

CHAPTER 52 HABILITATION STAFFING SCHEDULE REQUIREMENTS AND ANNUAL REVIEW

REVISION DATE: 5/1/2024, 8/10/2022

REVIEW DATE: 5/9/2023

EFFECTIVE DATE: April 3, 2019

REFERENCES: RFQVA DDD-2024; Division Medical Policy 1620-C

PURPOSE

To establish the duties and responsibilities of Qualified Vendors for preparing and submitting daily Habilitation Staffing Schedules for Group Homes and Supported Living sites.

DEFINITIONS

1. "Capacity" means the maximum number of Members that a Group Home or Supported Living site may support.
2. "Enhanced Staffing Ratio" or "ESR" means the number of paid supports greater than currently provided to the Member in the service setting and ensures the Member's health, safety, and emotional, spiritual, and physical well-being.
3. "Group Home" means the same as defined in A.R.S. § 36-551.
4. "Habilitation Staffing Schedule" means the number of direct service hours that are authorized by the Division to be provided

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by the Qualified Vendor at a particular Group Home or Supported Living site during a week.

5. "Home" means, for the purposes of this policy, a Group Home or Supported Living site.
6. "Master Staffing Schedule" means the primary Habilitation Staffing Schedule outlining Member needs and the amount of paid staff required to support all Members at the site. This schedule is considered active in the absence of a Temporary Staffing Schedule.
7. "Member" means the same as "client" as defined in A.R.S. § 36-551.
8. "Occupancy" means the number of Members or other individuals with developmental disabilities who currently live in a Group Home or Supported Living site.
9. "Planning Document" means a written plan developed through an assessment of functional needs that reflects the services and supports, paid and unpaid, that are important for and important to the Member in meeting the identified needs and preferences for the delivery of such services and supports.

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10. “Qualified Vendor” means a provider of community developmental disability services that has applied for Qualified Vendor status, meets the criteria for Qualified Vendor status, and has entered into a Qualified Vendor Agreement with the Department.
11. “Supported Living” means a house, apartment, condominium, or similar property in the community, that an adult Member(s) rents or owns, and where they receive teaching support or habilitation and personal care based on the collective support needs of the Member(s) who live there.
12. “Temporary Staffing Schedule” means any modifications to the Habilitation Staffing Schedule for less than 30 days resulting in a change to the habilitation range as outlined in the Division’s Rate Book.

POLICY

A. REQUIREMENTS

1. Qualified Vendors operating Group Homes and Supported Living sites in which Members reside shall:
 - a. Create and maintain Habilitation Staffing Schedules

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for the collective needs of the residents living in the Group Home or Supported Living Site as outlined in the Planning Document;

- b. Adhere to the staffing level as indicated in the approved Habilitation Staffing Schedule of the Group Home or Supported Living Site;
- c. Submit all daily Habilitation Staffing Schedules to the Division for review and approval through the Program Staffing Application in Focus;
- d. Maintain a current, approved Master Staffing Schedule of the service site; and
- e. Submit a Temporary Staffing Schedule for the service site, when required.

B. CREATING AND SUBMITTING STAFFING SCHEDULES FOR GROUP HOMES AND SUPPORTED LIVING SITES

1. Qualified Vendors shall create and submit Master or Temporary Habilitation Staffing Schedules to the Division:
 - a. Five business days prior to all known or planned events, including Members moving in or out, school breaks, and

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- holidays; and
 - b. Within two business days of all unplanned events, including Member hospitalizations or illness.
2. Qualified Vendors shall submit a new Master Schedule to the Division for the following:
- a. Changes in Occupancy;
 - b. Changes in Capacity;
 - c. Any modifications to the Habilitation Staffing Schedule resulting in a change to the habilitation range exceeding 30 days as outlined in the Division's Rate Book;
 - d. Home closure; and
 - e. Any other event that changes the habilitation range with an unknown end date.
3. The Qualified Vendor shall request and receive prior approval from Network for any changes in Capacity.
4. The Qualified Vendor shall submit a new Temporary Staffing Schedule for any modifications to the Habilitation Staffing Schedule for less than 30 days resulting in a change to the

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habilitation range as outlined in the Division's Rate Book,

caused by events to include:

- a. Changes in the acute behavioral health need(s) of a Member residing in the Home;
 - b. Changes in the acute physical health need(s) of a Member residing in the Home;
 - c. School or holiday breaks that result in a change in staffing of the Home;
 - d. A Member's short-term absence from a day or work program;
 - e. A Member's scheduled or unscheduled short-term absence from the Home;
 - f. Any temporary relocation of a Member to another setting; and
 - g. Any other event that changes the habilitation range with a known end date.
5. In an emergency, the Qualified Vendor shall staff the Group Home or Supported Living site as appropriate for the immediate circumstance.

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6. The Qualified Vendor shall notify the following individuals when an emergency event modifies the staffing range:
 - a. The Network Residential Manager or designee by the next business day and submit a revised Habilitation Staffing Schedule with a detailed explanation; and
 - b. The Member's support coordinator as soon as possible, but no later than the next business day.

7. The Qualified Vendor shall complete summary comments for each Habilitation Staffing Schedule in the Program Staffing Application in Focus with the following information:
 - a. First name and the initial of the last name of each Member;
 - b. Description of each Member's staffing supports and needs including:
 - i. An approved behavior plan;
 - ii. A work and day program schedule; and
 - iii. An approved Enhanced Staffing Ratio (ESR) as outlined in the Members' Planning Documents,

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including a description of the approved parameters, location, and times the ESR is needed.

- d. Explanation of the reason for the schedule change.

C. ANNUAL RESIDENTIAL REVIEW

1. Annually, the Qualified Vendor shall meet with the Division to review the following:
 - a. Daily Habilitation Staffing Schedules;
 - b. Vacancies and Member profiles;
 - c. Information regarding potential housemates;
 - d. Additional staffing supports:
 - i. Comparison of the census to the Habilitation Staffing Schedule to ensure it is accurate;
 - ii. Review of the information in the summary comments section regarding additional staffing supports; and
 - iii. Verification of documents that indicate additional staffing supports are approved by the planning team, including any behavioral health supports;
 - e. Capacity;
 - f. Residents not funded through the Division, including

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- individuals who are involved with the Department of Child Services;
- g. Cost effectiveness; and
 - h. Any other pertinent information upon the Division's request.
2. The Qualified Vendor and Division shall agree on appropriate cost effective supports that meet the physical, functional, social, and behavioral health needs of the Member in the most integrated and least restrictive setting.
 3. The Qualified Vendor shall, within 14 calendar days following the annual review, submit any required changes to Habilitation Staffing Schedules to the Division.

SUPPLEMENTAL INFORMATION

A. DIVISION REVIEW OF HABILITATION STAFFING SCHEDULES

1. The Division shall:
 - a. Review Habilitation Staffing Schedules submitted by the Qualified Vendor;
 - b. Approve each Habilitation Staffing Schedule as appropriate;

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- c. Return the Habilitation Staffing Schedule to the Qualified Vendor for adjustments or additional information, if necessary; and
- d. Provide technical assistance to the Qualified Vendor as needed.