Today

- Key Decisions when Designing your Self-Direction Program
  - Decisions Affecting Workforce
  - Financial Management Services
  - Information & Assistance

- Get Help with Program Design
What is Self-Direction?
Self Direction in Long-Term Services and Supports (LTSS)

Institutional Settings
- Nursing Homes
- Hospitals
- Residential Settings

LTSS

Home and Community-Based Settings
- Home
- Group Homes
- Adult Foster Homes
- Assisted Living

Self Direction
What is Self Direction?

Participant controls

- What
- When
- How
- Who
**Traditional Services**

- Workers recruited and report to agency
- Program and agency set tasks
- Agency specifies salary and benefits
- Normal work hour schedule
- Worker training required by agency
- Case managers determine needs & services

**Self-Directed Services**

- Recruits and manages workers
- Makes decisions about needs and services
- Trains/arranges worker training
- Assigns flexible work hour schedule
- Specifies salary and benefits (optional)
- Sets tasks
- Participant

Participant

Participants in self-directed services have more control over their work, including recruiting and managing workers, setting tasks, and making decisions about needs and services. In traditional services, workers are recruited and report to an agency, and programs set tasks and specify salary and benefits.
Self-Direction Enrollment and Program Size

- Total enrollment is over 1,000,000
- Number of programs is approximately 250
- Average program size is about 4,000 participants; the range is from 2 to 500,000
- Thirty percent increase in number of participants served since 2013

Data source: 2016 National Inventory
Does Self-Direction Work?
Cash & Counseling Demonstration and Evaluation

- **Study Populations**
  - Adults with disabilities (Ages 18-64)
  - Elders (Ages 65+)
  - Children with developmental disabilities (FL only)

- **Evaluation**

[Logos of Mathematica Policy Research and UMBC]
Self-directing participants were up to 90% more likely to be very satisfied with how they led their lives.
Self-direction significantly reduced participants’ unmet personal care needs.
Primary caregivers were significantly more satisfied with their lives in general.
Self-direction did not result in the increased misuse of Medicaid funds or abuse of participants.
Key Program Design Decisions
Workforce
Employer Authority and Budget Authority

Two Authorities in Self-Direction

Employer Authority
- Participant recruits, hires, supervises, and manages worker
- Participant must fulfill employer/payroll related tasks

Budget Authority
- Participant manages a budget
- Participant free to make decisions about purchasing other goods and services
Workforce Questions and Solutions

- Will your program allow individuals to hire family members?
  - Spouses
  - Siblings
  - Parents of adult children
  - Children
  - Other

- Finding workers in personal care can be difficult
  - Self-direction attracts workers who may otherwise not work in this field

- Ample anecdotal evidence of success in rural areas
Financial Management Services
What Does an FMS Entity Do?

FMS entities support participants by performing administrative tasks so that:

- Participants can focus on managing their services and supports
- Tax, employment and insurance regulation compliance is maintained
- Payments to participants’ providers are made in accordance with budget
- Additional controls are in place to detect and prevent fraud and abuse
FMS Models

- Participant is common law employer
- Participant hires own workers
- F/EA handles payroll duties
- F/EA liable for federal taxes

Two Financial Management Services (FMS) Models

- Participant selects a worker who is employed by the agency
- Co-employer relationship
- Participant free to make decisions about purchasing other goods and services
One, a Few or Many FMS Entities?

FMS as Medicaid Service – service FMAP

FMS as Medicaid Administrative Function – Admin FMAP of 50%
Information & Assistance
Counselor’s Role: Information and Assistance

- Often referred to as Self-Directed Case Manager, Support Coordinator, Support Broker, or Options Counselor.
- Works with participant to create a plan to self-direct
- Provides guidance with recruiting, hiring and managing staff
Counselor’s Role: Information and Assistance (continued)

- Differs from the traditional case manager
  - Focuses on supporting the self-directed experience.
  - Facilitates vs. manages
  - Very personalized approach
  - Attention to positive personal outcomes
  - Advises participant on problem solving strategies
Information & Assistance Design Decisions

- Allow individuals to choose their counselor or be assigned one?
- Allow any counselor who meets qualifications to be one or restrict who can be a counselor by RFP, RFQ etc?
  - Medicaid Service match if choice of any qualified counselor
  - Medicaid Administrative match if constrain number of counselors
- Independent counselors vs. agency-hired and managed counselors?
- Allow individual friends and family members to be counselors?
Thank You!

Interested in Self-Direction? Become a member!
Program, Stakeholder and FMS Membership Options Available

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