

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



Module 3 How To Be An Employer

When you are getting services through a Medicaid waiver and you choose consumer-directed services, you hire the people who work for you. The people who work for **you** are called your consumer-directed employees. You decide who supports you, when, where, and how you are supported by your CD employees. These services are part of your approved Consumer Service Plan or your CSP. Sounds good but there are things you have to do as an employer and there are some rules that Medicaid says you and your CD employees have to follow.

In this module we talk about those things that you need to know so that you can be a good employer and have your CD services work well for you. We also talk about people and things that help you be a good employer.

Trainer's Notes:

Make sure that participants understand what the term employer means. Explain that an employer is sometimes called a boss or a supervisor. Ask participants if any of them have a job. Do they have a boss or a supervisor? What does that mean? What does that person do to help them do a good job?

See Handout 3A

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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.

You are the employer



With CD services, you choose the person or people who work with you.

You choose your



CD services facilitator

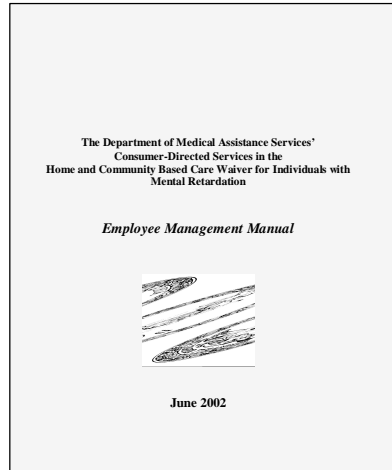
After you choose your CD services facilitator, he or she talks with you and helps you. Your CD services facilitator talks to you about your new job as an employer. You should ask questions if you don't understand what is said.

Your CD services facilitator helps you be the best employer you can be. If you need help, you can ask your CD services facilitator how to advertise for, hire, supervise, train, let go or maybe fire your consumer-directed employees.

Trainer's Notes:

It is important that participants begin to understand what the CD services facilitator does. Make sure to emphasize that the CD services facilitator is there to **help** the CD employer to do his or her job well but not to do it for him or her.

You have more help...



Manuals or
other
written
information.

Written information is available to help with being an employer. The *Employee Management Manual* describes how to be an employer. This information is helpful in hiring, training, supervising and, if necessary, letting go or firing consumer-directed employees who work for you. Your CD services facilitator goes over all of the information in the *Employee Management Manual* with you.

Trainer's Notes:

Have copies of the *Employee Management Manual* for both the MR and DD Waivers available to show to the participants.

You hire employees



When you hire your CD employees, you must follow Medicaid's rules. These are some of those rules.

Your consumer-directed employee must:

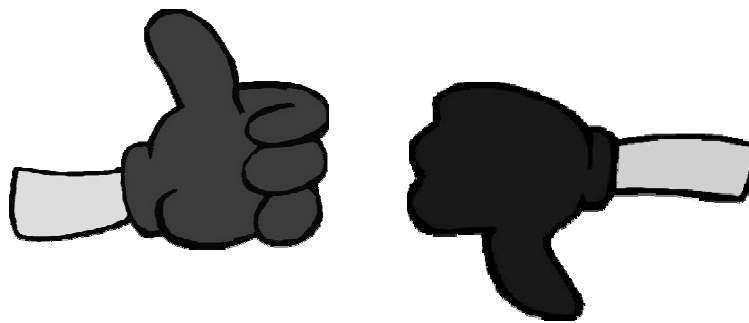
1. Be an adult – 18 years of age or older;
2. Be able to read, write, and do math;
3. Be able to do the jobs in your plan;
4. Have a social security number;
5. Be willing to be trained;
6. Be willing to complete a criminal history record check;
7. Agree to follow the waiver rules;
8. Receive an annual TB screening, cardiopulmonary resuscitation (CPR) training, and an annual flu shot; and
9. Be willing to register in a consumer-directed employee registry kept by your CD services facilitator.

Trainer's Notes:

Refer to the handout and mention a few requirements on the list.

See Handout 3B

You find out about your likes, dislikes, and needs.



Before you hire your consumer-directed employees, it helps to know what you like and don't like and the kind of help you need and don't need. You want your consumer-directed employees to know you so they can help you the way you need and want to be helped. The more your consumer-directed employees know you, the better job they can do for you.

There are two worksheets in your *Employee Management Manual* that can help you decide what you need and what you do and don't like. The worksheets are the "My Needs Inventory" and "My Likes and Dislikes." You should fill these out before you hire your employees. If you need help, your CD services facilitator and your family may help you fill out these forms.

Trainer's Notes:

Hold up the employee management manual. Show participants where these worksheets are in the manual. Read a few random questions from the "My Needs Inventory" and ask participants to answer for themselves. Do the same with the "My Likes and Dislikes" worksheet. Tell the participants that if they choose CD services, they should complete these worksheets. Remind them that they can ask for help from their families, friends, or CD services facilitator.

You write a job description



Once you know your needs, likes and dislikes, you can use them to write a job description. The job description tells:

- What things you need for your consumer-directed employees to do for you or help you with.
- Where you want your CD employees to work for you.
- When your consumer-directed employees need to be with you.
- How your consumer-directed employees will do the job.

Your Consumer Service Plan (or CSP) gives you the information you need to write your employee job descriptions. Asking for help from your CD services facilitator, family members, or others is the best way to make sure everything matches your Consumer Service Plan.

Trainer's Notes:

Ask participants if any of them have Consumer Service Plans. Explain that it is important to make sure that what they ask their consumer-directed employees to do matches what is in their CSPs. Ask participants who they know who can best help them?

Activity



Let's take a look at the handout, "How to Write a Job Description."

Trainer's Notes:

Use Handout 3C. Remind participants to use the "Needs Inventory" and "Likes and Dislikes" worksheet to write a job description. Ask participants to list some things an employee could help them with.

Ask each person to name who can help them write a job description. Because there is not enough time to teach how to write the job description during this session, it is important to make sure they know to ask for help and who to ask.

See Handout 3C

You may find employees from a list



given to you by your CD services facilitator.

Your CD services facilitator has a list of people who want to be a consumer-directed personal assistant, respite assistant or companion. If no one on that list is right for you, your CD services facilitator can help you advertise for your employees if you ask.

Your costs for advertising are not covered by Medicaid waiver funds. You have to pay for advertising.

You may advertise



If you don't have someone in mind to do the job you need done, you need to advertise for your consumer-directed employees. There are several ways you can advertise.

- **Family and Friends**
Ask your family and friends to help you look for employees.
- **Bulletin Boards**
Local churches and businesses have bulletin boards to advertise jobs.
- **Schools and Colleges**
Local schools and colleges may have students who are looking for work.
- **Newspaper**
This is a good way to let a lot of people know you have a job opening but it is expensive.
- **Agencies**
Social Services, health care agencies, and other community agencies may have programs to match people with jobs.

See Handout 3D

You give a job application



to your
CD employees.

Anyone who wants to be your consumer-directed employee needs to fill in a job application. A job application tells you if the person is able to help you and if the person has done this kind of work before. Let's look at the sample job application in your handouts.

Trainer's Notes:

Briefly review the job application. Ask if any of the participants have ever completed a job application. Ask if they know the importance of a job application. Be prepared to provide a simple explanation of the importance of a job application.

See Handout 3E

You interview people



Once you have gotten and looked at the job applications from the people who want to work for you, then you are ready to interview them. In the interviews you see who is best for the job. Your CD services facilitator can help you call individuals and set up interviews if you need help.

Take time to talk to the person and make sure you are choosing the person who is best for the job. Choose your employees carefully. You can always advertise again if you don't find the right person the first time.

Trainer's Notes:

Take a couple of minutes to allow participants to brainstorm questions to ask in an interview. Let them call out questions and record them on a flip chart.

You hire employees



Once you have picked the person who is best for the job, you are ready to hire your consumer-directed employee. To hire your consumer-directed employee, a “hire packet” is used. Your CD services facilitator can help you get the packet all filled out if you need help.

You can't hire some people



Husband or wife



Parents

Remember you can't hire your parent if you are under 18 years of age or your husband or wife.

See Handout 3F

You put together an emergency back-up plan.



Once you have hired your consumer-directed employee, what happens if he or she doesn't show up one day or is sick and can't come to work? You need to have a plan for emergency back-up; another person who can come at the last minute to help you.

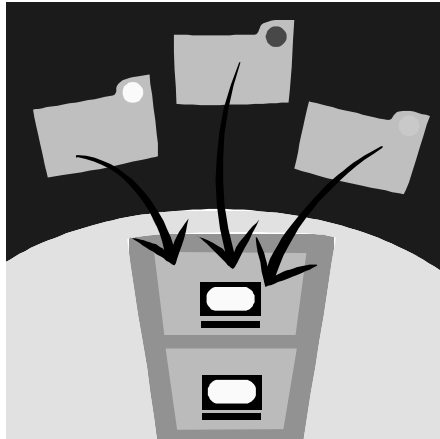
Family, friends, and other people can be your back-ups. You may also find people who you have interviewed but not hired who you would like to have as back-up.

Trainer's Notes:

Here it is important that participants know that they have to have a back-up plan. There is not enough time to teach how to develop the back-up plan, so it is important for participants to know that their case managers or CD services facilitators can help them put together the back-up plan. Ask each person who can help them write a back-up support plan.

See Handout 3G

You keep records



As the employer, you need to keep some important information for you and your consumer-directed employees. You keep your consumer-directed employees' applications, copies of timesheets, and copies of completed "hire packets."

Your CD services facilitator and case manager may help you keep your paperwork together if you need help. It helps to have folders or files to keep your important papers in a safe place.

See Handout 3G

You train employees



You want to train your new consumer-directed employees on how to do the job the way you want it done. Your CD services facilitator can help you train your new consumer-directed employees if you need help.

See Handout 3H

You supervise employees



Now that you have hired your CD employees, you are the employer. You need to make sure your consumer-directed employees continue to do the job right. Let's look at the sample checklist in your handouts that helps you supervise your CD employees.

See Handout 3I

You say "good job"



You want to make a good work place for your consumer-directed employees. To make a good work place takes time and effort.

Be sure to let your consumer-directed employees know when they do a good job. Always use the golden rule. Treat your CD employees the way you want to be treated, with respect.

You talk about problems



As soon as you know there is a problem with your consumer-directed employee doing the job, sit down and talk. Be calm and use the job description if you need it. Ask your CD services facilitator to help you get ready to talk to your consumer-directed employee if you need help.

Although your CD services facilitator can help you, he or she is not the supervisor. You are the supervisor of your consumer-directed employees.

See Handout 3J

Activity

Late
Again?



Let's practice how to handle a problem with a consumer-directed employee.

Trainer's Notes:

This activity is a role play of a problem in the work place. The issue is that the consumer-directed employee is late most days. Ask for a volunteer to be the consumer-directed employee, show the group how to discuss the problem calmly.

You may need to let an employee go



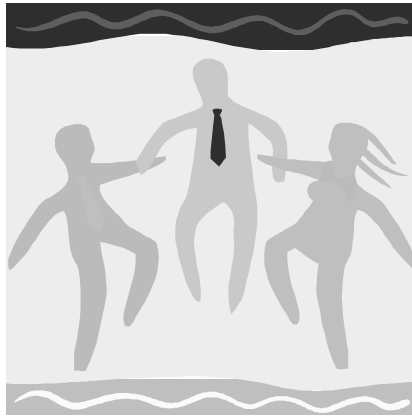
Unfortunately, there are times when being the employer is very hard. One of those times is when you must fire or let a consumer-directed employee go for not doing the job.

As soon as you are unhappy with the work of your consumer-directed employee, let the person know and give him or her a certain amount of time to do the job the way you want it done. If you CD employee does not do this, then you may have to fire him or her.

Fire your consumer-directed employee right away if he or she has hurt you or not been there for you when he/she should have been or has tried to be paid for hours he/she did not work (fraud).

Get help when hiring or letting a CD employee go. Your CD services facilitator and case manager should be told as soon as you are unhappy with a consumer-directed employee. Your CD services facilitator can help you with letting go or firing an employee if you need help.

You get better...

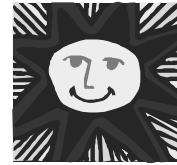


at being an employer

Remember being the employer takes work and time. You get better at being an employer with time and help. Don't be afraid to ask for help when you need it.

You and your consumer-directed employees will be happier as you get to know each other better and become better at your job.

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.