

IGNITE:

6 Keys to Running a Successful Self-Direction Program

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Who We Are



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Increase Customer Satisfaction

Guarantee Compliance

Normalize Cash Flow

Implement Efficiencies

Thrive on Collaboration

Execute Emergency Response Plans

Increase Customer Satisfaction

Connection

People, Families, Staff and Brokers

How to **connect** with the people you are supporting? How do you get your information?

Transparency

Policy and Procedures

Clear and concise, policies and procedures to ensure productive relationship. Look back at launch docs, etc to improve process overall.

Support

Education and Triage Trends

Each FI chooses a pathway to **support**:

- Start Up Teams
- Training
- Support Team Pods

Guarantee Compliance

Establish Expectations

3rd Party Reliance:

How to be ok with less control over key documentation?

Use your Software Functionality:

- Commit to putting data in and let it work for you



Normalize Cash Flow



Controlled/Planned Growth

- Pre-Planning your Yearly Budget
- What is controlled growth?
- Fringe

Billing Processes

- Reimbursements Cycles
- \$\$ In/ \$\$ Out

EHR System Implementation

- Billing Frequency
- Pre-Billing Audit

Implement Efficiencies

External

Divide and Conquer

Balancing and providing structure to shared support services to establish greater efficiency

Internal

Divide to Connect

Dividing competencies to encourage more person-centered supports.
Create interconnected teams rather than siloed efforts

Software

Collaboration

Partnership with your vendor to maximize functionality and increase efficiencies

Thrive on Collaboration

Collaboration: the action of working with someone to produce or create something.

Join Groups and Connected systems to exchange ideas

Connecting to the People you Support



Execute Emergency Support Plans

Remote Work

Flexible Mindset

- Telehealth
- Work from Home
- Promoted Connection
- Virtual Training/Support

Immediate Response

Lead Fearlessly

- Listen, Collaborate, and Implement quickly to avoid service interruptions
- Lean into relationships you've built

Debrief & Improve

Reassess

- Continuous Feedback and Learning
- Pivot quickly
- People vs. Process
- Communicate Honestly

Q&A and Contact Info



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