

## Addendum SPC 110: Daily Living Skills Training

Lakeland Care District (LCD) members receiving Daily Living Skills Training (DLST) services shall have an identified outcome that necessitates the provision of training, teaching, or education to support this outcome.

The provision of contracted, authorized, and provided Daily Living Skills Training (DLST) services shall be in compliance with the provision of this agreement and the service description and requirements of this section.

The major distinction between Daily Living Skills Training (DLST) and Supportive Home Care (SHC) services is DLST teaches the member the skills to perform the activity or task while SHC performs specific tasks for the member. DLST is a time limited service to allow for on-going evaluation of the service's effectiveness.

The provision of DLST services within substitute care (nursing home, community based residential facility (CBRF), residential care apartment complex (RCAC), or adult family home (AFH)) shall be provided under the provision and license of that setting and shall not be billable under the provider DLST service addendum.

### **Definition**

Daily Living Skills Training (DLST) is the provision of training services to teach members the skills involved in performing activities of daily living, including skills intended to increase the member's independence and participation in community life. DLST may include money management, home care maintenance, food preparation, mobility training, self-care skills, and the skills necessary for accessing and using community resources. Daily Living Skills Training (DLST) may involve training the participant or the natural support person *(as defined in Wisconsin's s. 1915 (c) home and community-based waiver services waivers #0367.90 and #0368.90 required under s. 46.281(1)(c), Wis. Stats.)*.

### **Standards, Training and Competency**

#### **Standard**

Providers of DLST services are required to have experience working with the target group of the member(s) supported under this service.

#### **Training**

Provider shall ensure that staff providing DLST services to members is adequately trained and proficient in both the skills they are teaching and in the needs of the member receiving the services.

Training of employees providing DLST shall include:

1. Provider agency recording and reporting requirements for documentation, critical incident reporting, and other information and procedures necessary for the staff to ensure the health and safety of members receiving supports.
2. Training on the needs of the target group for the member(s) served under this agreement.

3. Information and provider procedure for adherence to the following Lakeland Care District (LCD) policies:
  - a. Critical Incident Reporting
  - b. Restraint and Seclusion Policy and Procedure
  - c. Communication Expectations

### **Competency**

Provider shall ensure the competency of employees assigned to provide DLST services.

### **Staff to Member Ratio**

DLST services to LCD members will be provided in a 1:1 ratio of provider to member, unless the description of the Rates and Service Codes chart of the contract includes rates and services for ratios different from this level.

### **Staffing Assignment and Turnover**

The provision of successful DLST service is attributable in large part to the strength of the relationship between a particular member and the staff directly providing the DLST services. Given this contributory factor, provider agrees to make every effort to match and retain direct care staff under this agreement in a manner that optimizes consistency. Provider retains authority to assign and change assignment of direct care employees to the provision of DLST services with a focus on optimizing successful matches between employees and members. Changes in staff assignment to specific members and within the organization are at the discretion of the provider. Provider agrees to take member requests for specific employees into consideration when assigning or reassigning employees to specific members.

Changes to employees providing DLST services will be noted in the monthly report to the Lakeland Care District (LCD) when the provider, member, member's informal supports or the LCD IDT staff notes a concern with direct care employees' turnover impacting member's DLST services.

Provider of DLST services shall ensure that the member and the LCD IDT staff have written information indicating who within the organization to contact with concerns or questions related to the provision of services or direct care employees.

### **Collaboration and Coordination of Care**

Through the use of the Resource Allocation Decision method (RAD), the LCD Interdisciplinary Team (IDT) staff shall assess the member's needs and outcomes to determine the amount of DLST services to be authorized. The LCD IDT staff shall exchange pertinent information with the provider at the time of the referral. This information exchange shall include the member's outcomes, assessed needs, and the amount of authorized units as it relates to DLST services.

## Documentation

Once DLST service is identified as the most cost effective way to meet a member's outcome through the RAD process, the LCD IDT staff, member, and provider will collaborate to complete the following:

1. Identify the DLST services task being addressed
2. Identify a measurable goal that DLST service would address. Assure that the goal identified is tied to the member's outcome.
3. Develop a Task Analysis Sheet specific to the member:
  - a. Listing the steps that will be required for the member to learn the task
  - b. This document serves dual purposes; to record and analyze the data
4. Establish a timeframe to evaluate the effectiveness of the training steps

The provider will report progress toward each goal within the timeframe specified by the LCD IDT staff (at least monthly). This should include written documentation.

- Copy of the completed Task Analysis Sheet which includes:
  - a. Reasons for any lag or progress
  - b. Recommendation for next steps

## Billable Units

Provider hourly service rate for provision of DLST services should incorporate all administrative and business functions related to the provision of this service. Hourly contracted rates expect that the administrative functions necessary for the provision of DLST services are included in the contracted rate and are not billable beyond units provided to each authorized member.

1. Only units of services directly related to the authorized member may be billed under this service. The following services constitute directly related services **and are included in the hourly contracted rate:**
  - a. Face to Face contact with member by direct care employees
  - b. Travel to get to a member and travel from the member for direct contact. Provider rates should include travel during the provision of service(s).
  - c. Up to two hours every six months for the purpose of initiating services, attending staffing as requested by the Lakeland Care District (LCD), and preparing reporting documentation for the Lakeland Care District (LCD).
  - d. Exceptions to the billable units' criteria for DLST services will be considered for provision of service(s) to specific members when:
    - i. coordination and follow up necessary for the performance of services to a particular member requires extensive coordinating and collaboration or
    - ii. travel time necessary for the performance of DLST services to a particular member requires extensive travel time (i.e., rural locations). **Requests for exceptions to billable units' criteria shall be requested in writing to the LCD IDT assigned to the member. Written requests will be reviewed with the LCD IDT and administration for consideration. Providers may not bill**

**for exceptions prior to a written response and prior authorization from the LCD.**

2. Only one provider agency employee is billable for the same service at the same time.
3. Provider administrative time related to business operations of services is not billable to LCD. Provider agency staffing, training, orientation, and supervision are not billable units of service to authorized members. Performance of these and related business functions must be factored into provider's negotiated unit rates.
4. Provider services must be authorized and provided under the requirements of this agreement to be billable to the LCD.
5. Services are billable at contracted hourly rates. Hourly increments are used to bill the LCD up to the authorized units for the member. Contracted units of DLST services are billable for each hour the member is authorized and receives DLST services.
6. Providers of DLST services are required to provide for all identified care needs during the provision of DLST services and are specifically prohibited from billing for additional services during the provision of DLST services.

**Lakeland Care District's Contract Expectations for DLST Providers**

- DLST service providers must negotiate an hourly rate for DLST
- DLST service providers will negotiate contract rates that include mileage and travel time associated with the provision of service.