

# Understanding & Documenting Roles in Self-Directed Service Delivery Models

**Waiver & Self-Direction Training**

**May 5, 2015**

# Self-Direction with Employer Authority

## Individual/Representative Roles

- Is the legal Employer of Record.
- Is responsible for hiring, training, scheduling, and dismissing employees.
- Controls the amount spent on wages and benefits for employees within the guidelines established by the program

# Self-Direction with Employer Authority

## Individual/Representative Roles

- Is responsible for developing a back-up plan when employees are not available.
- Is responsible for managing and monitoring the self-direct budget.
- Is responsible for monitoring service delivery.

# Self-Direction with Employer Authority

## Case Manager Role

- Provides the individual and representative with initial information on Self-Direction options.
- Assists the Individual with the development of the Personal Support Plan.
- Assists with budget planning, ongoing evaluation of supports and services, and organizing the unique resources that the individual needs.

# Self-Direction with Employer Authority

## Case Manager Role

- Assists as needed with the Individual in budgeting for payments of wages, required employment-related taxes, and fiscal agent fees.

# Self-Direction with Employer Authority

## Fiscal Agent Role

- Assists the individual and representative to conduct the business aspects of self-direction.
- Processes payroll for the Individual's employees and make the required tax withholdings and deposits with state and federal agencies on the Individual's and employee's behalf.
- Performs criminal background checks and ensures that potential employees have completed requirements and are eligible for hire.

# Self-Direction with Employer Authority

## Fiscal Agent Role

- Is responsible for the provision for employee Workers' Compensation Insurance.
- Provides the individual and representative reports of their spending so that the Individual can keep track of the amount of service hours used and the amount of money remaining in their individual cost plan.

# Self-Direction with Employer Authority

## Support Broker Role

- Acts as an adviser to the individual and representative.
- Advises the employer in management of employees.
- Advises the employer in understanding and management of the individual budget decisions.

# Self-Direction with Employer Authority

## Support Broker Role

- Advises the employer in management of any self-directed services identified as needed in the Personal Support Plan of the individual.
- Assists with identifying and managing provision of services not requiring staff, such as provision of adaptive equipment.

# Self-Direction with Employer Authority

## Support Broker Role

The Support Broker acts in an advisory role and does not supplant the authority of the Employer, Case Manager or Fiscal Agent.

Support Brokers provide only as much service as agreed upon by the employer and planning team.

# Self-Direction with Employer Authority

## Support Broker

A Support Broker is recommended for the first year of Self-Direction with Employer Authority.

Support Broker can be a paid service or can be provided by a person who meets the qualifications of a Support Broker in an unpaid capacity.

# Self-Direction Agency with Choice

## Individual/Employer Representative Role

- Selects providers of services including the Provider Agency providing Agency with Choice.
- Provides input on hiring, scheduling and dismissing of staff providing service delivery.
- Monitors service delivery in coordination with Case Manager, Provider Agency and regional staff.

# Self-Direction Agency with Choice

## Provider Agency Providing Agency with Choice Role

- Is the legal Employer of Record
- Is responsible for hiring, training, scheduling, and dismissing employees.
- Controls the amount spent on wages and benefits for employees within the guidelines established by the program

# Self-Direction Agency with Choice

## Provider Agency Providing Agency with Choice Role

- Is responsible for developing a back-up plan when employees are not available.
- Processes payroll for the individual's employees and makes the required tax withholdings and deposits with state and federal agencies on the Individual's and employee's behalf.

# Self-Direction Agency with Choice

## Provider Agency Providing Agency with Choice Role

- Performs criminal background checks and ensures that potential employees are eligible for hire.
- Is responsible for the provision for employee Workers' Compensation Insurance.

# Self-Direction Agency with Choice

## Case Manager Role

- Provides the individual and representative with initial information on Self-Direction options.
- Assists the Individual with the development of the Personal Support Plan.
- Monitors service delivery in coordination with individual, representative, provider agency and regional staff.

# Self-Direction Agency with Choice

## Case Manager Role

- Manages and monitors the budget planning, ongoing evaluation of supports and services, and organizing the unique resources that the individual needs.
- Provides the individual and representative reports of spending so that the Individual can review amount of service hours used and the amount of money remaining in their individual cost plan.

# Self-Direction

## REMEMBER

Ensure that all members of the individual's team understand what their responsibilities are when Self-Directing.

Review the responsibilities of each party at the Personal Support Planning meeting.

All actions related to roles of team members must be documented and tracked through the PSP.