

Natural Supports Education: Individual-S5110; Conference-S5111

Natural Supports Education provides training to families and the beneficiary’s natural support network in order to enhance the decision making capacity of the natural support network, provide orientation regarding the nature and impact of the intellectual and other developmental disabilities upon the beneficiary, provide education and training on intervention/strategies, and provide education and training in the use of specialized equipment and supplies. The requested education and training must have outcomes directly related to the needs of the beneficiary or the natural support network’s ability to provide care and support to the beneficiary. In addition to individualized natural support education, reimbursement will be made for enrollment fees and materials related to attendance at conferences and classes by the primary caregiver. The expected outcome of this training is to develop and support greater access to the community by the beneficiary by strengthening his or her natural support network.

Exclusions

The cost of transportation, lodging, and meals are not included in this service.

Natural Supports Education excludes training furnished to family members through Specialized Consultation Services.

Training and education, including reimbursement for conferences, are excluded for family members and natural support networks when those members are employed to provide supervision and care to the beneficiary.

Limits on amount, frequency, or duration

Reimbursement for conference and class attendance will be limited to \$1,000 per year.

Service Delivery Method

- Provider Directed**
- Individual/Family Directed**

Specify whether the service may be provided by (check all that apply):

- Legally Responsible Person**
- Relative**
- Legal Guardian**

Provider Type

Employee in a beneficiary-directed arrangement

License

Certification

Other Standard

Staff are approved by Employer of Record or recommended by Managing Employer and approved by Agency with Choice and are:

Agency staff that work with beneficiaries:

- a. Are at least 18 years of age
- b. If providing transportation, have a valid North Carolina driver’s license or other valid driver’s license and a safe driving record and has an acceptable level of automobile liability insurance
- c. Criminal background check present no health and safety risk to beneficiary
- d. Not listed in the North Carolina Health Care Abuse Registry
- e. Qualified in CPR and First Aid
- f. Staff that work with beneficiaries must be qualified in the customized needs of the beneficiary as described in the ISP.

- g. High school diploma or high school equivalency (GED).
- h. Paraprofessionals providing this service must be supervised by a qualified professional. Supervision must be provided according to supervision requirements specified in 10A NCAC 27G.0204 (b) (c) (f) and according to licensure or certification requirements of the appropriate discipline.

Professional Competency

By 11/1/2018, Support Professionals have competency in the following areas:

- a. Communication - The Support Professional builds trust and productive relationships with people he/she supports, co-workers and others through respectful and clear verbal and written communication.
- b. Person-Centered Practices-The Support Professional uses person-centered practices, assisting individuals to make choices and plan goals, and provides services to help individuals achieve their goals.
- c. Evaluation and Observation-The Support Professional closely monitors an individual's physical and emotional health, gathers information about the individual, and communicates observations to guide services.
- d. Crisis Prevention and Intervention-The Support Professional identifies risk and behaviors that can lead to a crisis, and uses effective strategies to prevent or intervene in the crisis in collaboration with others.
- e. Professionalism and Ethics-The Support Professional works in a professional and ethical manner, maintaining confidentiality and respecting individual and family rights.
- f. Health and Wellness-The Support Professional plays a vital role in helping individuals' to achieve and maintain good physical and emotional health essential to their well-being.
- g. Community Inclusion and Networking-The Support Professional helps individuals to be a part of the community through valued roles and relationships, and assists individuals with major transitions that occur in community life.
- h. Cultural Competency-The Support Professional respects cultural differences, and provides services and supports that fit with an individual's preferences.
- i. Education, Training and Self-Development-The Support Professional obtains and maintains necessary certifications and seeks opportunities to improve their skills and work practices through further education and training.

Supervised by the Employer of Record or Managing Employer

Qualified in the customized needs of the beneficiary as described in the Individual Support Plan

Agencies with Choice follow the NC State Nursing Board regulations.

State Nursing Board Regulations must be followed for tasks that present health and safety risks to the beneficiary as directed by THE PIHP Medical Director or Assistant Medical Director.

Upon enrollment with the PIHP, the Agency with Choice must have achieved national accreditation with at least one of the designated accrediting agencies.

The Agency with Choice must be established as a legally constituted entity capable of meeting all of the requirements of the PIHP. Has expertise as appropriate in the field in which the training is provided in the ISP

Provider Type
Provider Agencies
License
Certification
Other Standard
Approved as a provider in the PIHP provider network
Agency staff that work with beneficiaries:
<ul style="list-style-type: none">a. Are at least 18 years of ageb. If providing transportation, have a valid North Carolina driver's license or other valid driver's license and a safe driving record and has an acceptable level of automobile liability insurancec. Criminal background check present no health and safety risk to beneficiaryd. Not listed in the North Carolina Health Care Abuse Registrye. Qualified in CPR and First Aidf. Staff that work with beneficiaries must be qualified in the customized needs of the beneficiary as described in the ISP.g. High school diploma or high school equivalency (GED).h. Has expertise as appropriate in the field in which the training is provided in the ISP.i. Qualified in the customized needs of the beneficiaries as described in the Individual Support Plan
Professional Competency
By 11/1/2018, Support Professionals have competency in the following areas:
<ul style="list-style-type: none">a. Communication - The Support Professional builds trust and productive relationships with people he/she supports, co-workers and others through respectful and clear verbal and written communication.b. Person-Centered Practices -The Support Professional uses person-centered practices, assisting individuals to make choices and plan goals, and provides services to help individuals achieve their goals.c. Evaluation and Observation -The Support Professional closely monitors an individual's physical and emotional health, gathers information about the individual, and communicates observations to guide services.d. Crisis Prevention and Intervention -The Support Professional identifies risk and behaviors that can lead to a crisis, and uses effective strategies to prevent or intervene in the crisis in collaboration with others.e. Professionalism and Ethics -The Support Professional works in a professional and ethical manner, maintaining confidentiality and respecting individual and family rights.f. -Health and Wellness -The Support Professional plays a vital role in helping individuals' to achieve and maintain good physical and emotional health essential to their well-being.g. Community Inclusion and Networking -The Support Professional helps individuals to be a part of the community through valued roles and relationships, and assists individuals with major transitions that occur in community life.h. Cultural Competency -The Support Professional respects cultural differences, and provides services and supports that fit with an individual's preferences.i. Education, Training and Self-Development -The Support Professional obtains and maintains necessary certifications and seeks opportunities to improve their skills and work practices through further education and training.

Upon enrollment with the PIHP, the organization must have achieved national accreditation with at least one of the designated accrediting agencies.

The organization must be established as a legally constituted entity capable of meeting all of the requirements of the PIHP.