



Department of Intellectual and Developmental Disabilities  
**Staffing Standards for Residential and Day Services**

**Residential Services**

The provider must develop a staffing plan and schedule for each residential habilitation home, supported living home and each home with medical residential services. The staffing plan must comply with any licensing requirements and be adequate to protect individual's health and safety and carry out all activities required to meet the outcomes and goals identified in the Individual Support Plan. The plan must address staff coverage for peak hours, overnight hours and emergency and back up staffing. The provider's staffing plan for the home must be present in the home and adherence to the plan will be monitored by DIDD surveyors.

The following additional requirements must be met:

- For individuals who require Level 1 - Level 3 staff support and supervision, at least one staff person must be on site whenever an individual is present in the home. However, short periods of unsupervised time during awake hours may be approved through the individual support plan. In addition, where applicable all requirements for the individual's safety in the absence of a staff person must be met.
- For individuals who require Level 4 staff support and supervision, at least one (1) staff person must be on site whenever an individual is present in the home.
- For individuals who are receiving Level 5 (Medical Residential Services), a staff person licensed with an LPN or higher qualification must be on site as per the doctor's order.
- For individuals who require Level 6 staff support and supervision, two (2) staff persons must be on site whenever an individual is present in the home.

**Day Services**

The provider must develop a staffing plan for each day service provided. The staffing plan must comply with any licensing requirements and be adequate to protect the individual's health and safety and carry out all activities required to meet the outcomes and goals identified in the Individual Support Plan.

Natural supports on the job or in community activities may be used in the provider's staffing plan for employment or community based day services but does not reduce the provider's responsibility for the day service and does not affect billing for the day service.



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Day Services are not intended to replace services available through the Medicaid State Plan/TennCare program. Services provided by natural supports are not reimbursable and are excluded.<sup>1</sup>

At no time may an individual be left unattended in a vehicle.

The provider's staffing plan for the day service must be present in the provider's administrative office and adherence to the plan must be documented for purposes of monitoring.

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<sup>1</sup> Reference waiver definition of Day Services which is available online at:

[http://www.tn.gov/didd/provider\\_agencies/ServiceDefinitions/ByTitle/DayServices.shtml](http://www.tn.gov/didd/provider_agencies/ServiceDefinitions/ByTitle/DayServices.shtml)