



SELF-DIRECTED SUPPORTS (SDS)

*A Guide for Family Care Members
From Milwaukee County's
"Family Care"
Care Management Organization
(the CMO)*

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Table of Contents

Chapter 1:	Guiding Principles of Self-Determination
Chapter 2:	Creating a Plan for Services..... <ul style="list-style-type: none">• Step 1: Your Personal Outcomes• Step 2: Comprehensive Assessment• Step 3: Individualized. Service Plan
Chapter 3:	Developing a Service Budget.....
Chapter 4:	Shopping for Services
Chapter 5:	Hiring and Paying Providers..... <ul style="list-style-type: none">• New Health Services• Supportive Home Care Options• Anew Fiscal Agent• Relating to Providers
Chapter 6:	Evaluating Your Services and Outcomes
Chapter 7:	Self-Advocacy.....
Chapter 8:	Frequently Asked Questions about SDS.....

What is this Guidebook About?

This Self-Directed Supports (SDS) Guidebook explains the self-directed supports option and how to make it work for you. Participation in SDS is voluntary. If you choose SDS, you may direct some or all of your services. You might even choose to direct one portion of a service but not another. This book will walk you through each of the steps in developing your own service plan, managing your individualized service budget, hiring, and paying providers.

What is the Self-Directed Supports (SDS) Option?

The Self-Directed Supports (SDS) Option means:

- Making your own decisions about how you want to live life and receive the support necessary to do so.
- Having control over resources, including finances.
- Taking responsibility for personal decisions and actions.

Guiding Principles of Self-Determination

- ***Dignity and Respect***

All people have the right to be treated with dignity and to be respected as a whole person. Many of life's greatest lessons are learned when we make choices that we later realize were mistakes. All people have the right to dignity of risk.



- ***Choice and Control***

People have the right to choose what they will do with their lives and with whom they will do it. When people need help with choices, family and friends who are closest to them should be the primary source of assistance. Self-determination means that people have the power to make decisions and truly control their lives. This includes authority over financial resources available for support services, authority to determine the goals and nature of support services, and authority to hire the people who will provide chosen supports.

- ***Relationships***

Those with whom the individual has real relationships provide the strength, assistance, and security that ensure each person's well being. It is essential that each person have a circle of friends and family chosen by him or herself to provide strength and assistance.

- ***Dreaming***

All people have hopes and dreams, which guide the actions that are most meaningful to them. A commitment to helping people determine their dreams, listening to and respecting those dreams, and helping to make them come true is crucial.

- ***Contribution and Community***

Everyone has the ability to contribute to his or her community in a meaningful way. Giving of ourselves helps us establish a sense of belonging and identity. Community membership includes having an opportunity to be employed, to have your own home, to be truly involved in the routines of the community and to make a difference in the lives of others.

- ***Fiscal Responsibility***

Control over how funds get spent comes with responsibility to live within a budget. When people have choice and control, it allows them to purchase supports in a way that allows them to get what they need, pay only for what they get, invest in goods or services that will produce long-term benefits, spend money more efficiently, explore alternatives to paid supports, and make adjustments to their supports as their needs change.

- ***Whatever It Takes***

"No, we can't" as an answer is replaced by "How can we make this happen?" Realizing dreams is about opening up opportunities that are not restricted to the resources and approaches the current system has available. Making things happen doesn't always require money.

- ***Choice Has Limits***

Public funds will not be used to support choices that are illegal or harmful to the person or others. There are also limits to the level of risk society will allow people to take with their own lives and physical well being.



- ***Role of Professional***

The role of the professional must change from one of planning and making judgments for people to one of helping people to understand what their choices are and to realize their own dreams and aspirations.

- ***Self-Determination is Not Abandonment***

Self-determination is not an excuse of abandoning someone in an unsafe situation on the grounds that he or she "chose" it. It does not mean offering a "choice" between a restrictive services model and no support. Self-determination may mean that support providers must tolerate more risk than they are used to, and must be more creative in helping people to find new ways to assess and manage risk.

The next four chapters will explain:

- Creating a Plan for Services. This step-by-step process will guide you in developing your plan for services.
- Developing a Service Budget. Find out how much money you'll have to spend on services each month.
- Shopping for Services. This chapter will give you ideas on finding the support that you need.
- Hiring and Paying Providers. This chapter will tell you about recruiting providers and having control over paying your providers.

Creating a Plan for Services

STEP 1: YOUR PERSONAL OUTCOMES

The first step in creating your plan for services is to think about your short-term goals and your dreams for the future. Do you want a full-time job? Do you want to find a hobby? Do you want to spend more time with friends? Do you want to take a vacation? Do you want to own your own home? In other words, what are your personal goals and outcomes?

Here are a few examples of personal outcomes:

- John's personal outcome is to find an attendant who will help him shower at 6:00 am every day
- Mary's personal outcome is to attend church every Sunday.
- Kate wants to get to and from her medical appointments in a timely fashion. Her goal is to find reliable transportation.



STEP 2: COMPREHENSIVE ASSESSMENT

Now think about the kinds of support you need to achieve your personal outcomes. What are your preferences for when and how you'd like to receive that support?

Your Care Manager and Registered Nurse will work with you to complete a comprehensive assessment. The comprehensive assessment process will generate ideas about the kinds of support you need and the types of services that would best provide that support. You may invite others, such as your family and friends to join in this assessment process.

STEP 3: INDIVIDUALIZED SERVICE PLAN

Now that you've discussed your personal outcomes, needs, and preferences for support, it's time to make a plan for how you will get support or services. Chapter 4 will describe ways to shop for the help you need.

Your individualized service plan will list all of your services, including those you plan to buy and the names of the individuals or agencies that will provide the support. It will also list any costs associated with each of your services. Chapter 3 will describe how your individualized budget is developed from your service plan.



Here is what part of a service plan may look like for Mike Smith:

Mike's personal outcome is to remain living in his own apartment. These are the services he needs to achieve his personal outcome:

Service: Supportive Home Care (help with laundry, housecleaning and grocery shopping)

Provider: Neighbor, Sam Jones (Emergency back-up plan: Mike's sister will help out if Sam is unavailable.)

How often: 8 hours per week

Cost: \$8.00 per hour

Service: Transportation

Provider: Transit Express

How often: 4 round trips per month

Cost: \$4.00 per round trip

Service: Durable Medical Equipment (shower bench)

Provider: Walgreen's Health Initiatives

How often: One time purchase

Cost: \$70.00

Service: Meals

Provider: Meals on Wheels

How often: 5 days per week

Cost: \$4.50 per meal

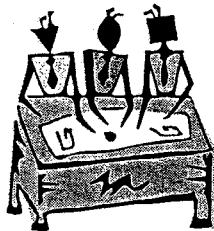
*****IMPORTANT*****

Your service plan should list services that match your needs and personal outcomes in the most effective and cost effective-way.

Your service plan must also address any issues related to your health and safety, including emergency back-up plans.

For example, what happens if your personal care worker is scheduled to get you out of bed in the morning, but he or she is sick? Make sure you've got someone else to call as a back-up.

Your care management team will meet at least every 6 months to review your personal outcomes. Your team is responsible for working together to insure that your services are meeting your needs and helping you achieve your outcomes.





Developing a Service Budget

Managing your individualized service budget is an important part of SDS. The amount of money in your service budget is based on your needs identified during your comprehensive assessment and the type and amount of services in your service plan.

In SDS, you choose how much you want to spend for each service based on your individualized budget amount.

Determining an Individualized Service Budget Amount

Your Care Management team will work with you to set up a monthly service budget amount. The amount of your budget depends on the cost of each of your services. The cost of each service is based on what a typical formal service provider would charge for that particular service. For example, the typical cost of adult day care is \$ 45 per day. This is the amount that will be used in your budget if you need adult day care.

Here's an example of an individualized service budget:

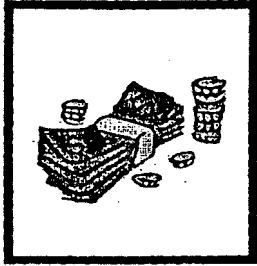
Joe Johnson needs help with housecleaning and doing his laundry. He needs help making meals and with grocery shopping. Joe does not drive, so he also needs transportation.

Joe and his care management team figure out that if Joe was going to get this help through local agencies, it would probably cost him around \$560 per month:

\$450	(housecleaning, laundry, and grocery shopping)
\$ 90	(5 meals per week)
\$ 20	(transportation)
\$560	total cost of services each month

\$560 becomes Joe's monthly individualized budget amount.

Your service plan identifies services that are provided on a monthly basis. Any money that is not spent on a particular service for that month is rolled into your budget for the next month.



For instance, imagine that your service plan includes 20 hours per month for personal care, but this month you only used 15 hours. The money for the unused 5 hours will be added to your budget for the next month. You can use that extra money to buy additional services, place an advertisement in the newspaper to hire another provider, or maybe you'd like to use that money to give your provider a raise.

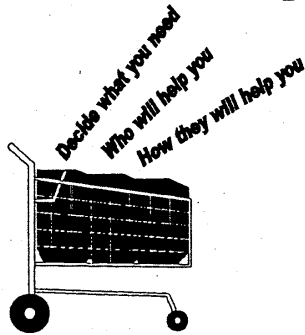
It is important to be creative when managing your service budget.

Here are two examples of finding creative ways to manage your budget:

1. Joe's monthly budget amount is \$560. \$20 of this budget is for transportation. However, Joe's best friend has agreed to provide transportation for only \$5 per month. This saves Joe \$15 each month. He may use this extra money to pay for a bus ticket to attend a special event out of town.
2. Joe could ask his sister to voluntarily help him with grocery shopping. This would save him the cost of a paid helper. He can use this savings to buy other services. He may choose to re-pay his sister with a favor such as babysitting for her children once a month.



Shopping for Services



Ask yourself these questions before shopping for services:

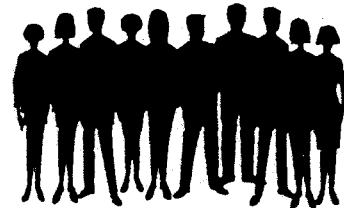
1. Who will provide my services?
Be aware of costs. It may cost more to hire staff from a provider agency because of the agency's administrative costs. It may be cheaper for you to hire a friend or neighbor instead.
2. What do I want my providers to do?
Do you just need a ride to the grocery store, or do you also need help putting groceries away at home? Try to be specific when thinking about the type of assistance you need.
3. When do I want my services delivered?
Think about your daily routine. Do you need to wake up at a certain time for work? Do you like to eat lunch at 11:00 instead of noon? Do you prefer morning or evening baths?
4. Where do I want to receive my services?
Do you want services in your own home, or do you prefer to receive the in another setting, such as an adult day care center? If you work, do you need support at your job site?
5. How do I want my services delivered?
Make sure your providers understand your needs and are comfortable doing the work you expect. If you need help with personal care, are your providers properly trained? Are you willing to train your providers to perform tasks the way you prefer?

Remember to think of your personal outcomes, needs, and preferences identified during your assessment and service planning process when shopping for services. There are many different ways to find the support you need.

The next step is to think about who will provide your supports.

Are any of these people willing and able to assist you?

- Family members or other relatives
- Friends
- Neighbors
- Church groups
- Co-workers
- Roommates
- Provider agencies
- Community volunteer organizations

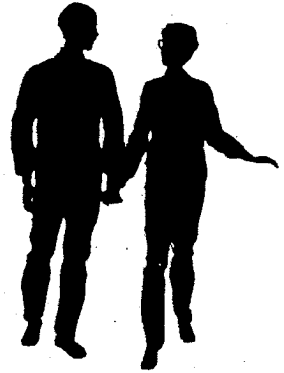


Chapter 5 will discuss how to hire and pay providers.

Choosing Providers

There are three ways to choose the people that will provide your support and services-

- I. Through an agency. The Care Management Organization has contracts with hundreds of different agencies and organizations. Your care management team is available to assist you with choosing an agency that will meet your needs.
2. Find volunteers. Do you have a family member, neighbor or friend that is willing to volunteer their time to assist you?
3. Hire your own providers. You may already know someone (a friend, family member other than your spouse, a neighbor) who would be willing to provide your support. If you do not know anyone who is willing to provide your support, you may need to advertise and interview for providers.



Or, you may choose to use a combination of all three.

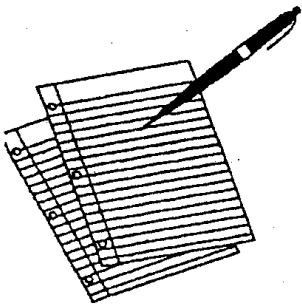
Hiring and Paying Your Own Providers:

There are two options for hiring and paying your own providers:

1. Co-employment You and an agency share the duties of an employer
2. Fiscal Agent You act as the employer while the fiscal agent helps you with payroll

Supportive Home Care Options (SHO) and New Health Services (NHS) are co-employment companies that hire the providers you choose for in-home services such as house cleaning and personal care. Here's how it works:

If you already have a provider in mind: The provider completes an employment application. Then either Supportive Home Care Options or New Health Services completes all of the employment paperwork such as background checks, reference checks, tax withholding forms, etc. If you don't know of a provider, both agencies will help you locate one.



Once your provider is hired, SHO or NEW will:

- Set the wage and benefits for your provider.
- Provide unemployment compensation and worker's compensation benefits.
- Issue a pay check to your providers every two weeks.
- Give your provider basic orientation and training. Both agencies also support you in doing your own training for your providers.
- Provide back-up/emergency coverage in case your provider is unable to work their scheduled shift.
- Complete an annual performance evaluation of your provider based on your feedback.
- Handle the process for resignations, disciplinary actions, grievances, and terminations.



Supportive Home Care Options and New Health Services will both work closely with you to make sure the SDS option goes smoothly.

Anew Health Care Services, Inc. is a "fiscal agent" service. This means that Anew processes payroll, time cards, and issues pay checks to your providers.

If you choose to use Anew, you are responsible for:

- Finding and hiring your provider
- Determining wages for certain chore services
- Training
- Making an emergency back-up plan in case your provider can not work their scheduled shift

Once you have located a provider, Anew will:

- Issue a paycheck to providers every two weeks.
- Provide worker's compensation benefits.
- Handle tax withholdings for your provider.



So which is the best option for you?

You decide

Here's an overview of each option. You'll notice that SHO and New offer more assistance and support with employment-related tasks. Anew requires that you take most of the responsibility for these tasks.

WHO IS RESPONSIBLE?

Employment-Related Task	SHO & NHS (co-employers)	Anew Fiscal Agent
Writing a job description, screening applications, interviewing, hiring providers	You and SHO or NHS	You
Completing background checks	SHO or NHS	Anew
Deciding wage amount for your provider (within CMO guidelines)	You and SHO or NHS	You and Anew
Deciding on benefits such as health/dental insurance, vacation, holiday, and sick time	SHO & NHS do not offer benefits at this time	You
Orientation and training for your provider.	You and SHO or NHS	You
Supervision and work performance evaluation of your provider	You and SHO or NHS	You
Disciplinary action and firing, if necessary	You and SHO or NHS	You
Emergency back up coverage	SHO or NHS	You
Signing off on provider time card	You	You
Sending provider time card	Your provider	Your provider
Issues pay checks	SHO or NHS	Anew
Responsible for payroll deductions	SHO or NHS	Anew

PROVIDER STANDARDS:

The Care Management Organization requires that all providers, including your own staff meet these requirements:

1. Criminal background check
2. Over age 18

Federal and state law also prohibits you from hiring your spouse as a paid provider.

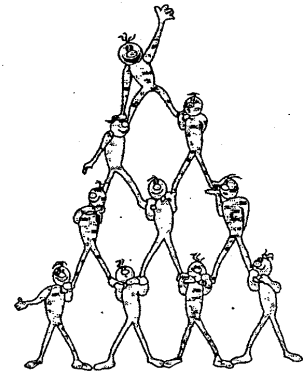
Your Care Management Team is available to assist you in making sure that your employees meet these requirements.

You may also add your own requirements to this list such as reference checks and a TB skin test.

Relating To Your Providers:

You have hired providers to perform a certain job. Remember that you are the boss. It is important to give your providers feedback. As an employer, you are responsible for telling your providers when they're doing a good job. You are also responsible for discussing concerns with your providers. Remember that you are paying for their support and assistance.

Your providers are there to support you in achieving your goals and personal outcomes.



Chapter 6

Evaluating Your Services and Outcomes

Am I happy with the services I receive? Do my providers meet my service expectations? Are my needs being met? Are my providers reliable and trustworthy? In other words, am I getting my money's worth from the providers I employ and the services I buy?

Ask yourself these questions as you continue to receive services. Think about the personal outcomes that you identified in your individualized service plan: Are your providers and services helping you meet those outcomes? . If not, please remember that your care management team is available to assist you in problem solving to find other ways to make sure your needs and outcomes are met.



Quality is very important. The CMO is committed to insuring that you receive the highest quality care. When you choose the SDS option it is your responsibility to continually evaluate if you are receiving quality services. Remember that it is your right to receive services that meet your needs and help you achieve your personal outcomes.

If you have a conflict with one of your service providers, try to discuss the problem openly. Make sure your provider understands exactly what you're asking them to do. It is important to have *reasonable* expectations for your provider. Good relationships involve respect and trust. Chances are a provider will treat you respectfully if you praise and respect them in return. It helps if you and your provider are honest with each other. Everyone deserves a chance to do their very best.

However, it is ok to find a new provider if you are just not happy with the one you've hired.

Chapter 7

Self-Advocacy

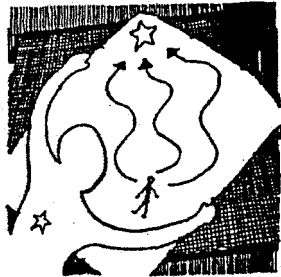
Self-advocacy means taking control and making your own decisions. It means having a say in who your providers are, the types of services you receive, and when, where and how those services are delivered.

Self-advocacy relates to more than just your care and services.

It means taking chances and accepting responsibility for the consequences of your actions.

Set your GOALS and make a PLAN to get there . . .

Be willing to make CHANGES ⁱⁿ your life . . .



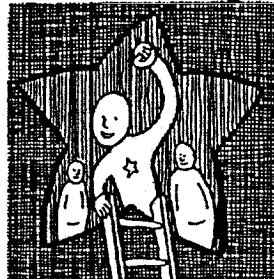
Surround yourself with PEOPLE who SUPPORT your DREAMS and will help you REACH your GOALS...

***SPEAK up for YOURSELF . . . LEARN from YOUR MISTAKES .
But DON'T GIVE UP***

Your Care Management team is here to support and empower you to make your own choices. In choosing the SDS option, you have accepted responsibility for the consequences of your choices and actions.

The CMO recognizes that every human being has the right to accept a certain level of risk in life. However, Family Care is a government funded program and is responsible for insuring your health and safety. Your care management team will work with you to make sure your individualized service plan promotes your well-being. If for some reason your health or safety (or the health and safety of another person) is being threatened by your choices, your team may need to limit your participation in SDS.

If that happens, your team will work with you to find additional supports or training for you so that you can resume directing your services as soon as possible.





Frequently Asked Questions about SDS

Q: Must I participate in the Self Directed Supports option?

A: Participation in SDS is completely voluntary. Your care management team will help you decide if this is the right choice for you.

Q: How do I know if the SDS option is for me?

A: Every member of the CMO has the right to choose to direct all or some of his or her services. Choosing the SDS option means taking responsibility for arranging and managing your own service providers and service budget. Some people prefer to have their care management team do all of this for them, and that's fine. The SDS option is for you if you want to handle some or all of these responsibilities on your own.

Q: If I choose the SDS option, am I on my own to handle all of my services and providers?

A: Not really. Your Care Management team will make contact with you every six months or more often if you choose. The CMO is still responsible for insuring that your personal outcomes are being met and that you are safe. Your team is available to support you in making the SDS option successful. You can call on your team to assist you at any time.

Q: Are there services that I am not able to direct?

A: Services that require special skills may not be available to direct under SDS. For example, directing a nurse who provides you with care of a wound may not be possible unless you have had previous training.

Q: Will the SDS option work for me?

A: SDS will work for you if you are willing to accept the responsibility of making your own decisions and accepting the consequences of those decisions. Your team will work with you to the extent you choose to make sure SDS is working for you.

Q: If I choose the SDS option, do I have to arrange for all of my services and hire all of my own providers?

A: No. You can choose to direct all or some of your services. For example, you may want to hire your neighbor to help you with grocery shopping only, but let your team arrange for the rest of your services. Your individualized service plan will indicate which services you choose to direct.



- Q: I want to hire my own providers, but it sounds like a lot of work. Do I have to know about employment laws and paperwork?
- A: The CMO has made the process of hiring your own providers easier by contracting with Supportive Home Care Options and New Health Services to act as co-employment agencies for you. If you are comfortable acting as an employer, but prefer not to deal with payroll issue, Anew will manage this task for you.
- Q: Can I have direct access to my individualized service budget? For example, can I open my own checking account with this money?
- A: At this time, the federal government does not allow individuals direct access to government funding. However, this does not mean that you can't make decisions about how your individualized budget is spent. You have control over which services you buy and who provides them.
- Q: Who pays for provider background checks, advertising for employees, and training?
- A: All costs associated with your self-directed supports are part of your individualized service budget.
- Q: Besides employing caregivers, are there other services I might be able to direct?
- A: Yes. Some examples might be ordering sandwiches from a take-out restaurant instead of home delivered meals, having a neighbor transport you instead of a van service or arranging for an afternoon at the movie theater instead of adult day care.



Notes