

The DC & DM Roles — Statutory Foundation

MGR-01 · Participant Guide · 0.75 CEU

Two roles the law requires

245D.081 splits a license holder's management duties into two responsibilities — coordinating each person's services, and overseeing the program as a whole. These map to the Designated Coordinator and the Designated Manager.

They are not job titles you can define however you like — they are legally defined roles with specific qualifications and duties.

By the end of this module you will be able to:

- Identify the two responsibilities in 245D.081, subd. 1
- Describe the Designated Coordinator's primary focus
- Describe the Designated Manager's primary focus
- Explain that both roles must always be filled
- Explain when one person may hold both roles
- Explain why and how DHS reviews these roles

Two statutory responsibilities

Under 245D.081, subdivision 1, the license holder is responsible for two things: (1) coordination of service delivery and evaluation for each person served (defined in subd. 2 — the Designated Coordinator), and (2) program management and oversight, including program quality and improvement (defined in subd. 3 — the Designated Manager). The same person may perform both functions if they meet the qualifications for each.

- Subd. 1 sets two responsibilities for the license holder
- (1) Coordinate/evaluate each person's services — the DC (subd. 2)
- (2) Manage and oversee the program — the DM (subd. 3)
- One person may do both if qualified for each

KEY POINT: 245D.081 requires two functions: individual coordination (DC) and program oversight (DM).

The Designated Coordinator

The Designated Coordinator's primary focus is individual client service delivery. The DC oversees each person's support plan and addendum, takes action to facilitate the person's outcomes, instructs and observes direct support staff, and evaluates the effectiveness of services using measurable, observable outcome data.

- Primary focus: individual client service delivery
- Oversees each person's support plan and addendum
- Instructs and directly observes direct support staff
- Evaluates service effectiveness using outcome data

KEY POINT: The DC focuses on individual service delivery and each person's outcomes.

The Designated Manager

The Designated Manager's primary focus is program-wide compliance and oversight. The DM maintains current knowledge of licensing requirements, ensures the DC's duties are fulfilled, oversees incident review and corrective action, ensures staff training and competency, responds to DHS correction orders, and drives ongoing program improvement.

- Primary focus: program-wide compliance and oversight
- Maintains current licensing knowledge
- Ensures DC duties are fulfilled and staff are trained
- Responds to correction orders; drives improvement

KEY POINT: The DM focuses on program-wide compliance, oversight, and improvement.

Both roles must be filled

Both roles must be filled by a qualified, documented individual at all times. If neither role is filled, the agency is out of compliance regardless of how well it otherwise operates. If a DC leaves unexpectedly, the DM is responsible for ensuring the DC's duties continue to be fulfilled until a qualified replacement is in place.

- Both roles must always be filled by qualified, documented staff
- No qualified DC/DM = out of compliance
- If the DC leaves, the DM ensures DC duties continue
- Succession planning is a compliance issue

KEY POINT: Both roles must always be filled — if the DC leaves, the DM covers DC duties.

How DHS reviews the roles

DHS licensors specifically review whether the DC and DM meet the qualifications and understand their duties, and whether the license holder verified and documented their competency under 245D.09, subd. 3. Managers who can speak confidently to their statutory duties perform better in surveys. The rest of this course walks through those duties in detail.

- DHS reviews qualifications, duties, and documented competency
- Competency must be verified and documented (245D.09, subd. 3)

- Managers who know their duties survey better
- This course details each duty that follows

KEY POINT: DHS checks that DC/DM qualifications and competency are met and documented.

Key Terms

Designated Coordinator (DC): The staff person who coordinates and evaluates individual service delivery under 245D.081, subd. 2.

Designated Manager (DM): The managerial staff person who provides program management and oversight under 245D.081, subd. 3.

License holder: The legal entity holding the 245D license and ultimately responsible for both functions.

Competency verification: The license holder's documented confirmation that DC/DM meet qualifications (245D.09, subd. 3).

Apply It — Scenario

An agency owner says, 'I do everything here — I don't need separate DC and DM titles.' Using this module, what do you tell her? The two functions in 245D.081 (individual coordination in subd. 2 and program oversight in subd. 3) must both be covered, and one person may perform both — but only if she separately meets the qualifications for each, and the agency verifies and documents that competency under 245D.09, subd. 3. Both functions must be filled at all times, or the agency is out of compliance.

Summary

- 245D.081 establishes two functions: the DC (individual coordination) and the DM (program oversight).
- The DC focuses on each person's support plan and outcomes; the DM focuses on program-wide compliance.
- Both roles must always be filled by a qualified, documented individual.
- One person may hold both roles if qualified for each; if the DC leaves, the DM covers DC duties.
- DHS reviews qualifications, duties, and documented competency (245D.09, subd. 3).

References

Minnesota Statutes 245D.081 (program coordination, evaluation, and oversight)

Minnesota Statutes 245D.09, subd. 3 (competency)

DHS Community-Based Services Manual (CBSM)