



Division of Specialized Care for Children

PROVIDER NOTICE

Date: July 9, 2026

Dear Home Nursing Agency,

Thank you for your continued service to those enrolled in the Home Care Program. We are sending this notice to announce important updates to the Home Care Program Nursing Agency Guidebook, effective the date of this notice.

Dual Agency Staffing Updates

DSCC allows multiple nursing agencies to staff a single participant to better fulfill the nurse staffing the family desires. This practice is known as dual agency staffing. We have updated the Dual Agency Staffing topic under the Nursing Agency Responsibilities section of the Guidebook to:

- Better define dual agency responsibilities of agencies, families and the DSCC Care Coordinator.
- Reinforce the importance of a written and regularly updated Dual Agency Agreement, which will be required for dual agency cases.

An updated Dual Agency Staffing Template is now also included in Appendix A (Quality Documents/Resources). DSCC reserves the right to reject the plan if safety concerns arise or if safety issues are not appropriately addressed.

Recommendation to Utilize eHomecare Trainings

[The eHomeCare program](#) is a free online training program delivering comprehensive, evidence-based information on the care of children with complex medical needs in the home setting. The program currently consists of eight courses aimed at enhancing the knowledge, skills, and confidence of home care providers, including:

- Caring for children with a tracheostomy with or without a ventilator*
- Central line care
- Dialysis in home
- Infection control*
- Setting boundaries in the home*

- Skin care*
- Range of motion
- Daily care activities for children

The courses offer continuing education units (CEUs) and aim to bridge knowledge gaps and enhance caregivers' confidence and competence in managing both routine and emergency situations. We have updated the Supervision passage of the Guidebook under the Nursing Agency Responsibilities section to recommend agencies utilize these trainings. The Guidebook also links to the new location for these trainings on the DSCC website. New trainings on the following topics are expected to be released this fall. DSCC will notify agencies when they are available.

**While DSCC recommends utilization of all relevant trainings for the healthcare worker's scope relevant to each participant's needs, these asterisked trainings are highly recommended.*

Mandated Reporter and CANTS22 Requirement Frequency

The [DCFS Manual for Mandated Reporters](#) requires that medical personnel, as listed in paragraph (1) of subsection (a) of [ANCRA](#), working with children must complete mandated reporter training at least every six years (325 ILCS 5/4). We have updated the Supervision passage of the Guidebook under the Nursing Agency Responsibilities section to specify that the Mandated Reporter Training must be completed every six years.

CNA Documentation Requirements

We have updated the Care Plans and Documentation subsection of the Supervision section as well the DSCC Guidelines for CNAs to provide more specific guidance for required CNA shift documentation. This update supports DSCC audit criteria clarity and the health, safety, and welfare of participants with CNA staffing. Agencies employing CNAs should review this section for compliance and contact their liaison with questions.

Signature and Date Fields Added to Relevant Forms

The Guidebook already stipulates that nurses must read and sign the Guidelines for Nurses Working in Home Care, and that CNAs must read and sign the DSCC Guidelines for CNAs. We have added signature and date fields to the end of both forms for ease of use moving forward.

Reminder on Fulfilling Attestation

When agency leadership attests that their agency read, understands, and intends to follow each section of the Guidebook, this includes taking responsibility for all relevant staff providing services, supervision, or billing duties also understanding and following these requirements. In particular, recent events indicate that staff completing billing/claims on behalf of DSCC agencies are not educated on nor directed to reference the Guidebook. It is

the agency's responsibility to ensure all agency staff follow all requirements. DSCC encourages staff responsible for claims oversight attend DSCC webinars.

As stipulated in the Guidebook attestation, should DSCC determine that this agency or any employee of this agency has failed to comply with the guidebook requirements, DSCC may temporarily pause referrals to new DSCC cases or remove the agency from the list of approved nursing agencies participating with the Home Care Program.

Please contact your Division of Specialized Care for Children (DSCC) Nursing Agency Liaison with any additional questions. Thank you for your continued service to the Home Care Program's participants and their families.