

Children's Long-Term Support (CLTS) Waivers Qualified Provider Standards Verification Provider Service: Consumer Education and Training

The information collected via this form is required to ensure the qualifications of unregulated providers and should be updated annually. While the completion of this form is voluntary, county waiver agencies must verify and document all of the information regarding provider standards that is collected on this form. In lieu of this form, agencies may use locally designed forms with prior approval from the Children's Services Section.

A. PROVIDER / EMPLOYEE INFORMATION

Provider/Employee Name	Last	First	Middle Initial
Street Address	City	State	Zip Code

B. SERVICE DESCRIPTION

The provision of consumer education and training services helps the participant acquire the skills needed to exercise control and responsibility over their other supportive services. Educational services may include individualized tutoring and instruction, and instructional materials provided that the service is not funded by a program funded by the Individuals with Disabilities Education Act (IDEA) or the vocational rehabilitation services funded under section 110 of the Rehabilitation Act of 1973 (29 U.S.C. 730). Covered expenses may include enrollment fees, books and other educational materials and transportation related to participation in training courses, conferences and other similar events that address the objectives of this service category.

C. QUALIFIED PROVIDER STANDARDS

Providers of consumer education and training services must meet the following minimum training standards in order to receive Medicaid waiver funding. By checking off each box below and signing at the bottom, employing entities (i.e., agencies or families) acknowledge the requirements of this service and have verified that the employee named above has met these standards.

The employee named above meets the following CLTS waiver qualified provider service standards:

- a. Is not listed on the Wisconsin Caregiver Misconduct Registry; does not have a substantiated finding of abuse, neglect or misappropriation, and has not committed a crime that is substantially related to the provision of care or supervision of this service.
- b. Is a competent and qualified provider of this service, as evidenced by training and experience delivering educational services to help participants (*check all that apply and detail these in section D below*):
 - develop self-advocacy skills,
 - exercise civil rights, and/or
 - acquire skills needed to exercise control over other support services.
- c. Has been trained on the county waiver agency and contract agency policies, procedures and expectations for providers including confidentiality of participant information according to federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. Training must address billing and payment processes, record keeping, incident reporting and other reporting requirements, arranging of back up services and must include the name and telephone number of both the waiver agency care manager/support and service coordinator and the primary contact person at the agency.

D. PROVIDER / EMPLOYEE TRAINING AND EXPERIENCE

List below the training and/or experience and date completed by provider / employee named above (additional training and experience may be included on a separate document):

Training/Experience	Date(s)

E. SIGNATURES

By signing below I attest my qualifications for this service meet all CLTS Waivers standards at this time.

* Signature of Employee	Date
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By signing below, I attest the above named person meets all necessary provider standards for this service at this time.

* Signature of Employing Entity Representative	Title <u>Guardian</u>	Date
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4.6.14 Family/Unpaid Caregiver Supports and Services

4.6.14.1 Definition

Family/Unpaid Caregiver Supports and Services provides education, training, and support to an unpaid caregiver of a participant that increases confidence, stamina, and empowerment to support and care for the participant.

An unpaid caregiver is any person, family member, neighbor, friend, companion, or co-worker who provides uncompensated care, training, guidance, companionship or support to the waiver participant.

This service may help an unpaid caregiver to:

- Understand the disability of the participant
- Achieve greater competence and confidence in providing support
- Develop and access community and other resources and supports
- Develop or enhance key parenting strategies
- Increase methods for coping and learn techniques to manage challenges.

This service includes, but is not limited to:

- Training, instruction, or support provided in a participant's home, community, or other appropriate locations
- Conferences
- Resource materials
- Online training
- Family-to-family navigation
- Support groups
- Registration and training fees associated with formal instruction.

This service may also provide supports to unpaid caregivers in the areas of:

- Behavior and communication
- Community inclusion and wellness
- Emotional support and stress management
- Family dynamics and parenting

Family/unpaid caregiver supports and services may be delivered by remote services (refer to Chapter 4.3.2 Remote Services), as applicable and agreed upon by the child or youth and their family. Refer to the CLTS Waiver Program Benefit Code Crosswalk (P-02283) for specific components of family/unpaid caregiver supports and services that may be delivered remotely.

4.6.14.2 Service Requirements

Training furnished to unpaid caregivers must be directly related to their role in supporting the participant.

All providers of family/unpaid caregiver supports and services are required to communicate with designated county staff and other providers about any events or situations that meet the definition of

an incident in Chapter 9 — Health and Safety, and in accordance with Children’s Incident Reporting for Providers (P-02613). Any communication must follow federal confidentiality laws. Refer to Chapter 9 for additional information about incidents and incident reporting requirements.

4.6.14.3 Service Limitations

This service does not include services delivered by caregivers (persons who have regular, direct contact with the participant).

This service does not cover training to be a paid caregiver.

This service does not cover training focused on the participant’s training needs or teaching self-advocacy to the participant and their parent(s), guardian(s), or legal representative(s). (Refer to empowerment and self-determination supports.)

This service does not cover funding for supports for unpaid caregivers in the areas of behavior and communication that are tied to a safety-related outcome. (Refer to the safety planning and prevention service description.)

This service may not be required as a prior condition for receiving other CLTS Waiver Program services.

When a participant is determined functionally eligible for the waiver program and indicates they intend to enroll in the program, services or items that support the participant in relocating from an ineligible setting to an eligible setting may be purchased up to 90 days (or longer with prior DHS approval) prior to the date the participant is enrolled in the waiver program. Transitional family/unpaid caregiver supports and services are covered as an aggregate total on the date of the participant’s enrollment in the CLTS Waiver Program.

The components of family/unpaid caregiver supports and services that may be delivered by remote services are limited to those outlined in the CLTS Waiver Program Benefit Code Crosswalk (P-02283).

This service may not duplicate any service that is provided under another waiver service category.

The CLTS Waiver Program is the payer of last resort and is not a source of funding for any service that would otherwise be responsibility of another public or private entity. The following programs and services must be considered prior to using waiver funding and, where applicable, be incorporated into a comprehensive plan for participants:

- Public benefits, energy assistance, or other poverty-related services.
- Court-ordered, juvenile justice, or child protective services, including protective placement and guardianship or legal services.
- Any goods or services covered by a third party, including private insurance or Medicaid, such as:
 - Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit (known in Wisconsin as HealthCheck Other Services), which provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid or the Medicaid State Plan services.
 - Mental health services available through Comprehensive Community Services and Wraparound.
- Educational or other services funded by the Department of Public Instruction or the Individuals with Disabilities Education Act.

- Prevocational or other services offered through the Department of Workforce Development, Division of Vocational Rehabilitation.

4.6.14.4 Service Exclusions

This service excludes payment for travel, lodging, and meal expenses incurred while attending a training event or conference.

4.6.14.5 Provider Standards and Documentation

General Provider Standards

Providers are subject to required licensing and credentialing verification, caregiver background checks, and hiring prohibitions described in Chapter 4. DHS collects and verifies required certification, license, education, experience, or other documentation during the provider registration process to initially qualify providers.

For more information related to CLTS Waiver Program service providers, refer to the *What is a CLTS Provider?* webpage.

Provider Types and Qualifications

Any agency appropriately qualified as approved by the CWA and as related to the unique service being provided to the child (agency provider)

Any persons appropriately qualified as approved by the CWA and as related to the unique service being provided to the target group (individual provider)

Each provider is required to have demonstrated skills related to the specific area of training and the applicability of the training content to children with disabilities and their families.

4.6.14.6 Service Documentation

The CWA is required to maintain documentation to demonstrate this service does not supplant or duplicate supports or services that are otherwise available through one of the funding sources listed above. (Refer to Service Limitations.)