically provided in a private residence and are supplemental to the primary care provided by the individual, caregiver, or the parents. In-home supports may not supplant this primary care. In-home supports are delivered on an individualized basis, typically for less than a continuous 24-hours, according to the Plan for Supports and are delivered primarily with a 1:1 staff to individual ratio, except when training protocols require parallel or interactive intervention.

### **Services Provided:**

1. Skill-building related to personal care activities (toileting, bathing, and grooming; dressing; eating; mobility; communication; household chores; food preparation; money management; shopping, etc.)
2. Supporting the individual in developing the ability to replace challenging behavior with positive, accepted behavior for home and community environments, for example:
  - Developing a circle of friends
  - Handling social encounters with others
  - Redirecting challenging behavior
3. Monitoring health and physical conditions, and providing supports with medication or other medical needs during the time of the service
4. Providing supports with personal care, ADLs, and use of community resources, for example:
  - Completing personal care or mealtime tasks when physically unable to do so
  - Completing tasks such as laundry, meal preparation, using the bank, or other tasks essential to the individual's health and welfare
5. Providing safety supports to ensure the individual's health and safety

### **Service Limitations:**

- 1. Transportation:** CR does not provide transportation to individuals receiving in-home support. Arrangements may be made for individuals or families to provide transportation as needed. All transportation costs are the responsibility of the individual.
- 2. Medication Management:** CR does not manage medication administration or medical appointments in in-home support.
- 3. Cleaning service:** CR does not provide cleaning in the home independent of supporting the individual increase this skill.
- 4. Overnight Support:** CR does not provide 24-hour in-home support. Service hours are limited to 7am-9pm.
- 5. Emergency Support:** As a secondary support, CR is not a primary responder for emergency situations when not providing services.
- 6. Supplies:** CR does not provide supplies needed for individual's general care, ie gloves

### **Service Options:**

1. In-home supports are available for no-less than 4 hour time blocks 7 days a week.  
-For example: 7am-11am or 4pm-9pm

### **Cancellation Protocol:**

1. CR requires 24-hour notice of cancellation of a scheduled service. However, we request as much advanced notice as possible.
2. CR will provide the individual with 24-hour notice of cancellation of a scheduled service. However, if a staff calls out unexpectedly, CR will make every effort to provide the service, but it is not guaranteed.

### **Termination of Services may occur when:**

1. The individual has gained maximum benefit from the service by meeting individual goals and services no longer necessary.
2. The individual or AR decides to discontinue services before a planned collaborative discharge is implemented.
3. The individual's behavior threatens harm to themselves or others and cannot be relieved by psychiatric intervention, hospitalization or positive behavioral interventions.
4. The individual's physical or mental condition changes to the degree that she or he can no longer be safely served in the program.

5. The individual consistently is unable or unwilling to meet basic expectations and requirements despite assertive interactions by staff.
6. The individual is unable to refrain from alcohol and drug abuse, threatens others with weapons, or engages in any form of illegal activity, following efforts to work with behavior through therapeutic interventions.
7. The individual refuses, cancels, or misses three scheduled services without giving 24-hour notice within a 30-day period.

**What to expect during service delivery:**

1. Professional staff behavior
2. 1:1 Support for the individual with no other assigned responsibilities
3. Completed documentation (Staff will spend the last 15 minutes of the service documenting in Credible)
4. Verification of service delivery with individual/guardian signature.
5. Home will be respected, and maintained as it was found.
6. Staff will bring their own meals.