



Independent Living through Self-Direction: Putting the Pieces Together

Amy Dugliss, Executive Director
Beth Henderson, Director of Operations
Reina Campbell, Housing Navigator/Broker Supervisor





Agenda

- What is Self-Direction?
- Path to Self-Direction
- Self-Direction budget components
- Self-Directed staffing models: Putting the pieces together
- Independent living arrangements supported by Self-Direction



What is Self-Direction?



What is Self-Direction

Self-Direction maximizes choice and control over one's life including daily schedule and activities

The self-directed service delivery model is an alternative to traditionally delivered and managed services, such as an agency delivery model.

Begins with Person Centered Planning

- Assumes Capacity
- Circle of Support
- What does the person need to be successful- both natural and paid supports

Provides flexibility



Components of Self-Direction

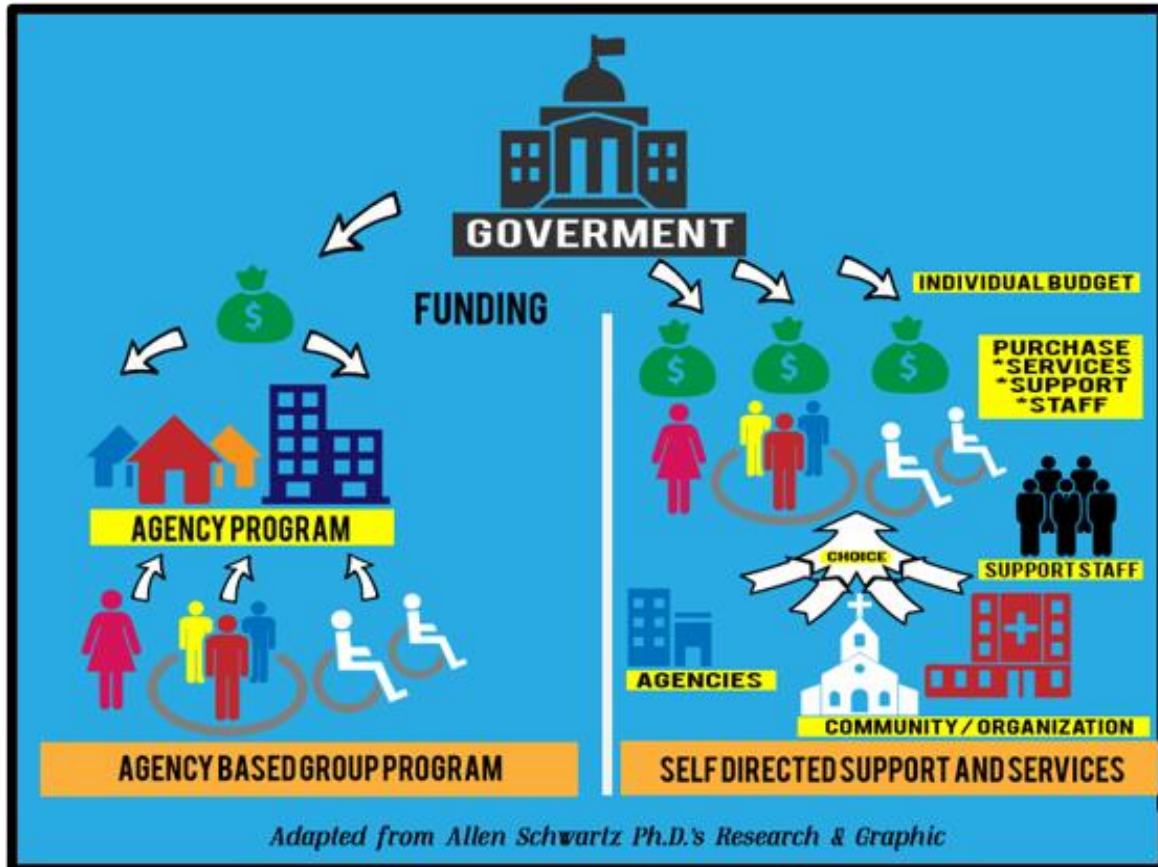
Incorporates Authority and Responsibility

- Budget Authority
- Employer Authority
- Schedule

Addresses the dignity of risk



What is Budget Authority?



- Flexibility to budget for the supports and services of choice
- Responsibility for managing budget throughout the year

Who can assist with managing budget?
Fiscal Intermediary agency, Broker, Circle of Support/Designee



What is Employer Authority?

Person/Circle of Support take on a level of responsibility for:

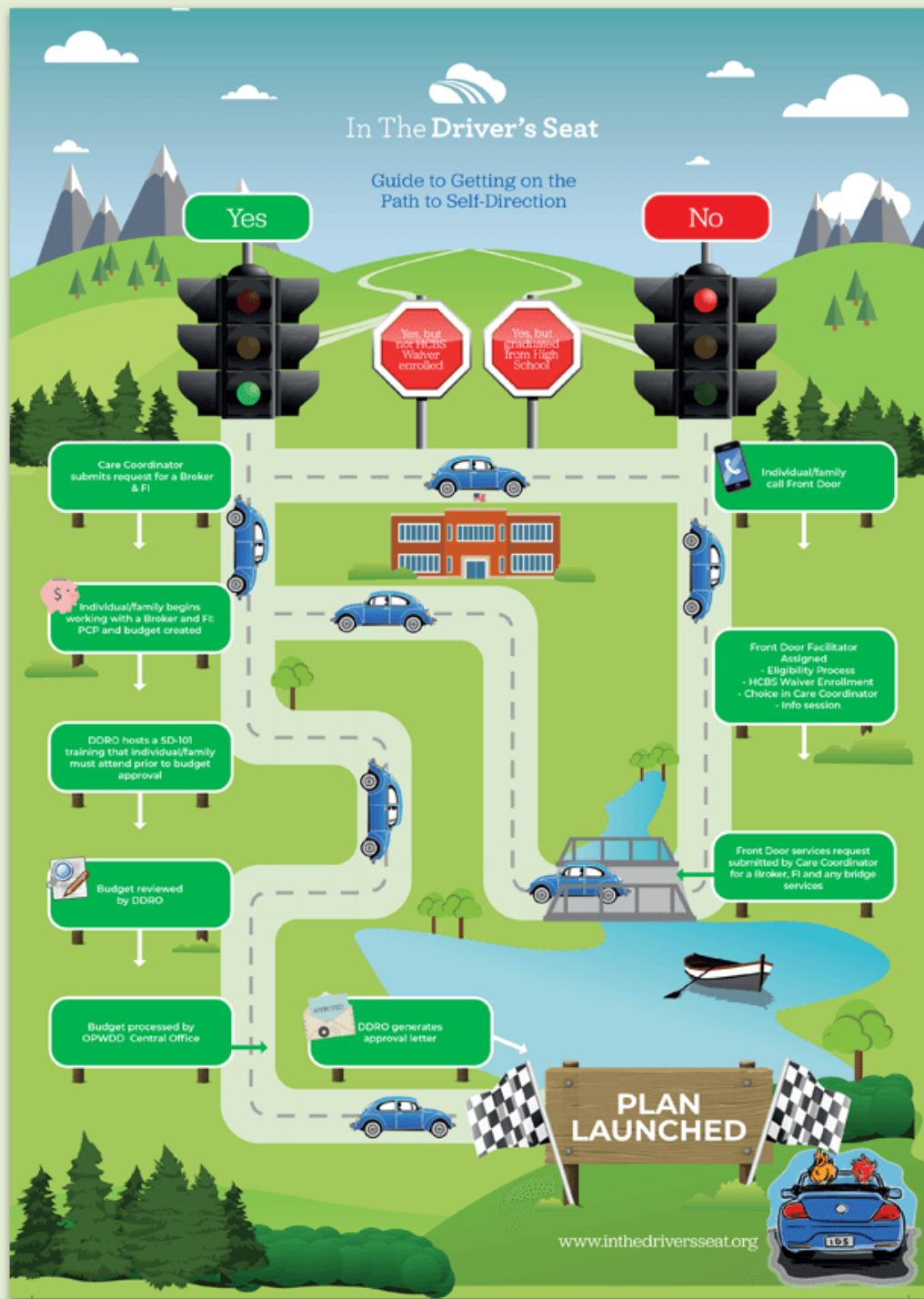
- Recruitment
- Interviewing
- Choosing Staff Payrates
- Training
- Back up Staffing coverage

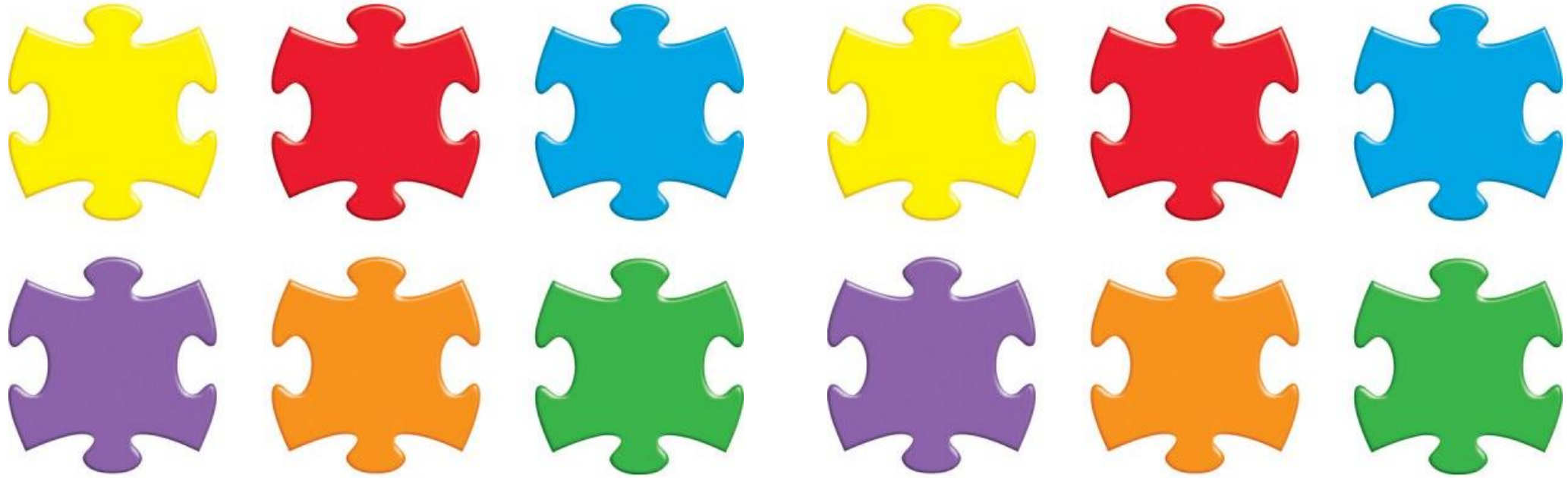
Who can help with these responsibilities?

- Unpaid supports: Person's Circle of Support (family, friends, etc.)
- Paid supports: Care Manager, Fiscal Intermediary team
- Contractors paid out of Self-Direction budget: Broker, Self-Directed Staffing Support
- Employees within Self-Direction budget: Staff, Residential Coordinator

The Path to Self-Direction

1. Referral from Care Manager to OPWDD requesting the service
2. Person or Designee attends Self-Direction Front Door Training through OPWDD
3. Person chooses Fiscal Intermediary agency
4. Person chooses Start Up Broker
5. OPWDD approval process for Start Up contract
6. Start Up Brokerage / Person-Centered Planning Process: Budget is developed, Staff Action Plan/Community Habilitation Goals and Safeguards are developed
7. OPWDD approval process for full initial budget
8. Support Broker works with person on-going to manage budget, plan and staff





Self-Direction Budget Components



Fiscal Intermediary (FI) Service

What is a Fiscal Intermediary?

Liaison between the self-directing person and Office for People with Developmental Disabilities (OPWDD) and Medicaid

What does the FI do?

- Responsible for completing the background check for self-hired staff
- Billing Medicaid/ NY state for services provided
- Pay staff for hours worked, employee benefits and payroll taxes
- Processing monthly reimbursements
- Providing monthly financial statements to the Individual
- Medicaid compliance
- Training staff
- Providing customer service and troubleshooting for self-directing person/Circle of Support



Fiscal Intermediary Roles and Responsibilities

At Advocates we have different departments that specialize in each area of customer service

Intake Coordinators – Designated role is to help the person through the intake process as quickly as possible

FI Coordinators – Day-to-day contact to help co-manage the Self-Direction budget and reimbursements

SD Coordinators – Supervises Self-Hired Mentors (direct support staff), trains Mentors on plan and safeguards

Human Resources and Recruitment– Onboarding and oversight of all employees.

TSS (Training and Support Specialists) - Trains Mentors on eVero electronic documentation system, approves Mentor documentation, customer service "help desk" for Mentors

Finance - Processes employee payroll and self-direction reimbursements, bills Medicaid/NYS for services provided

Compliance – Keeps services within OPWDD/Medicaid regulations



Broker Service

The Broker's role is defined by the Broker contract. The Broker contract is not limited to, but can include:

- Work with person/designee, Circle of Support and Care Manager to write and update Self-Direction Budget and Staff Action Plan and safeguards every 6 months
- Provide extra support with staff interviews and Planning Team Meetings as needed
- Assist with staff recruitment and backup staffing upon request



Self-Direction Budget Options

Individualized Goods and Services (IDGS)

People may fully purchase or put funds towards items or services which are designed to:

- Decrease the need for other Medicaid services - increasing independence or substituting for human assistance
- Promote opportunities for community living and inclusion
- Increase safety and independence in home environment



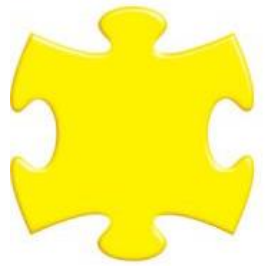
Self-Direction Budget Options

Other Than Personal Services (OTPS)

People may elect to use up to \$3,000 in 100% state funding for items that are not Medicaid-fundable.

Housing Subsidy

May fund partial cost of the person's rent or mortgage for their apartment or home



Self-Direction Budget: Mix and Match Options

Broker

Community Habilitation (Mentors) /
Residential Coordinator

Camps

Classes

Coaching and education for
family/advocates

Memberships

Household related Items and Services

Transportation



Self-Direction Budget: Mix and Match Options

Phone and/or Internet service

Software related to the person's disability

Staff advertising/recruitment costs, Staff training costs

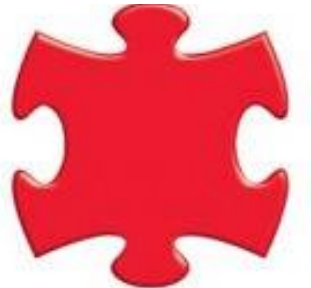
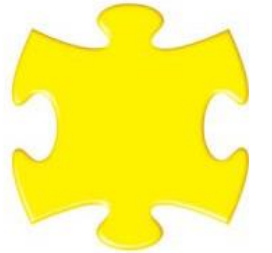
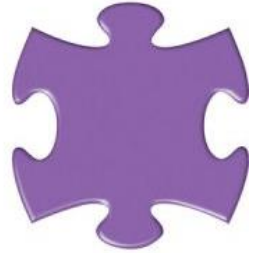
Utility Stipend

Food Stipend, Clothing Stipend

Housing Subsidy

Other goods and services that increase independence

Other goods and services related to health and safety





Self-Directed Staffing Models: Putting the Pieces Together



Self-Hired Community Habilitation

Self-Hired Community Habilitation is skill-building service - Mentors help the person to access the community and become as independent as possible.

The person identifies their own staff & has the authority to choose the staff's payrate.

The person may choose to include multiple job descriptions with different responsibilities/payrates.

A Residential Coordinator or Senior Staff person can be hired through Community Habilitation to assist with identifying and managing other staff, coordinating staff schedules and coordinating backup while they are providing direct support.



Options for Managing Self-Hired Staff

Person may choose to **identify, interview and manage staff** independently or may choose to purchase assistance with this through their Self-Direction Budget.

Examples:

- Independently, with the assistance of designee/family/natural supports
And/or
- Contract with Broker
- Contract for Self-Directed Staffing support
- Hire a Residential Coordinator or Senior Staff person through Community Habilitation



Options for Residential Support

Self-Direction allows different options for residential services to support a person to live independently.

Examples:

- **Live in Caregiver** – a roommate that provides companionship and agrees to be on call for backup in exchange for a portion of their room and board expenses
- **Paid Neighbor** - trusted person who lives nearby and agrees to be on call for backup in exchange for a monthly stipend



Housing Navigation



What is Housing Navigation?

Certified Housing Navigators work with the person/designee, their Circle of Support and the Care Manager to assist them to put the supports in place that are needed in order to live independently.

These supports identified during the Housing Navigation/Residential Person-Centered Planning process may be within the Self-Direction Budget or outside of the Self-Direction Budget.

Examples of services that may be needed outside of the Self-Direction budget:

- Nursing or Consumer Directed Personal Assistance to assist with administering medication
- Rep payee service to manage finances



Advocates' Housing Navigation: Considerations prior to independent living

- Medication Administration – what assistance does the person need?
Who will help with this?
- Backup Staffing plan – identify primary coverage and 2 additional layers of backup
- Plan for managing finances – who will help with this?
- Long term management of Self-Direction services when designee/family is no longer able to assist



Advocates' Housing Navigation: Residential Person-Centered Planning

- Determine why the person is choosing to Live Independently
- Discussion on the likes, dislikes and routines of the person
- Identify skills that the person already possesses to help them live successfully
- Recommend other skills that should be developed before living independently
- Understand the persons preference for a roommate or to live alone
- Determine if there are any safety concerns around a person living independently and if the concerns can be addressed with technology and mentor support
- Determine how the person's Self Direction budget can be used to support the person's independent living arrangement



Independent Living Arrangements Supported by Self-Direction



Self-Directed Independent Living

Example 1

EXAMPLE 1

Who is responsible for providing direct support?

1) Primary



Regularly-scheduled
Mentor

2) Backup #1



Full time Residential
Coordinator - fills in
when a Mentor is not
available

3) Backup #2



Paid neighbor – on call
to fill in during
contracted hours

EXAMPLE 1

Who is responsible for scheduling staff and coordinating backup?

1) Primary



Residential
Coordinator

2) Backup #1



Live in Caregiver
during contracted hours

3) Backup #2



Circle of
Support/Designee



Self-Directed Independent Living

Example 2

EXAMPLE 2

Who is responsible for providing direct support?

1) Primary



Regularly- scheduled
Mentor

2) Backup #1



Live in Caregiver
during contracted
hours

3) Backup #2



Paid Neighbor
during contracted
hours

EXAMPLE 2

Who is responsible for scheduling staff and coordinating backup?

1) Primary



Self-Directed Staffing
Support Contractor

2) Backup #1



Live in Caregiver
during contracted hours

3) Backup #2



Circle of
Support/Designee



Self-Directed Independent Living Example 3

EXAMPLE 3

Who is responsible for providing direct support?

1) Primary



Regularly-scheduled
Mentor

2) Backup #1



Full time Residential
Coordinator

3) Backup #2



Daytime: On-call
paid neighbor

Evening/Overnight:
Live in Caregiver

EXAMPLE 3

Who is responsible for scheduling staff and coordinating backup?

1) Primary



Regularly-scheduled
Mentor

2) Backup #1



Full time Residential
Coordinator

3) Backup #2



Live in Caregiver

Lance and Lori



Bill



We welcome you to reach out to us
directly for more information!

Amy Dugliss
Executive Director

amy@advocatesincorporated.org

Beth Henderson
Director of Operations

beth@advocatesincorporated.org

Reina Campbell
Housing Navigator/Broker
Supervisor

rcampbell@advocatesincorporated.org



www.advocatesincorporated.org