

Risks and Safeguards for People Who Direct & Manage Their Own Supports



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Partners in Protection**

Self Determination Versus Self Direction

Self Determination: This term historically referred to the right of a nation to self-govern. It was appropriated by the disability rights movement to refer to their right to have control in their lives.

TOOLS OF EMPOWERMENT



VALUES OF EMPOWERMENT



Self Direction: A CMS service delivery approach which affords individuals the ability to hire and manage personnel to provide specific services, or to purchase goods, supports, equipment or supplies to decrease a need for assistance and to promote inclusion in the community.

A Little Bit of History



**New DMR
Mission
statement
1980's**



**Respite
Grant
Program
1985**

**Family Support
Programs
1992**



**Waiting List
Pilot Project
1995**

**Robert Wood Johnson
Self-Determination Grant
1997
Individual Supports
Infrastructure**

**Portability
2004**



**HCBS
Waivers
2005**



Evolution of Services



1970s
Mainstreaming



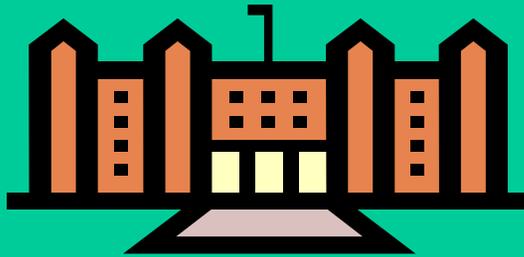
1980s
Inclusion



1990s
Self Determination
(Money follows the person)

Current Available Choice of Supports & Services

- DMR Services



- Traditional Private Agencies



- Waiver Service Options

- Traditional Vendor
- Agency With Choice
- Self Directed Services
- A Combination of Approaches



HCBS Waivers

Individual & Family Support Waiver

Individual Support Habilitation
Personal Support
Adult Companion
Respite
Personal Emergency System
Transportation
Consultative Services
Interpreter Services
Family Training
Specialized Medical/Adaptive Equipment
Environmental Adaptations
Family & Individual Consultation & Support (FICS)
Group Services
Supported Employment Services
Individualized Day Services
Residential Habilitation (Supported Living)

Comprehensive Waiver

*All of the services in the IFS Waiver and the additional services listed below:

- Residential Habilitation (CLA & CTH)
- Assisted Living
- Individual Directed Goals & Services

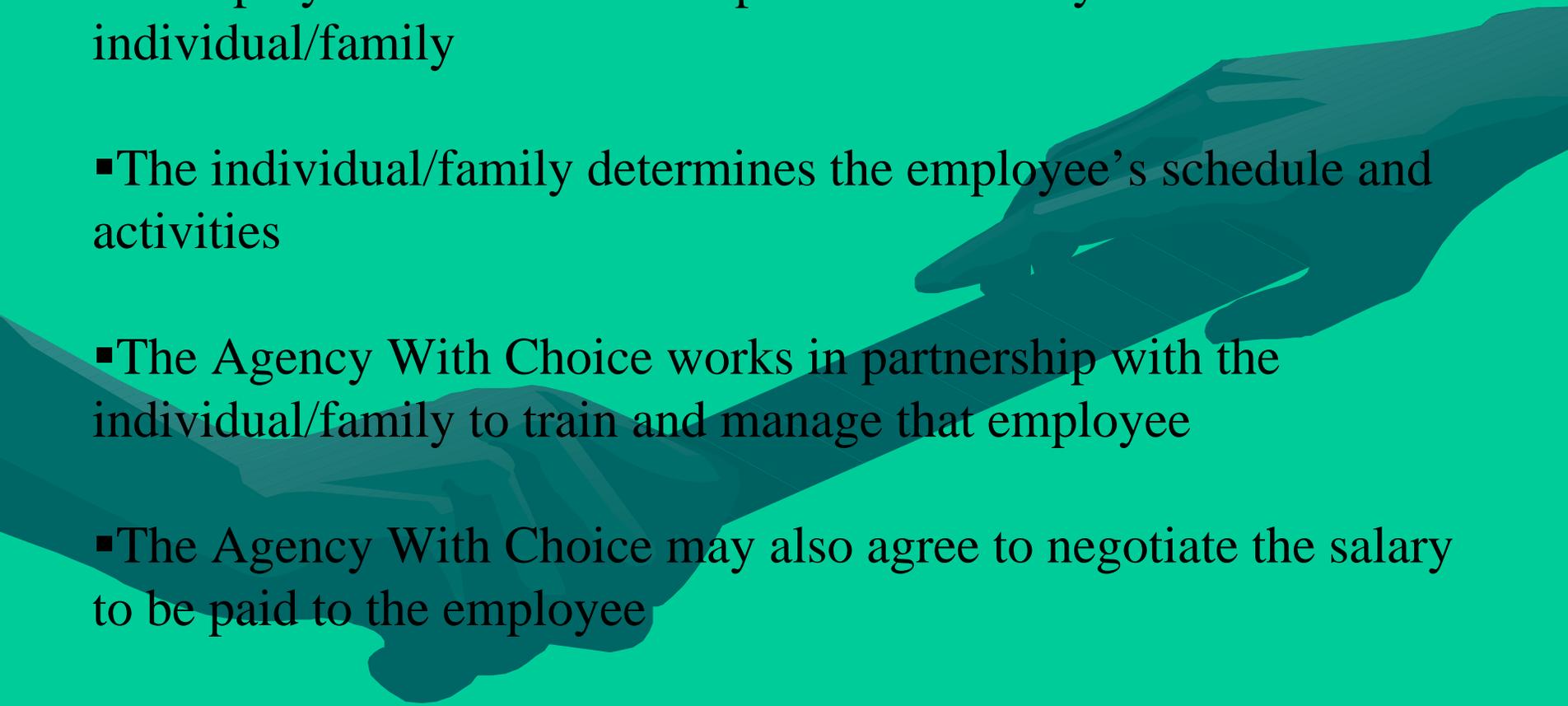
Service & Support Management Choices

- Traditional Vendor
- Agency With Choice
- Hiring & Managing Employees

Agency With Choice



- The Agency With Choice hires and becomes the employer of record for the person chosen by the individual/family
- The individual/family determines the employee's schedule and activities
- The Agency With Choice works in partnership with the individual/family to train and manage that employee
- The Agency With Choice may also agree to negotiate the salary to be paid to the employee



Hiring & Managing Employees



- The individual/family becomes the employer of record for the people hired to provide services
- The individual/family determines each employee's schedule and activities
- The individual/family is responsible for the training and supervision of all employees hired
- Up to \$500.00 of the individual's budget may be used to purchase non-waiver supports annually

Self Direction: New Supports

- **DMR BROKERS**
- **FAMILY & INDIVIDUAL CONSULTATION SUPPORTS (FICS)**
- **FISCAL INTERMEDIARY**



FAMILY & INDIVIDUAL CONSULTATION SUPPORTS (FICS)



Individuals who choose self direction can use funds from their budget to hire someone to help manage resources and to assist with the hiring, training and supervision of employees who provide services to them. The FICS can be a person that is hired directly, or this service can be purchased from a qualified vendor.

The individual continues receiving services from a DMR case manager. The DMR case manager is responsible for ensuring that the Individual Plan is designed and implemented appropriately and that the individual is satisfied with services.

FISCAL INTERMEDIARY

Individuals are required to use a Fiscal Intermediary (FI), when they hire their own employees. The FI helps DMR to manage individual budgets and helps individuals to manage all of the financial responsibilities of being an employer. FI services are funded by DMR and does not impact an individual's budget. I

Individuals can choose from three Fiscal Intermediaries:

- Allied Community Resources, Inc.
- Public Partnerships, Inc.
- Remesa Sunset Shores, Inc.



Self Direction: Safeguards

- Employee Qualifications & Training Requirements
- Individual Plan & LON (Level of Need)
- DMR Infrastructure
- Quality Service Review (QSR)
- Consumer & Family Participation



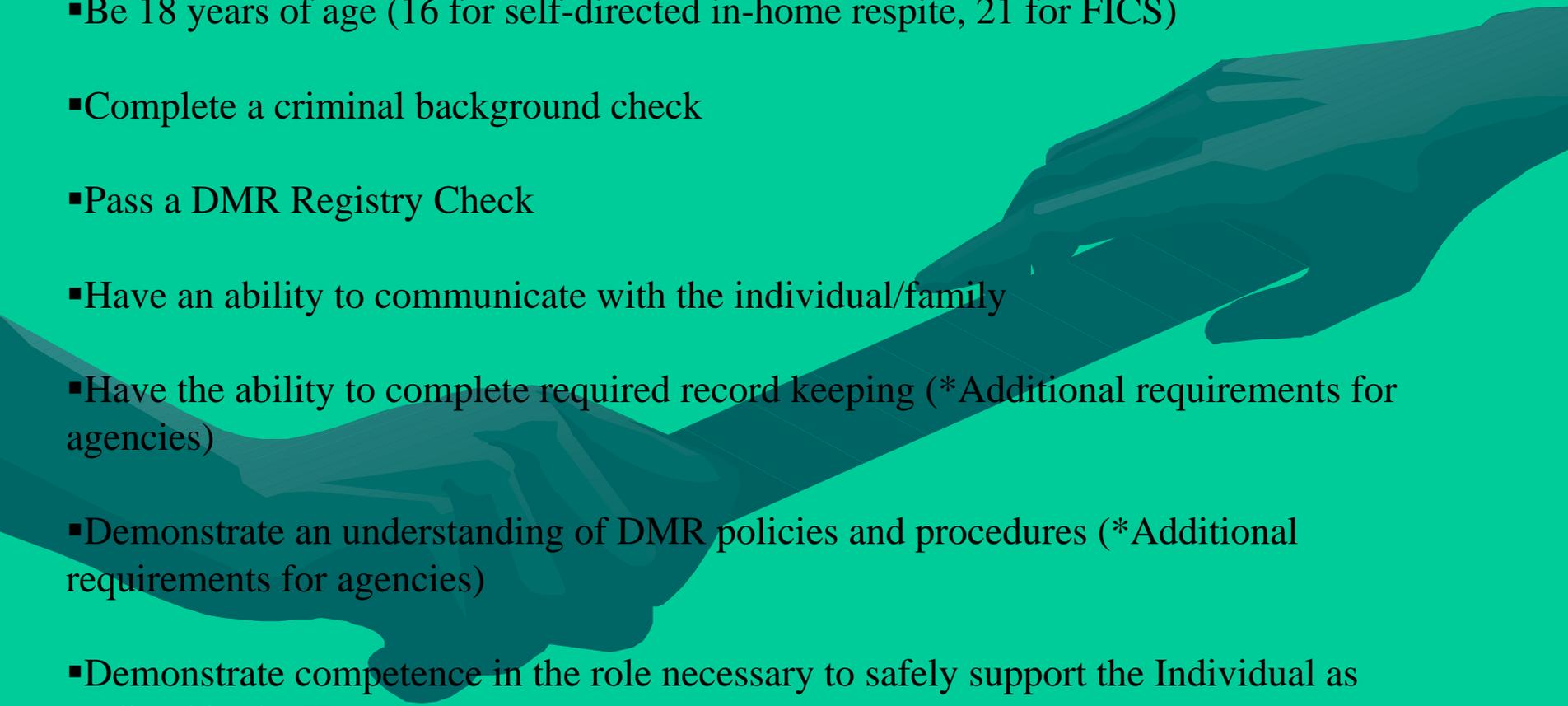
Employee Qualifications & Training Verification



- DMR has established that all individuals must meet a standard set of qualifications and training in order to provide waiver services.
- The specific set of qualifications that must be met is determined by the type of waiver service provided.
- Agency vendors are determined qualified through completion of a successful application processed by the DMR CO Operations Center.
- Employees hired by an individual are determined qualified through the FI new hire process.

Employee Qualifications & Training Verification continued....

The following qualifications must be met by all individuals providing waiver services, including direct hire employees:

- Be 18 years of age (16 for self-directed in-home respite, 21 for FICS)
 - Complete a criminal background check
 - Pass a DMR Registry Check
 - Have an ability to communicate with the individual/family
 - Have the ability to complete required record keeping (*Additional requirements for agencies)
 - Demonstrate an understanding of DMR policies and procedures (*Additional requirements for agencies)
 - Demonstrate competence in the role necessary to safely support the Individual as outlined in the IP
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Individual Plan Safeguards

- **New IP forms**
- **Level of Need (LON)**
- **Training Verification**
- **Employee & Employer Agreements**
- **Emergency Back-Up Plan**



DMR Infrastructure Safeguards

- Financial Management Protections
- Health & Safety Protections
- Rights Protections
- Recruitment Assistance
- Training Supports



Financial Management Protections

- Individual Budget
- Individual Service Agreement
- Cost & Rate Standards
- Financial Management Procedures
- Prior Approval Process



Rights Protections



- Human Right Committee (HRC)
- Utilization Review
- Fair Hearing Rights



Recruitment Assistance

- CT HEALTHJOBS
- Rewarding Work



Training Supports

- Employee Training Verification Information & Supplemental Information
- Fact Sheets
- Individual & Family Lending Libraries
- “E” Learning
- C-Pass Train-the-Trainer Pilot



Quality Service Review (QSR)

- DMR Quality Review System
- New outcome based standards
- CM Monitoring - All
- Regional Quality Monitors - Sample
- Central Office Monitoring- Sample



Consumer & Family Participation

Self Advocate
Coordinators



Quality Councils

Safety & Security

There Is
No Such Thing As
“A Risk-Free Lifestyle”



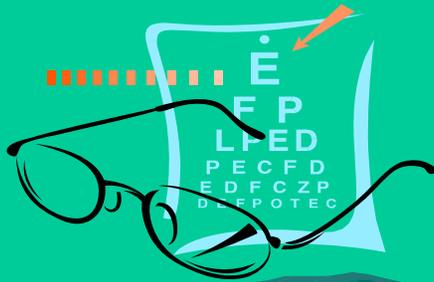
REALLY LISTEN to the person



**Key To
Real Security**



What you hear
depends on
what you are listening for



**Medical/Behavioral
Framework**



**Self Determination
Framework**

BALANCE PERSPECTIVES



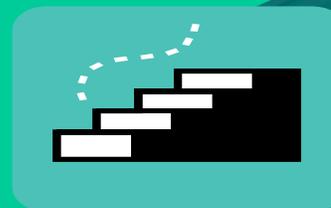
Personal
Goals and
Preferences



Weigh risks
carefully

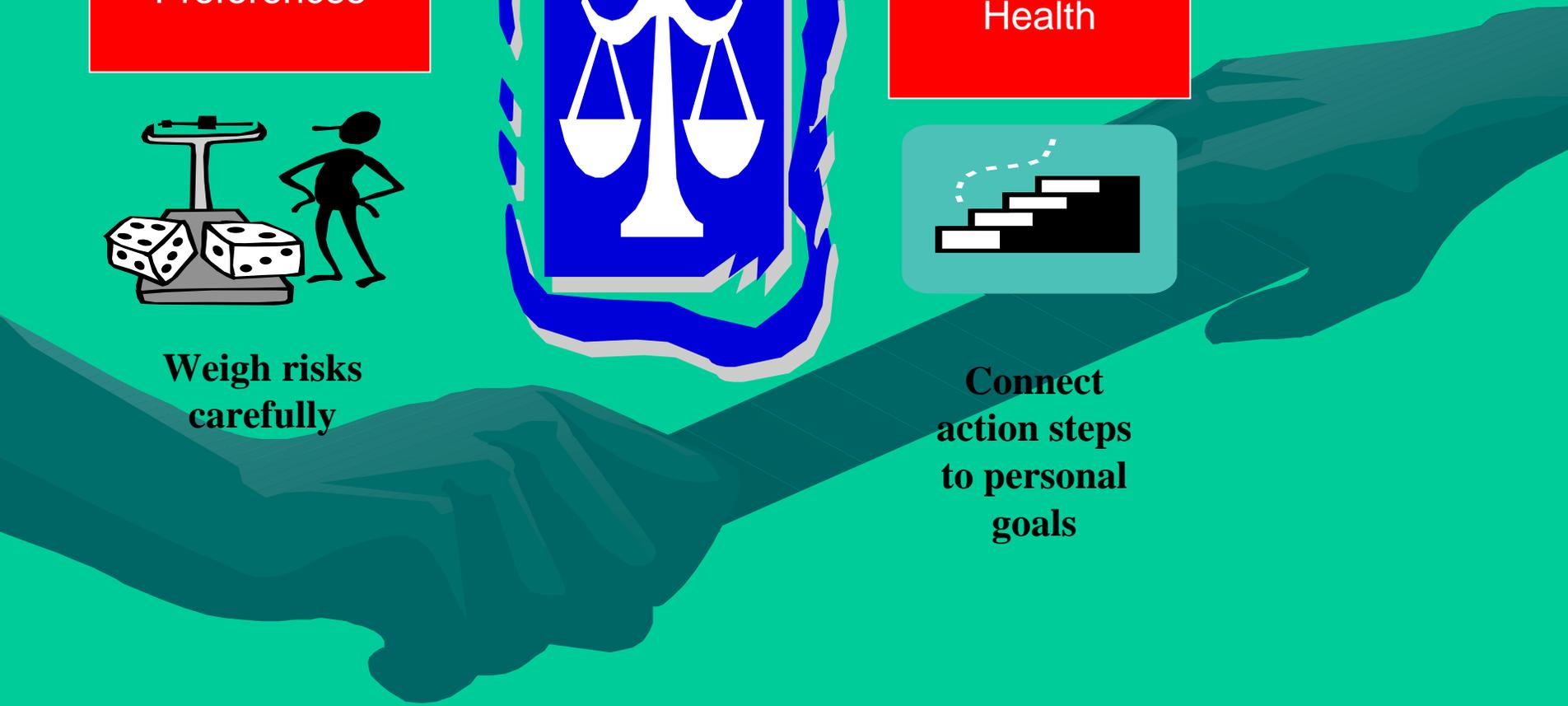


Safety
and
Health



Connect
action steps
to personal
goals

Key To
Real Security



Help the person make valued, reciprocal relationships



**Key To
Real Security**

**Help the person
spend time
in interesting
and welcoming
places in his
community**



**The individual is known and welcomed
in the community where she or he lives**

**Help the person
develop &
nurture
reciprocal,
rewarding
connections**

Help the person make progress towards goals



Key To
Real Security

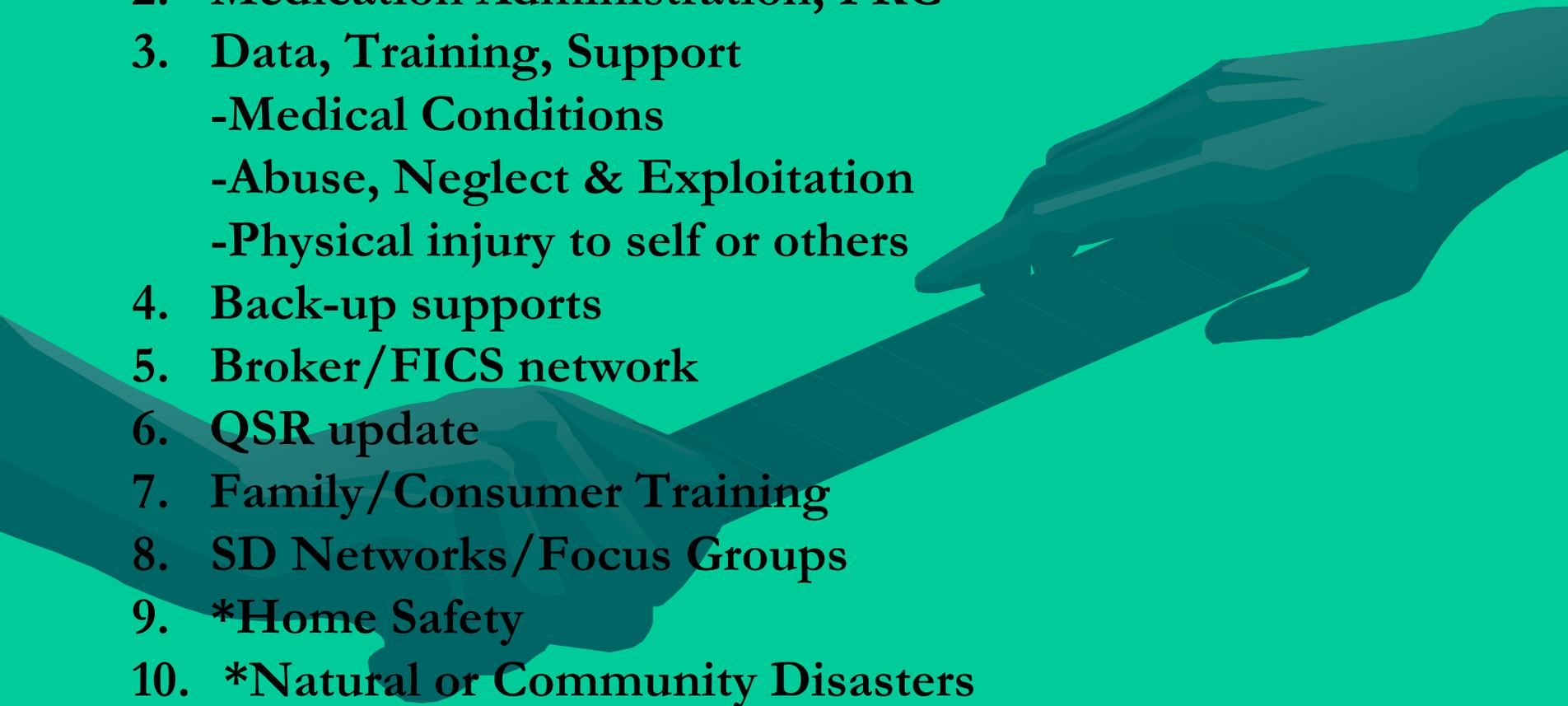
Know the person

Provide new
experiences and
opportunities
for hands-on learning



**ENCOURAGE &
SUPPORT
DREAMS**

Things we still need to do....

1. **Consumer Check: Readiness/supports in place for self-direction**
 2. **Medication Administration, PRC**
 3. **Data, Training, Support**
 - Medical Conditions
 - Abuse, Neglect & Exploitation
 - Physical injury to self or others
 4. **Back-up supports**
 5. **Broker/FICS network**
 6. **QSR update**
 7. **Family/Consumer Training**
 8. **SD Networks/Focus Groups**
 9. ***Home Safety**
 10. ***Natural or Community Disasters**
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- A stylized illustration of two hands shaking, rendered in shades of blue and green. The hands are positioned on the right side of the slide, with one hand reaching from the top right and the other from the bottom left, meeting in the center. The background is a solid light blue color.

-Questions?

