

Individualized home supports (IHS)

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Legal authority	Federally approved BI, CAC, CADI and DD waiver plans, Minn. Stat. Ch. 24	
Definitions	<p>Individualized home supports (IHS): Services that provide support and/or training in the community living service categories listed in the covered services section. There are three service options:</p> <ul style="list-style-type: none"> • IHS without training. • IHS with training. • IHS with family training. <p>For detailed information about each option, refer to the service options section on this page.</p> <p>Support in community living service categories: Cueing, skill maintenance, guidance, instruction, assistance with activities of daily living, assistance with coordination of community living activities or direct supervision. Support must be within an allowable community living service category and meet identified needs specified in the person's assessment (e.g., MnCHOICES).</p> <p>Training in community living service categories: Skill-building and instructional services to acquire, retain and improve the person's experience living in the community. Training must be within an allowable community living service category and meet identified needs specified in the person's assessment (e.g., MnCHOICES).</p> <p>Direct supervision: Active oversight and observation of the person while they are engaged in a covered service in the community living service categories. It does not include oversight or observation of the person when they are not engaged in a covered service.</p>	
Eligibility	<p>IHS is 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. The IHS provider cannot have any direct or indirect financial interest in the property or housing in which services are delivered. For more information, refer to CBSM – Requirements for a person's own home. <p>Note: For exceptions to this requirement, refer to the non-covered services – exceptions section on this page.</p> <ol style="list-style-type: none"> 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). 	
Service options	<p>The IHS service options available to a person are based on their age, living arrangement and the type of support and/or training they need.</p> <p>Without training IHS without training is a service option that provides support. The person must receive support in at least one of the community living service categories. This service option is available to adults and children.</p> <p>With training IHS with training is a service option that provides support and training. The person must receive training in at least one of the community living service categories. They also may receive support in any of the community living service categories. This service option is available to adults only.</p> <p>IHS with training meets the habilitation requirement for the DD Waiver</p>	

	<p>described on CBSM – Habilitation.</p> <p>With family training</p> <p>IHS with family training is a service option that provides support and training to the person and/or their family. The person and/or their family must receive training in at least one of the community living service categories. The training increases their capabilities to care for and maintain the person’s ability to live in the home. The person and/or their family also may receive support in any of the community living service categories. This service option is available to children and adults living in their family’s home.</p> <p>This service option is available to adults when the adult and their family needs support and training in the family’s home in at least one of the community living service categories.</p> <p>This service option is available to children when either of the following is true:</p> <ul style="list-style-type: none"> • Child needs support and training in at least one of the community living service categories. • Child and their family needs support and training in at least one of the community living service categories. <p>This option meets the habilitation requirement for the DD Waiver described on CBSM – Habilitation.</p> <p>Help determining the service option</p> <p>For help determining which service option to authorize, refer to CBSM – Resource: Service options for IHS.</p>
<p>Location of services</p>	<p>All types of IHS can be provided in the person’s own home, their family’s home or in community spaces used by the general public, and either in person or remotely. For more information, refer to the remote support service delivery option section on this page.</p>
<p>Covered services (community living service categories)</p>	<p>IHS covers support and/or training in the four community living services categories:</p> <ul style="list-style-type: none"> • Community participation. • Health, safety and wellness. • Household management. • Adaptive skills. <p>The following sections provide more information about these categories.</p> <p>Community participation</p> <p>This category may include:</p> <ul style="list-style-type: none"> • 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. <p>Health, safety and wellness</p> <p>This category may include:</p> <ul style="list-style-type: none"> • Collaboration with the person to arrange health care (e.g., physical, mental, chemical), meaningful activities, social services, meetings and appointments. • Cueing, guidance, direct supervision, training or instructional

	<ul style="list-style-type: none"> • support to complete self-cares. Note: These activities cannot duplicate the use of eligible Medical Assistance (MA) state plan home care services; refer to CBSM – Home care overview. • Health services, 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. <p>Household management This category may include:</p> <ol style="list-style-type: none"> 1. Cueing, guidance, direct 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: <ul style="list-style-type: none"> • 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. <p>Adaptive skills This category may include:</p> <ul style="list-style-type: none"> • 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.
<p>Non-covered services</p>	<p>Not covered within IHS IHS does not cover services that:</p> <ol style="list-style-type: none"> 1. Provide supervision, unless the person needs direct supervision while actively engaged in a covered service within the community living service categories. 2. Provide supervision during the person’s primary sleeping hours. Note: A person may receive support during these hours through another unduplicated service, such as night supervision services or 24-hour emergency assistance. 3. Exceed 16 hours per day of in-person IHS. 4. Primarily deliver activities of daily living (ADLs) support. Note: A person may also receive personal care assistance (PCA) or Community First Services and Supports (CFSS) when those services are not duplicative and not delivered at the same time as IHS. In this situation, the lead agency must: <ul style="list-style-type: none"> • Inform the person that they have the choice of receiving PCA/CFSS services from a different provider than the IHS

	<ul style="list-style-type: none"> • provider. • Ensure there is documentation of the person's choice of providers. <p>IHS with family training is not covered for families, including extended family members, who are licensed to provide adult foster care, child foster care, family residential services or community residential services.</p> <p>Services that cannot be authorized with IHS</p> <p>The person cannot have IHS authorized when the services duplicate other state plan or waiver services they already receive.</p> <p>If the person receives IHS, they cannot also receive:</p> <ul style="list-style-type: none"> • 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 (ICS). <p>Exceptions</p> <p>Without training</p> <p>A person may only receive community residential services or family residential services and IHS without training when a separate provider delivers IHS without training.</p> <p>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. IHS without training must be delivered in the community, outside of the residential setting.</p> <p>With training</p> <p>A person may only receive customized living (including 24-hour customized living) and IHS with training when a separate provider delivers IHS with training.</p> <p>The provider cannot have any direct or indirect financial interest in the property or housing in which customized living services are delivered.</p> <p>Services that cannot be delivered at the same time as IHS</p> <p>When the person has IHS on their service agreement, they can also have the following services authorized but cannot receive them at the same time:</p> <ul style="list-style-type: none"> • 24-hour emergency assistance. • Adult day services. • Day support services. • Employment exploration (direct time only). • Employment support (direct time only). • Extended PCA/CFSS. • Night supervision. • Respite.
<p>Secondary information</p>	<p>Services under all waiver/AC programs must meet the requirements listed in the services section of CBSM – Waiver and AC programs overview</p> <p>To meet a person’s support and training needs flexibly, the IHS with training and IHS with family training options include both:</p> <ul style="list-style-type: none"> • Support in community living service categories. • Training or habilitation (for people on the DD Waiver) in community living service categories. <p>This allows IHS with training or IHS with family training to be authorized to meet both the person’s support and training needs flexibly in a single</p>

	service.
<p>Remote support service delivery option</p>	<p>All three IHS service options (i.e., without training, with training and with family training) can be delivered through remote support. Services delivered through remote support must meet all the requirements listed on CBSM – Remote support and the following additional remote support requirements specific to IHS.</p> <p>Additional requirements specific to IHS</p> <p>Remote support must be in the scope of IHS and be limited to:</p> <ul style="list-style-type: none"> • Check-ins (e.g., reminders, verbal cues, prompts). • Consultation (e.g., counseling, problem-solving). <p>In-person support must be scheduled and made available a minimum of once a week. Depending on the person’s support plan, it may not be necessary to deliver in-person support every week. A person may receive in-person support and remote support on the same day.</p> <p>Either the person or the provider may initiate the remote support contact.</p> <p>Limitations</p> <p>IHS is limited to 730 hours per year (average of two hours per day) of remote support services. A person may use remote support in a flexible manner that meets their needs within the total yearly authorized units. For more information, refer to the service amount section on this page.</p> <p>Remote support does not cover:</p> <ul style="list-style-type: none"> • 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. <p>The provider cannot bill for direct support delivered remotely when:</p> <ul style="list-style-type: none"> • The exchange between the person and the provider is social in nature. • Live, two-way communication does not occur (e.g., leaving a voicemail, unanswered written electronic messaging). <p>For IHS, live, two-way communication only includes the use of the following enabling technology:</p> <ul style="list-style-type: none"> • Telephone. • Secure video conferencing. • Secure written electronic messaging. <p>Service delivery documentation requirements for providers</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>The amount of services the lead agency authorizes must:</p> <ul style="list-style-type: none"> • Meet the person’s assessed area of need(s).

	<ul style="list-style-type: none"> • Be based on the person-centered support plan developed by the case manager. • Be limited to support and/or training in community living service categories. • Be allowable as defined in the covered services section. • Comply with the non-covered services section. • Not exceed the maximum of 16 hours per day of in-person services. • Not default to authorizing the maximum allowable amount. <p>Remote support The lead agency can authorize a maximum of 730 hours of remote support per year (i.e., 365 days), which is an average of two hours per day.</p> <p>Exception request for additional hours The lead agency may send an exception request to DHS for the delivery of more than the average of two hours per day of remote support by completing Remote Support Exception Form, DHS-7759A. In the request, the lead agency must describe the following:</p> <ul style="list-style-type: none"> • How has the person identified that they want to receive remote support to meet their assessed area of 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.
<p>Provider standards and qualifications</p>	<p>IHS is a DHS enrollment-required service. For more information, refer to CBSM – Waiver/AC service provider overview.</p> <p>License requirement Providers of IHS with training and IHS with family training must be licensed under Minn. Stat. Ch. 245D as an intensive support services provider. Unless excluded, providers of IHS without training must meet one of the following requirements:</p> <ul style="list-style-type: none"> • Have a license under Minn. Stat. Ch. 245D as a basic support services provider. • Have a license under Minn. Stat. Ch. 144A with a home and community-based services designation. • Be an adult companion program under AmeriCorps Seniors – Senior Companion Program. <p>245D exclusion In some cases, a person who receives IHS without training can use an individual provider who meets requirements for exclusion from 245D licensure. For more information, refer to CBSM – Exclusions from 245D licensure.</p> <p>Reporting</p>

	<p>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.</p> <p>Background studies To provide IHS, providers must have a background study. For more information, refer to CBSM – Waiver/AC service provider overview – Required DHS background studies for direct-contact services.</p>
<p>Authorization, rates and billing</p>	<p>IHS is a framework service. The lead agency uses the Rate Management System (RMS) to determine rates. For more information, refer to CBSM – RMS and Long-Term Services and Supports (LTSS) Service Rate Limits, DHS-3945 (PDF).</p> <p>The lead agency authorizes IHS:</p> <ul style="list-style-type: none"> • 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. <p>Note: The daily unit is only available for IHS with training.</p> <ul style="list-style-type: none"> • Remotely as a 15-minute unit at a 1:1 staff-to-person ratio. <p>The lead agency cannot authorize remote support without in-person IHS. For help determining which service option to authorize, refer to CBSM – Resource: Service options for IHS.</p> <p>Unit breakdown for IHS with training 1:1</p> <p>The following provides guidance to authorize IHS with training, 1:1 staff-to-person ratio, for a person who will use the service:</p> <ul style="list-style-type: none"> • 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. <p>Do not authorize both in-person 15-minute units and daily units at the same time. In-person 15-minute units and daily units cannot have overlapping service authorizations.</p>
<p>Additional resources</p>	<p>CBSM – Exclusions from 245D licensure CBSM – Habilitation CBSM – Integrated community supports CBSM – Remote support CBSM – Requirements for a person’s own home CBSM – Resource: Service options for IHS CBSM – RMS CBSM – Service planning options for people living in their own home when transitioning from daily supported living services (SLS) CBSM – Waiver, AC and ECS general processes and procedures CBSM – Waiver/AC programs overview CBSM – Waiver/AC service provider overview Long-Term Services and Supports (LTSS) Service Rate Limits, DHS-3945 (PDF) Remote Support Exception Form, DHS-7759A RMS User Manual</p>