

## 24-Hour Customized Living – Supervision Service Component

Supervision is defined as a service which includes ongoing awareness of a person's need and activities and includes the recognition of the need for assistance and provision of the assistance required or the summoning of the appropriate assistance, based upon the person's documented assessed needs.

Staff providing supervision must:

- Work on-site within the customized living program
- Have as their primary work responsibility the supervision of consumers in the housing with services setting (generally this means the same building where the consumers they are supervising are living)
- Have on-going awareness of the consumers' needs and activities
- Be capable of communicating with consumers to recognize their need for assistance and providing or arranging for the assistance
- Be an employee of the customized living provider who is not a recipient of services
- Be able to **respond in-person** within the time frame that meets the person's needs and in **no event exceeds 10 minutes**.

Vendors who are a 24 hour customized living provider must provide supervision as a component service to consumers who are assessed to need this type of service. The county case manager or managed care coordinator assesses the consumer to determine if they meet the criteria established by the 2007 legislature.

The service plan developed by the case manager/care coordinator will identify the level and type of supervision needed and should contain the following information.

- The frequency of contact initiated and maintained by the staff
- The type of needs and activities for which the staff are observing and providing oversight
- Different modes of contact between consumer and staff - example contact should always be verbal/communication.
- Locations in which supervision will be provided and changes in supervision depending on activities/location of the consumer
- Whether formal supervision (on-going awareness and ability to respond) is required all the time or less than 24 hours per day.

\*A vendor is responsible for providing 24 hour supervision vs response capacity under 24 hour customized living.