

Consumer-Directed Services in Virginia's Mental Retardation and Developmental Disabilities Waivers



Module 1 Are CD Services for You?

In this training session we talk about consumer-directed services so you can decide if you want to direct your own services. How many of you get Medicaid waiver services today?

You may get some of your services at a workshop, group home, or a day support program. These services are run by agencies and are called agency-directed services. The agency hires the people who work with you and support you. Usually these people are called “staff.”

Other service choices are called consumer-directed services or sometimes “CD services.” These are also services that you can get through some of Virginia’s Medicaid waivers. The consumer in consumer-directed services is **YOU**. You direct your CD services and choose the people who work for you. You are in charge. Other people can help you make your CD services work if you need help. In this module we talk about the basics of consumer-directed services.

Trainer’s Notes:

Give participants time to share what agency-directed services they are receiving. After introducing the term consumer-directed services, ask participants if any of them are receiving CD services and if they would like to tell the group what the services are and how the services are working for them. Remind participants that the term “CD services” and “consumer-directed services” are used to mean the same thing.

See Handout 1A

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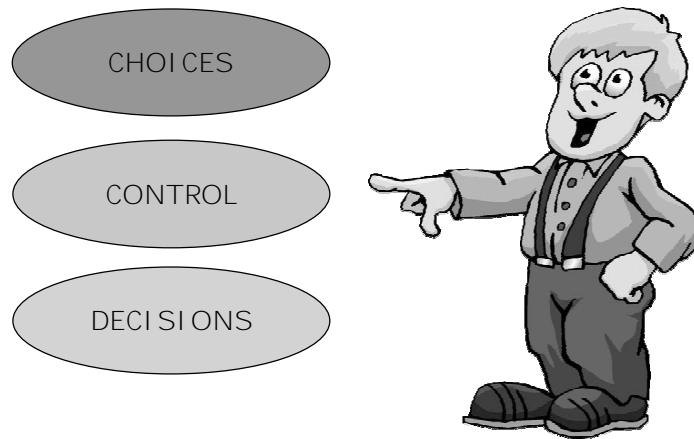
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Trainer's Notes:

Tell the audience who developed the materials and who funded the development of the materials. Use your own words and discretion in how you present this information.

Consumer-Directed Services



- Consumer-directed services or CD services are services that you are in charge of.
- Not all services and supports that you can get are consumer-directed. Only some of them are. Do you know which services can be consumer-directed?
- There are three services in Virginia's waivers that can be consumer-directed today.

Trainer's Notes:

Make sure that individuals understand what the word "consumer" means. Stress that a consumer is someone who buys and uses things. As a consumer they are buying services they need, when and where they need them, and from whom they want to buy them. As the users of services, they know best what they need and if they are happy with what they are getting.

CD Services:

- Personal Assistance Services
- Respite Services
- Companion Services



The three CD services are:

- personal assistance
- respite
- companion services

We will talk more about each service in the next slides.

See Handout 1B

CD Personal Assistance Services



Consumer-directed (CD) Personal Assistance Services help you with your every day needs, like dressing, bathing, eating, and taking medication. Consumer-directed personal assistance services may also help you at work.

The Mental Retardation (MR) and the Developmental Disabilities (DD) Waivers both have consumer-directed personal assistance services.

Trainer's Notes:

After you explain the service, ask participants to give you examples of what the consumer-directed employee who provides that service might do for them. If they do not have examples, make sure that you have examples to tell them to start the conversation. You can use examples from *The Employee Management Manual* for the MR Waiver.

CD Respite Services



Consumer-directed (CD) Respite Services are help for you that gives your family or unpaid caregiver some time to do things that they need to do for themselves. For example, your mom and dad may have to go to visit a family member who lives in another state. A respite worker might come and stay with you to help you with the things your parents help you with when they are home.

Do people who live in group homes get respite services? No, because they do not live with family or unpaid caregivers. They have agency staff to support them.

The MR and the DD Waivers both have CD respite services.

Trainer's Notes:

After you explain the service, ask participants to give you examples of what the consumer-directed employee who provides that service might do for them. If they do not have examples, make sure that you have examples to tell them to start the conversation. You can use examples from *The Employee Management Manual* for the MR Waiver.

CD Companion Services



Consumer-directed (CD) Companion Services are only for adults. CD companion services helps you with housekeeping, shopping, and things you do in your community. The MR Waiver includes CD companion services, but the DD Waiver does not right now. The DD Waiver will include CD companion services for adults starting sometime in the near future.

Trainer's Notes:

After you explain the service, ask participants to give you examples of what the consumer-directed employee who provides that service might do for them. If they do not have examples, make sure that you have examples to tell them and to start the conversation. You can use examples from *The Employee Management Manual* for the MR Waiver.

Choices



Consumer-directed or CD services are about having more choice. Within these three services there are a lot of choices.

See Handout 1C

Who?



You choose who works for you.

You hire your own consumer-directed employees. You can hire family members, friends, neighbors, or people who you don't know yet, if you want to, as long as they meet the Medicaid rules. You can only hire family members living in your home if no one else can help you. If you choose to hire a family member living with you, you have to write a letter explaining why you need to use this person. You cannot hire your parents if you are under 18 years of age or your husband or wife if you are married.



What?

You choose what they do for you.

You decide what your consumer-directed employees do for you, as long as the jobs are within the Medicaid rules. Your CD employees help you with the things you can't do or things you can't do well. You include the things you want them to do for you in your plan of care.

Trainer's Notes:

Explain what a plan of care is. It is a plan that the individual puts together with his or her case manager and/or family and friends of choice. It describes what services and supports the individual will get. It is also called a Consumer Service Plan and a CSP. They all mean the same thing. If you have a flip chart, write all three items on it.

When?



You choose when they come to you.

You decide the times and days your consumer-directed employees work for you based on what is written in your Consumer Service Plan. You schedule your CD employees to come during the times you need help. If you get up at 6 a.m. for work and need help getting ready, you schedule your CD employee to be there then to help you. If you need help in the evening, that is when you ask your consumer-directed employee to come.

Trainer's Notes:

Follow up on the previous discussion of plans of care. Remind the participants that both the “what” and “when” are included in their Consumer Service Plan (or CSP or plan of care).

Where?



You decide where they work for you.

You decide where you get consumer-directed services and support. You get help where you need it: at home, work, or in the community.

How long?



You decide how many hours they spend working for you.

You decide how long your consumer-directed employee works each day, the same as the hours approved in your Consumer Service Plan. The hours they work are scheduled by you to help you with the things you need to do each day. If you need help when you get home in the afternoon, your consumer-directed employee works then. If you only need help eating, your consumer-directed employee only works during meal times. You decide.

Trainer's Notes:

If you have written the three terms *Consumer Service Plan*, *CSP*, and *plan of care* on a flip chart, refer back to those terms now. Remind them that the number of hours their CD employees work for them is included in the CSP.

Your CHOICE!



All of this adds up to YOU choosing how YOU live your life. You make your own choices about the people who help you, how they help you, and when and where they help you.

Trainer's Notes:

Ask participants what they think about the choices they have. Encourage a discussion about how having choices helps them in their day-to-day lives. Give examples if participants have a difficult time starting the discussion.

Decisions



So, what is great about consumer-directed services?

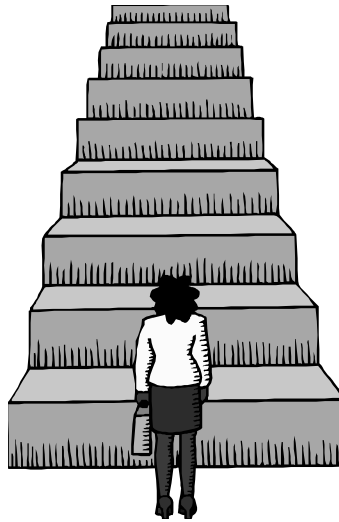
You and/or your family make all the decisions about your consumer-directed services. Consumer-directed services put you and/or your family, as the **CONSUMER**, in charge of your CD supports and services. You are the employer or the boss. With your family's help, if needed, you make the decisions about when you receive help, how help is provided, who provides help, and where you receive the help you need when you use CD services.

Trainer's Notes:

This is a good place to check and see that individuals remember and understand what the word "consumer" means. Again, stress that a consumer is someone who buys and uses things. As a consumer they are buying services they need, when and where they need them, and from whom they want to buy them. As the users of services, they know best what they need and if they are happy with what they are getting.

See Handout 1D

Challenges



What are the tough parts?

More responsibility. Responsibilities are those things that we have to do for ourselves and for others to make sure things run smoothly or work well.

Being the employer or boss takes more work. With more choice comes more responsibility, more things that you have to do to make sure your life and your services work well.

Trainer's Notes:

Help the participants to understand that challenges are things that may be harder for us to do than some other things in our lives, but we can all learn from trying to do new things.

Responsibilities



Remember what we said, your responsibilities are:

WHO: You decide, if necessary, who helps you with your CD services and who you hire to be your consumer-directed employees.

WHAT: You decide what your consumer-directed employees do for you, within the rules of Medicaid. When you write this all up in a "TO DO" list, it is called a job description for your consumer-directed employee. This job description comes from your plan of care.

HOW: You decide where and when you get your supports and services. You teach your consumer-directed employees about how you like to be helped.

Trainer's Notes:

Tell the participants that they do not need to worry about all of the details of their responsibilities right now. Show them a copy of the CD services *Employee Management Manual* and tell them that these details are included in this. Also tell them that they receive individual support in performing their responsibilities from a CD services facilitator.

See Handout 1E

Hire, Supervise, Fire



The consumer-directed employees who work for you are hired, trained, supervised, and let go or fired, if necessary, by YOU, with the help of your family or others, if you need their help.

There are many steps to hiring, training, and supervising your consumer-directed employees. The *Employee Management Manual* (hold it up again for people to see) shows you these steps and your CD services facilitator goes over them with you. As the employer, you learn new things, such as writing a job description, interviewing, and supervising the consumer-directed employees who work for you. Sometimes, the consumer-directed employees you hire may not work out in the job. Knowing when and how to let go or fire a consumer-directed employee is an important part of being a good employer.

Trainer's Notes:

Make sure that participants understand the terms "interviewing" and "supervising." Ask them if they have had a job where they had to interview or answer questions about themselves. Then ask if someone has been their boss or supervisor. What did that person do to help them to do their job right?

Paperwork



There is paperwork that you have to do as the employer. Some examples are:

- job descriptions
- time sheets
- interview forms
- reference checks
- CD employee forms

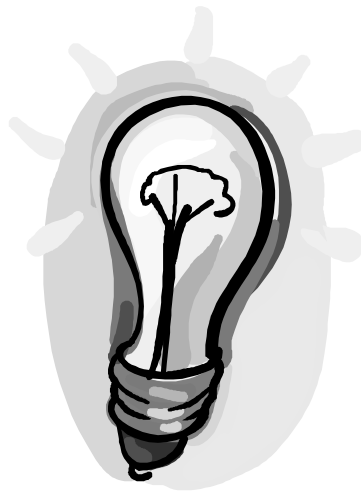
These all have to be taken care of. While there are people to help you with these forms, you are the employer. You want to understand as much as you can about these papers. As the employer, you need to be sure your paperwork is done on time and that it is all correct.

Trainer's Notes:

Briefly explain what each of these forms are. Tell participants that there is more information on these forms in another training module called *How to be an Employer*.

Ask the participants if they have ever had to fill out a job application or fill in a time sheet. Explain that their consumer-directed employees will have to do the same kinds of things.

Make Changes



You can make changes as needed to your consumer-directed services. Over time we all change. As you change, your supports and needed services may change. For example, if your consumer-directed employee is helping you to get ready for work and your work hours change, your employee's hours of work may need to change also.

Another example would be if you move. In another location, you may need to hire new consumer-directed employees who live closer to where you now live.

Trainer's Notes:

Ask participants if they can think of other examples of how their lives might change and how they may need to change their consumer-directed services. You want to have examples ready if the participants have trouble starting the discussion.

Who will help?



Family/
Caregiver

Case
Manager



CD Services
Facilitator

Fiscal
Agent



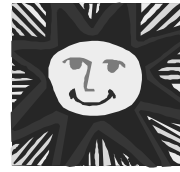
Consumer-directed services sound like a lot to do. That's true, but don't worry, you don't have to do it alone. There are people who can help you as you become the employer.

Consumer-directed services may not be for everyone. You always have the choice of using or not using CD services. You can have consumer-directed, agency-directed or both types of services while you are on the MR or DD Waiver. You decide what works for you. You can choose CD services when you want to.

Trainer's Notes:

Mention each of the parties on this slide and ask participants how they might get help from each of them. Be sure to have your examples ready.

Share your thoughts with us...



1. **Who is the CD employer in CD services?**
2. **Who are some of the people who can help you with your CD services if you have a question or problem?**
3. **What are some of the choices that you can make with CD services?**
4. **Who is in charge of hiring, training, supervising, and firing or letting go of your CD employee?**
5. **What other information about CD services would you like?**

As part of our work, we are collecting ideas from you to help us improve both the information provided and the ways it is presented. Your answers to these few questions will help us.

Trainer's Notes:

As part of our work on CD services at the Partnership, we are evaluating how to make the information provided and the way it is presented better. We ask that you use the questions on the slide each time you use the materials to see how well participants are understanding the information provided and if they are interested in additional information.

Please read each question to participants individually or in the group setting and take notes on their responses. Sheets with the questions are included in the self-addressed envelopes that are in your trainer's notebook. Please send these notes to the Partnership following your presentation.