



Participant Direction



WHATS HAPPENING
AROUND THE
COUNTRY???



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■ Minnesota –

- State has established an advisory group on self-direction to assist & guide the development of waiver services
- Consumer handbook on self-directed services is available in 11 languages



WHATS HAPPENING AROUND THE COUNTRY???

■ Oregon –

- System changes are based on self-determination, not a type of service, but a way of thinking that says you should have the power to get supports & services based on your individual needs, values & beliefs
- Basic principles
 - Freedom to plan a life with the supports you need
 - Authority to control your support dollars
 - Support to be involved in the community
 - Responsibility for the use of public funds & to participate in & be a contributing member of the community



WHATS HAPPENING AROUND THE COUNTRY???

■ Arizona –

- State works with an independent living center to advance a consumer driven system & increase independence & self determination through an effort called “This is My Life”

Employer Authority



- **Minnesota** – You may hire your own support workers or pay for assistance with hiring
- **Oregon** – You can hire your own staff & receive assistance with your employer responsibilities
- **Connecticut** – It is called self-direction if you become the employer of the people you choose to provide your services & you do the training, supervision & management – Called “agency with choice” if you have an agency vendor agree to hire the provider you choose – the agency helps you train & manage, may negotiate the payment rate – You may use a combination of these two, along with traditional vendor agencies

Budget Authority



Minnesota – You have an annual budget based on assessed needs - Your budget limit is known before the service plan is developed

Oregon – Your budget amount is determined by completing the Basic Supplement Criteria Inventory (BSC) with you, which looks at long-term health needs, physical needs, need for behavior support and your caregiver's circumstances – the greater the score, the greater is the amount of funding – budget with Medicaid funding cannot exceed \$20,000/year unless prior approval is given

Budget Authority



Connecticut – Your annual amount is allocated by the State, based on your assessed needs and the supports in your service plan – Services in the two waivers are grouped into categories, each of which has a maximum funding level, based on need – if you self direct through direct hiring, you can get \$500 to buy non-waiver services



Financial Management Services

- **Minnesota** – A financial Service Entity (FSE) is available to help with employer related responsibilities, including tax filing
 - You decide how much help
 - FSE bills the state for your services
 - FSE must enter into an agreement with you & your support workers
 - Fees must be covered by your annual budget
 - FSE may NOT also provide support worker services/case management & also be your FSE
 - All FSE activities you want must be in your support plan (e.g. assist you to pay your workers, process employment documents, manage employment related taxes - Social Security & Medicare, FICA, Federal & State unemployment taxes or FUTA/SUTA – process timesheets, hire support workers, purchase support items)



Financial Management Services

- **Minnesota – Three Models of FSE:**
 - Fiscal Conduit Model: FSE pays you after services are provided & verified; you pay the support workers, providers & vendors directly for goods & services – you are the common law & managing employer
 - Payroll Model: FSE pays providers as you direct & act as fiscal employer agent (withholds, files & pays federal & state employment taxes, payroll & pays invoices) you are the common law & managing employer
 - Agency with Choice Model: FSE pays an agency that provides employee management services as you direct – you and the agency are dual employers – you are the managing employer & the agency is the common law employer



Financial Management Services

- **Oregon** – Funding is not given directly to you – instead each person is entitled to a certain benefit level that is used to purchase services that are paid for by the State’s support services brokerages – Serves as your fiscal agent & helps you manage your funding, pays the people or agency that you fire & handles tax responsibilities you have as an employer
- **Arizona** – the State has one agency that you are required to use if you choose an individual independent provider



Financial Management Services

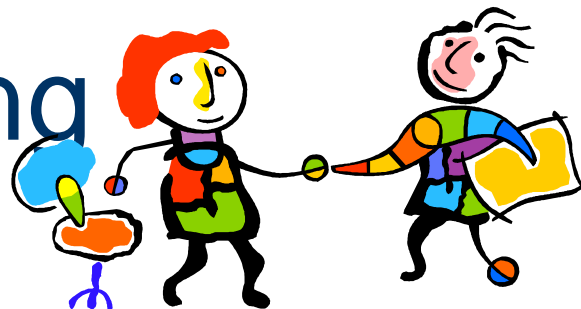
- **Connecticut** – If you hire your own staff you have to use a fiscal intermediary (FI) to help you manage individual budgets & the financial parts of being an employer – the service is funded by the State & does not take money from your budget – the State has 3 FI agencies & will assign one of them to you

Supports Brokering



- **Minnesota** – You will choose a “flexible case manager” (FCM) who will help you negotiate a payment rate for your providers
 - An initial support plan must be approved before payment can be made –
 - Your FCM helps you develop a support plan, using a person centered approach, then helps you find services & supports & makes arrangements for purchases & delivery of services/supports –
 - Helps solve problems that may occur – helps you monitor your support plan

Supports Brokering



- **Oregon** – Regional brokerage agencies in the State help you learn to make informed decisions about your support plan
- **Connecticut** – You can choose a support broker employed by the State or you can use funds from your individual budget to choose a person you hire directly or an agency that provides this – with either you will have a State DMR case manager to monitor service delivery from your plan & assure your satisfaction



Person Centered Planning

- **Minnesota** – Community Support Plan (CSP) is developed by you, on your own or with help from a family member, friend or case manager
 - Must be approved by a county case manager, tribal entity or health plan rep. **BEFORE** you can receive services
 - Describes goals & outcomes you hope to achieve & explains how your health & safety will be maintained by the CSP you have put together, including emergency back up plans
 - You can make minor changes without getting approval like changing support workers, shifting time of day a service is delivered or changing wages while staying within your annual budget



Person Centered Planning

- **Minnesota** – any format can be used for a CSP as long as it describes the services & supports you need – for each service/support the CSP must include:
 - Job description for the support worker
 - How much/how often the services is to be provided
 - The cost/rate per hour
 - Begin & end dates
 - Annual cost
 - Qualifications of the support worker



Person Centered Planning

- Oregon – Your individual support plan (ISP) is facilitated by a Personal Agent (PA), who works at a regional brokerage agency
 - Your PA will want to know what your life is like now, what has happened in the past, what works for you & what doesn't & what you & those close to you are thinking about your future
 - Your PA helps you to figure out how to get goals & needs met & what resources are available for you (unpaid supports, private funds, community resources, public benefits for housing, food stamps, waiver, etc.)

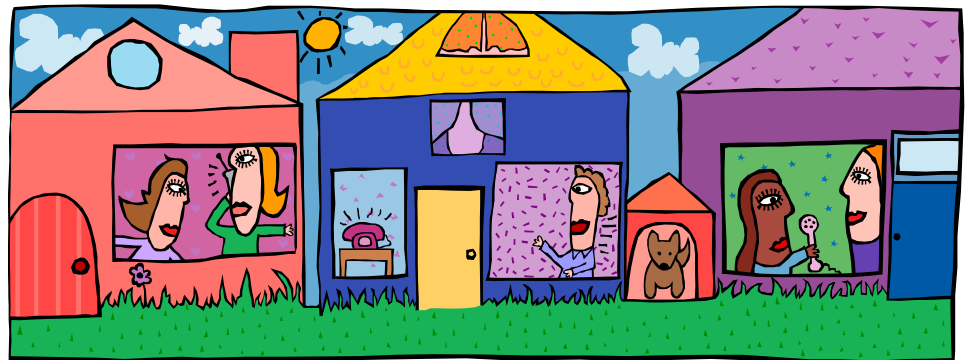


Person Centered Planning

- Connecticut – Requires you use a statewide format & provides the support you need to participate in the development of your plan
 - Profile section describes who you are & what is most important to you (strengths, preferences, typical day for school, work & leisure, health & wellness info, financial info)
 - Futures visions section describes your hopes; what you want to accomplish in the next few years & what is important for the next year
 - Based on assessments of your needs & includes an annual action plan

Living arrangement and participant direction

- **Oregon** – Available if you live in a home on your own, with family or with friends in a setting that is not licensed or certified
- **Connecticut** – Live in your own home or with family
- **Minnesota** – Self direction is not available if you live in any institution, assisted living or a licensed or registered setting



Who can provide services?

- **Minnesota** – May be parents (including those of a minor), spouses (if what is done falls outside what is typical), other family members, neighbors or co-workers – may also choose a provider agency, enrolled with the State to provide waiver services – may be paid or non-paid – you may required each to have a criminal background check (if you decide yes, the cost does not reduce your annual budget)



Who can provide services?

- **Oregon** – You hire providers who meet qualifications set by the State – State rules set the rates that providers charge you & how they are paid – you can choose independent providers (your employee or an independent contractor), provider organization (agency licensed or certified by the State), general business provider, who usually has many competitors doing the same work & who provides the same service to the general public





Who can provide services?

- **Connecticut** – You can choose vendor agencies enrolled as Medicaid providers - you can hire your own staff or use an agency of choice that will hire the people you choose
- **Arizona** – State changed its regulations for purchasing to simplify contracting with service providers – agencies that meet service qualifications become “Qualified Vendors” & contract with the State so once you have your support plan, services can start quickly if you select one of them – you may also choose an individual independent provider, who may be your friend, neighbor or family member (not your spouse or your parent, if you are a minor) – once chosen the person may decide to work for a Qualified Vendor or may decide to become certified and contract directly with the State



What services can be participant-directed?

- **Minnesota** – Available since 1997, but fully implemented as of April 2005 – services are flexible & designed by you to best meet needs & desired outcomes, but within set limits –
- Limits on services require that what you purchase **MUST**:
 - Required to meet your identified needs & outcomes in your plan
 - Provide a good alternative to living in an institution
 - Be the least costly alternative that meets your needs
 - Be only for your benefit



What services can be participant-directed?

- **Minnesota** - If limits are met, any service/support can be purchased that meets the following outcomes:
 - Maintains your ability to continue to live in the community
 - Enhances your community inclusion & family involvement
 - Develops/maintains your personal, social, physical or work related skills
 - Decreases your dependency of formal support services
 - Increases your independence
 - Increases the ability of unpaid family members & friends to receive training & education needed to provide support to you



What services can be participant-directed?

- **Minnesota** – Self directed services include:
 - Self direction support activities, including hiring a flexible case manager, assistance in hiring/keeping workers, employer shares of benefits, advertising to find support workers, liability & workers comp insurance & development of your support plan
 - Personal assistance
 - Treatment & training, including private duty or skilled nursing
 - Environmental modifications & provisions, including help with cleaning/chore services, special clothing adapted for you, vehicle or home modification & assistive technology



What services can be participant-directed?

- **Oregon** - Self directed services include:
 - Support services that total less than \$20,000/year
 - Comprehensive services provided 24 hours/day, usually in a setting that is licensed or certified by the State, or in your home when the annual cost exceeds \$20,000/year
 - Crisis/Diversion services provided when you have a crisis situation that requires more support than your plan was designed to give you



What services can be participant-directed?

- **Connecticut** - Self directed services include:
 - Individual & Family Support Waiver
 - \$52,000 annual limit
 - Home & Community Supports: personal assistance, adult companion, individual habilitation & respite
 - Day/Vocational Supports: individualized day, individualized supported employment
 - Ancillary Services: consultative therapies, interpreter & transportation
 - Family/individual consultation & support
 - Comprehensive Support Waiver
 - Same as above but more than \$52,000/year; and,
 - Supported living
 - Individually directed goods & services



Participant-directed responsibilities

- **Minnesota** – Good checklist !
 - Develop & follow your Community Support Plan (CSP)
 - Hire & manage your workers
 - Follow your annual budget & monitor spending
 - Keep a record (timesheets & receipts) of services & supports
- **Connecticut** –
 - Help plan your services & set goals
 - Problem solve barriers that prevent achieving the lifestyle you desire



Participant-directed responsibilities

- **Arizona** – Good consumer & family toolbox!
 - Notify provider of changes in health status
 - Review & sign the time sheet accurately & timely
 - Use personal funds for any requested outings
 - Do not expect the provider to care for other family members
 - Communicate with your providers – write down what you expect from them