



Service Delivery, and Training Requirements for Direct Service Staff

All Cherish staff are required to complete training in Cherish Policies and Procedures when they begin employment and a minimum of annually thereafter. Cherish adheres to all policy requirements pertaining to both MN Statutes 256B.85 PCA/CFSS and 245D regardless of staff position. PCA/CFSS: <https://www.revisor.mn.gov/statutes/cite/256b.85> 245D: <https://www.revisor.mn.gov/statutes/cite/245D>

The person receiving CFSS services includes information about their worker's training needs in their service delivery plan. The lead agency authorizes training, and the CFSS provider agency and the person then write and refine the training plan. The supervising professional trains the worker and ensures they are competent.

The Supervising Professionals:

- Train the worker on the individual needs of the person.
- Ensure the worker is competent to support the person.
- Supervise the worker.
- Evaluate the worker.

Cherish is a CFSS **Agency model**:

When a person is eligible for and chooses to receive CFSS services through the agency model:

1. The person includes ideas and information about their worker's training needs when they write their service delivery plan.
2. The lead agency authorizes worker training and development for the person.
3. The CFSS provider agency and person write and refine the worker training and development plan.
4. The supervising professional trains the person's worker and ensures they are competent.
5. The worker attends classes, if applicable.
6. The CFSS provider agency bills DHS for time the supervising professional spends training the worker and for classes, if applicable.

For each worker, Cherish must document:

Any education, training and experience relevant to the tasks the person needs (including from sources other than the provider agency, if applicable).

Training and evaluation performed by the employer.

Performance reviews performed by the employer.

A copy of the person's most current service delivery plan must be kept in the person's home, along with additional pertinent information regarding the person's plan. Typically, these documents are located in a Cherish folder and kept in the same place in the person's home.

All individual workers must know the location of the person's service delivery plan, and they must follow this plan.

Below is a description of which Cherish policy pertains to which requirement.

Incident reporting	Cherish Policy #22 Incident Response, Reporting & Review Cherish Policy #6 & #7 Maltreatment
Employee misconduct	Cherish Policy #12 Fraud waste and abuse Cherish Policy #13 Standards and code of ethics Cherish Policy #15 Suspension & termination of employment



	Cherish Policy #18 Drug & alcohol
Employee training	ALL Cherish Policies at start of employment & annually Cherish Policy # 11 Staff hygiene Cherish Policy # 14 Wages & conditions of employment Cherish Policy # 28 Preemployment training Cherish Policy # 24 Service delivery and training Green sheets, quarterly visits
Enhanced rate	Cherish Policy # 14 Wages & conditions of employment
Grievances	Cherish Policy # 5 Grievances
Communicable Diseases	Cherish Policy # 20 Universal precautions
Prohibition of non-compete clauses	Cherish Policy # 10 Health service coordination
Safety practices	Cherish Policy #17 Employee right to know Cherish Policy # 19 Safe transportation Cherish Policy # 21 Emergency response
Service delivery	Cherish Policy #1 Policy availability Cherish Policy # 3 Participant Admission Cherish Policy #4 Participant termination Cherish Policy # 8 Data Privacy Cherish Policy #17 workplace safety Cherish Policy # 23 Quality assurance Cherish Policy # 24 Service delivery Written agreement
Staff hiring and termination	Cherish Policy # 15 Termination of employment
72.5% revenue wages and benefits	Cherish Policy # 14 Wages & conditions of employment
Employee misconduct	Cherish Policy # 12 Fraud, waste and abuse Cherish Policy # 13 Ethics Cherish Policy # 15 Termination of employment Cherish Policy # 18 Drugs & alcohol
Electronic verification	Cherish Policy # 33 EVV
Medication assistance	Cherish Policy # 29 Medication administration
Healthy diet	Cherish Policy # 26 Healthy Diet
Crisis and de-escalation	Cherish Policy # 27 Crisis and de-escalation techniques
Person centered planning	Cherish Policy # 25 Person centered planning
Non-discrimination	Cherish Policy #16 non-discrimination
Emergency use of restraint	Cherish Policy #9 emergency use of restraint

Policy reviewed and authorized by the Cherish owners at a formal Board of Directors meeting

Last policy review: 8/22/2023