



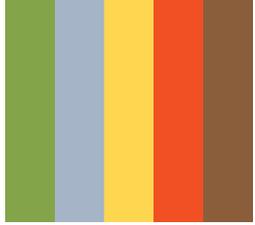
The Risk of Self-Directing

A Day in the Life of Self-Directed Services

Presented by Kimberly Corbett & Emily Jackson

July 11, 2019



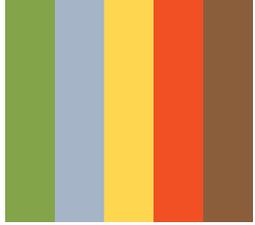


Who are we?

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About Springbrook

- Kids Unlimited Preschool
- GEMS Residential and Day School
- Tom Golisano Center for Autism
- Community Homes
- Athletics
- Self-Directed Services
- Employment Services
- Capstone Day Habilitation
- Housing Navigation
- Home and Community Based Services (HCBS)



The Crux of FI Work:

**From the National Council on Disability*

1. Helping people to understand their billing and documentation responsibilities;
2. Perform payroll and other employer-related duties on the individual's behalf (e.g., withholding and filing required reports on federal, state, and local payroll and unemployment **taxes**; purchasing workers' compensation coverage and other types of **insurance**; collecting and processing worker **timesheets**; calculating and processing employee **benefits**; issuing **payroll checks**)";
3. Purchase approved goods and services authorized under the individual's service plan; and monitor and track expenditures against the individualized budget.

Also known as...





CARTOONSTOCK

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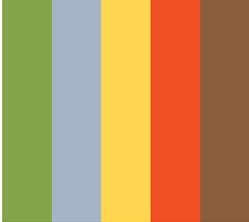
“Did you try unplugging it and plugging it back in?”



HERDING CATS:

“A futile attempt to control that which is inherently uncontrollable.”



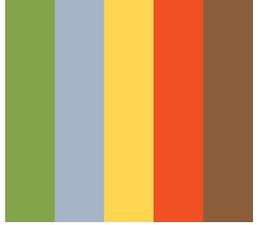


What's the Difference?

Shared Responsibility

- Self-Direction shifts the authority, responsibility, and control over a person's health, welfare, and lifestyle to the individual and their team.
- This changes how services and supports are managed but it does not change oversight of health and safety.
- The concept of the central role of the individual receiving support within Self-Direction requires constant reinforcement.



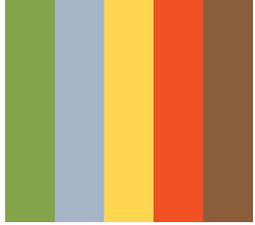


What Are The Risks?

Individual risk

- Personal lifestyle decisions a person makes, and the exercise of choice.
- Team role in identification and management of risk: individual's ability to give informed consent, liability, and mitigation for self-directed services.
- Effective oversight, monitoring, and follow-up.



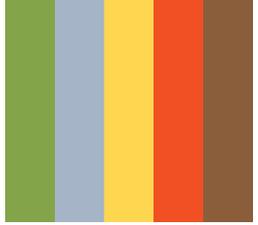


What Are The Risks?

Program Risks

- The responsibilities of each individual and the agency supporting her/him in determining risk-sharing relationships.
- Processes—how do we operate supports in a way that maximizes independence and yet limits risk and mitigates consequences?
- Solid grievance mechanisms for individuals receiving support and organizations providing support to resolve differences with respect to balancing personal choice with provider responsibility.



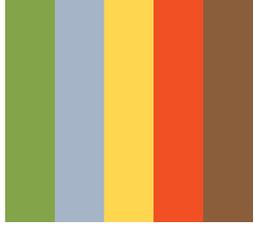


What Are The Risks?

Systemic Risks

- The person and their team should “fit” with supports whose basic components and desired outcomes of risk management align philosophically.
- What are reasonable and unreasonable risks?
- What are effective responses?



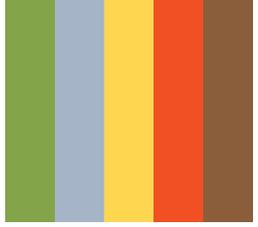


What Are The Risks?

Administrative Risks & Liability

- The Department of Labor and Internal Revenue Service's requirements ***govern wages, hours, and conditions of employment***, as well as ensuring that support staff hired and supervised by people with disabilities is ***trained*** appropriately
- All applicable auditing entities
- Provision of unauthorized services





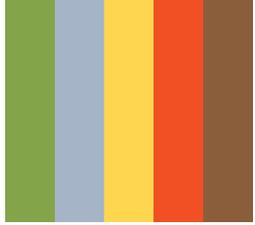
Staff Management as Co-Employers

Helping to supervise staff we don't know.

Performance issues - Accommodations

Tracking employee status for benefit purposes





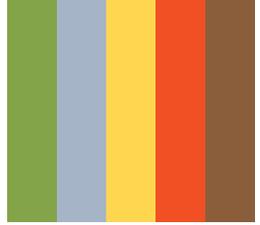
2016 CMS Findings

Program improvements from the perspectives of national experts

Five major themes

1. **Complexity:** volume of rules interpreted differently, tracking compliance with rules adds administrative burden.
2. **Inconsistency:** perception of inconsistency undermines the perception of fairness = dissatisfaction.
3. **Quality & Consistency of Brokers:** training, chain of command.
4. **Person-Centeredness in the FI function:** tension between rules and team play out at the FI level.
5. **Rule Simplification:** focus on program concepts vs. plan details to minimize room for interpretation and universal across FIs and regions. (goods and services must be directly related to meeting the individual's goal in the context of their disability).



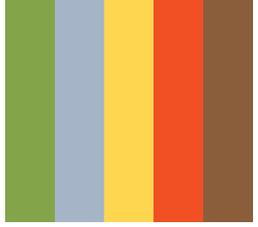


The Reality is...

What's most important—the experience of care.

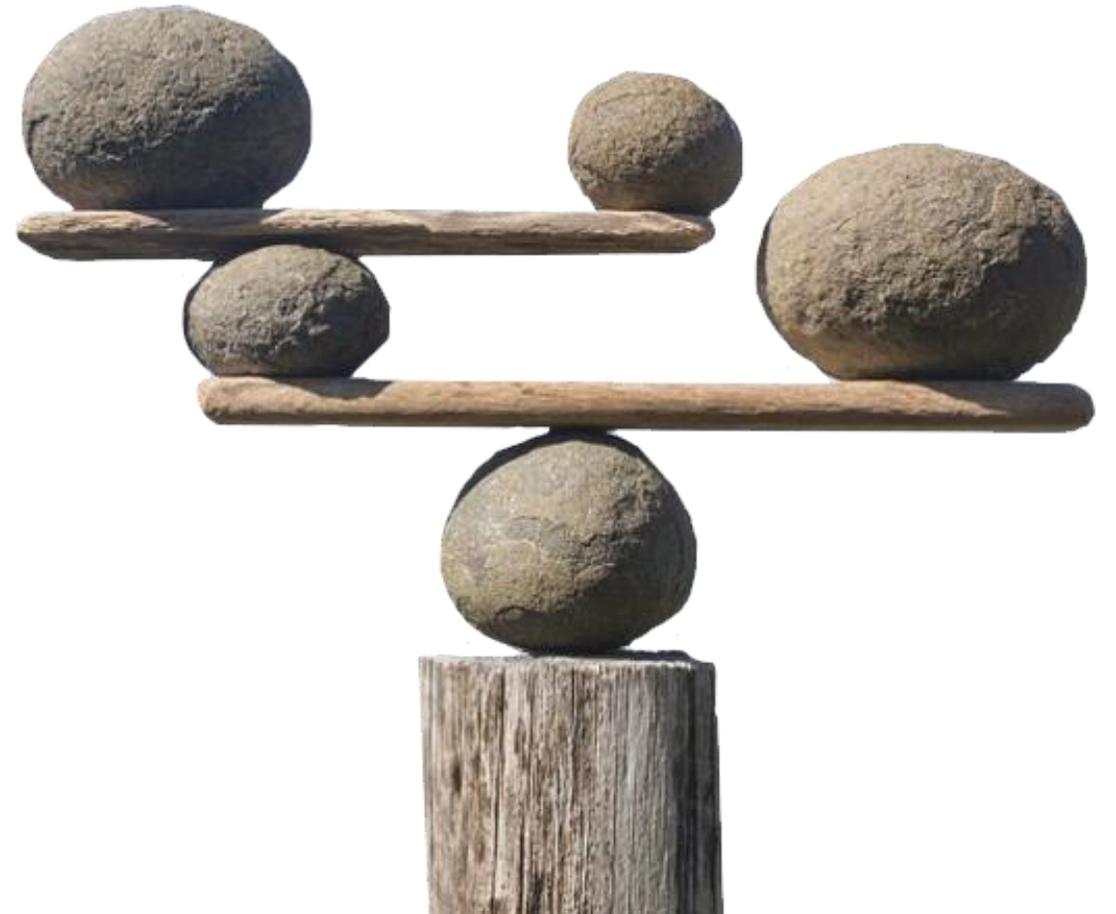
- Person/parent/representative experience
- Broker expertise, involvement, and experience
- Staff experience

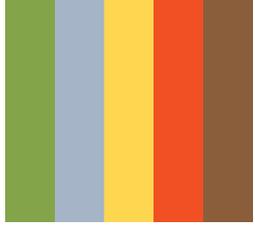




Finding balance...

- Dealing with money, tensions are high.
- Many items are out of the scope of our control:
 - Brokers
 - Care Coordination Managers
 - Families

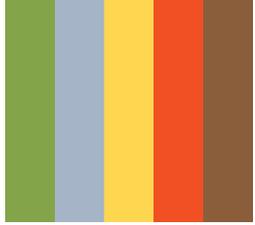




What does a self-directed WIN look like?

- Survived the Front Door
- Adequate Personal Resource Allocation (PRA)
- A staffed plan
- Timely requests for payment and timely payments
- Involved CCM & Broker with regular Circle of Support meetings that produce accurate plans
- Alternative Housing Models





It's worth being brave.

<https://youtu.be/XZjLXzHVSH8>

