

# Understanding 245D & Your Role

## Caregiver Learning Guide

**How to use this guide:** Read it alongside the lesson video, keep it as a quick reference on the job, and review it before taking the lesson quiz.

## What you'll learn

- Describe what 245D services are and where they fit in Minnesota's HCBS system
- Identify the people you support and the settings where services happen
- Understand your role: protecting health, safety, and rights, and following the support plan
- Know your orientation, annual training, and competency requirements

## What is 245D?

245D is Minnesota's license for Home and Community-Based Services (HCBS) — the services that help people with disabilities and older adults live, work, and participate in their communities. These services are funded through Medicaid (Medical Assistance) waiver programs, and your agency holds a 245D license from the Department of Human Services (DHS) that sets the standards you follow.

### Two levels of service

Basic support services include in-home support, respite, homemaker, and personal support. Intensive support services carry added protections and include residential support, in-home intensive support, and positive support. Services are delivered in a person's own home, a family home, a community residential setting, or out in the community.

### Who you serve

People with intellectual and developmental disabilities, mental illness, or related conditions.

## Your role

- Protect each person's health and safety.
- Uphold each person's rights and dignity — support choice, privacy, and respect.
- Follow the support plan and support plan addendum, which describe the person's goals, needs, and the supports your agency provides.
- Demonstrate competency in the skills and knowledge your job requires.

## Your training timeline

- Complete program orientation within 60 days of hire.
- Complete maltreatment-reporting training within 72 hours of first direct contact, and annually thereafter.
- Repeat the required training topics every year.



- Your competency is verified through knowledge testing or observed skill assessment (245D.09, subd. 3).

## Professional boundaries

Build warm, respectful relationships within professional limits: protect privacy, avoid personal favors or financial entanglements, and keep the focus on each person's goals. When unsure, ask your supervisor.

## Legal references

Minn. Stat. 245D.09 (staffing standards & training) · 245D.04 (service recipient rights) · 245D.07 (support plans) · Chapter 245D (Home and Community-Based Services Standards).

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