



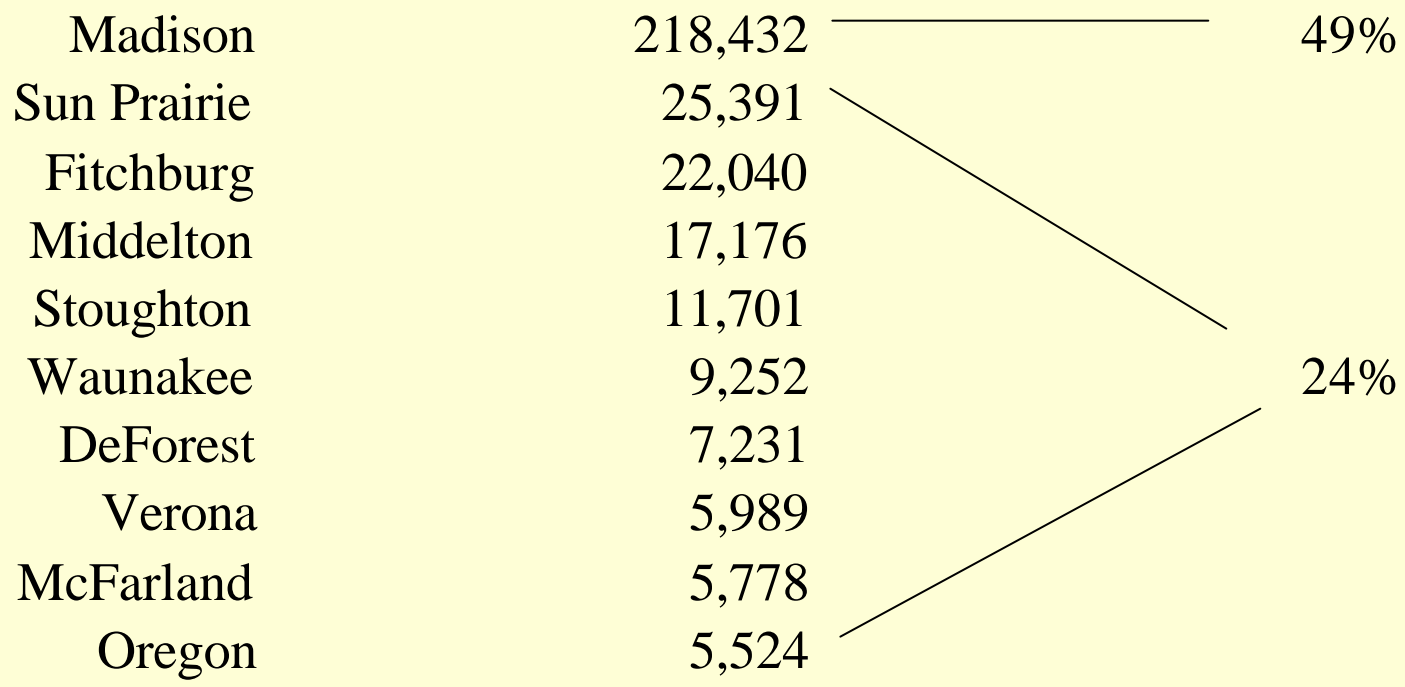
# **Forging A Partnership**

**Individualizing Funding and  
Increasing Choices for People with  
Developmental Disabilities in  
Dane County**





<b>2005</b>	<b>Population</b>	<b>Unemployment</b>	<b>Income</b>
US	296,401,404	4.6%	\$ 37,005
WI	5,536,201	4.6%	\$ 46,538
Dane	456,106	3.0%	\$ 52,216



845.6 feet above sea level



## How People are Supported

Living arrangements	Number Served	Number of Providers	Number Waiting
Live with roommate (s)	670	14	
Living alone, in cluster	59		
Living alone, come-in support	97		
Living alone with behavioral support	51		
AFH Corporate 3-4	42	3	
AFH Private	42	32	
Out of County	4	2	
<b>Total</b>	<b>965</b>	<b>16</b>	<b>310</b>

Day Support	Number Served	Number of Providers	Number Waiting
Supported Employment/Self-Employed	909	13	
Facility-Based (Sheltered/Adult Day Care)	305	3	
<b>Total</b>	<b>1214</b>	<b>14</b>	<b>48</b>

<b>Waiver Participants</b>	<b>1081</b>
----------------------------	-------------

# How Adults are Supported

Living arrangements	Number Served	Number of Providers	Number Waiting
Live with roommate (s)	670	14	
Living alone, in cluster	59		
Living alone, come-in support	97		
Living alone with behavioral support	51		
AFH Corporate 3-4	42	3	
AFH Private	42	32	
CBRF	2	2	
Out of County	4	2	
<b>Total</b>	<b>967</b>	<b>18</b>	<b>310</b>

Day Support	Number Served	Number of Providers	Number Waiting
Supported Employment/Self-Employed	909	13	
Facility-Based (Sheltered/Adult Day Care)	305	3	
<b>Total</b>	<b>1214</b>	<b>14</b>	<b>48</b>

<b>Waiver Participants</b>	<b>1081</b>
----------------------------	-------------



58% Fed \$  
42% State \$

# Sources of Funds

75% State/Fed  
25% County

**Federal Government**  
General Revenues

**State Government**  
Federal funds, State tax funds

**County Government**  
MA Waiver, State Aid, County Levy, Grants

Medicare

Vocational Rehabilitation

Case Management

Housing (HUD)

Medical Assistance  
Primary Care  
Home Health Care  
Personal Care  
Therapies

Residential

SSDI

Vocational

SSI

SSI Supplement

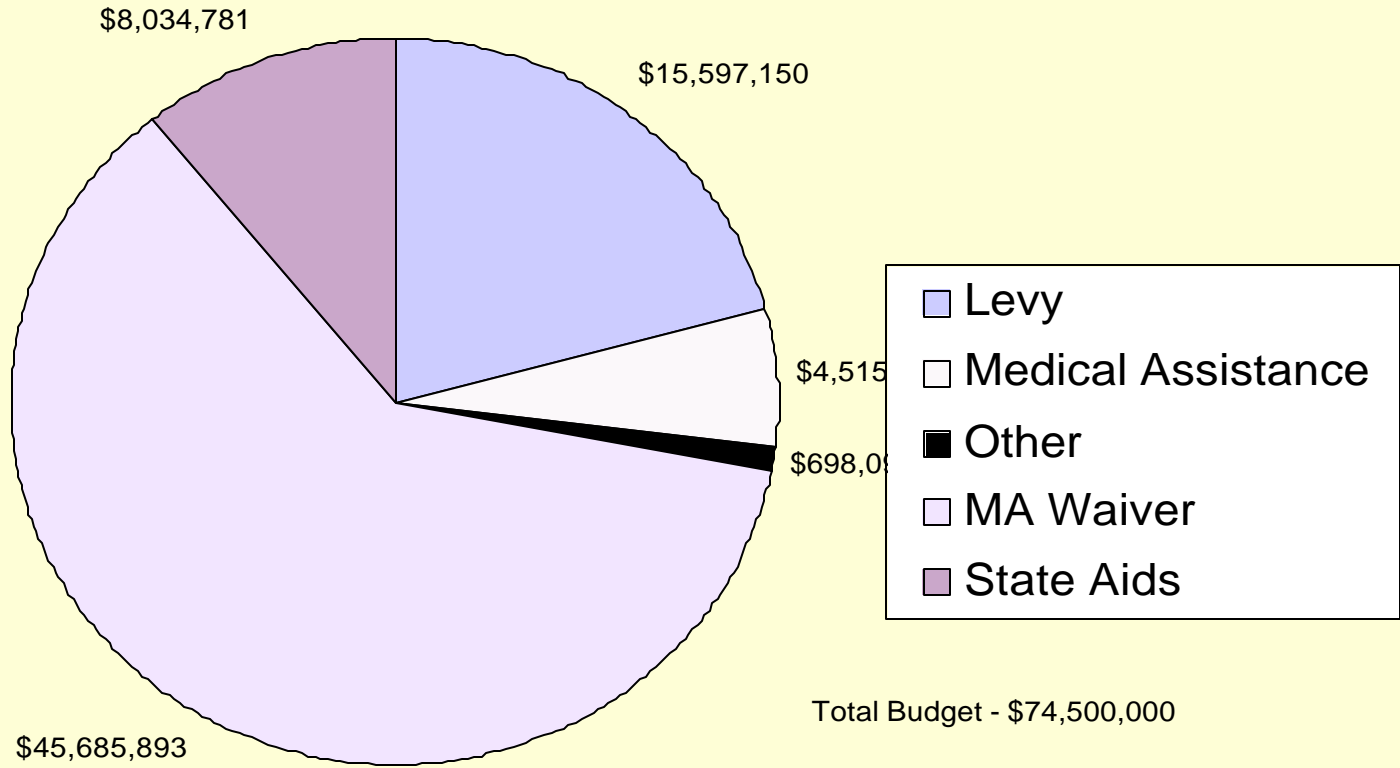
Transportation

Transportation (UMTA)

Other



Developmental Disabilities Funding- 2006

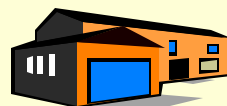
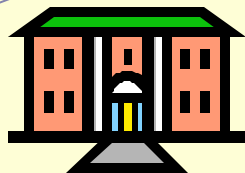
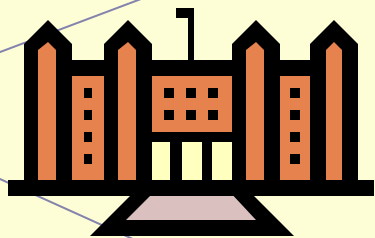


# Self Determination

Self Directed Supports in Dane  
County











# Robert Wood Johnson Foundation

- Based on a the Robert Wood Johnson Foundation (RWJF) Grant in New Hampshire:
  - In November 1995, the RWJF authorized up to \$5 million to establish the *Self-Determination for People with Developmental Disabilities Program*.
  - The program's goal was to help states implement a more cost-effective system for serving persons with developmental disabilities while simultaneously giving those persons and their families more choice in determining the services they receive.
  - The national program office was set up in January 1996.
  - Wisconsin one of the first states awarded & Dane County began it's pilot in January 1997
- 




## Guiding Principals

- Do no harm
  - Have Freedom of Choice, including:
    - Choice of Support Broker
    - Types of Supports
    - Providers
    - Payments
  - Have the Bureaucratic Process as Invisible as Possible
  - Keep the Process Simple
  - Have Quality Defined and Assessed by the Participant
- 



# Common Theme In Self-Determination

- Expand People's Choices
  - Enable People to Control the Money Spent on Their Support and Services
- 



```
graph TD; A[Federal Government] --- B[State Government]; B --- C[County Government]; C --> D[Providers]; D --- E[Case Managers]; E --- F[People with Disabilities];
```

**Federal Government**

**State Government**

**County Government**

**Providers**

**Case Managers**

**People with Disabilities**





**Federal Government**

**State Government**

**County Government**

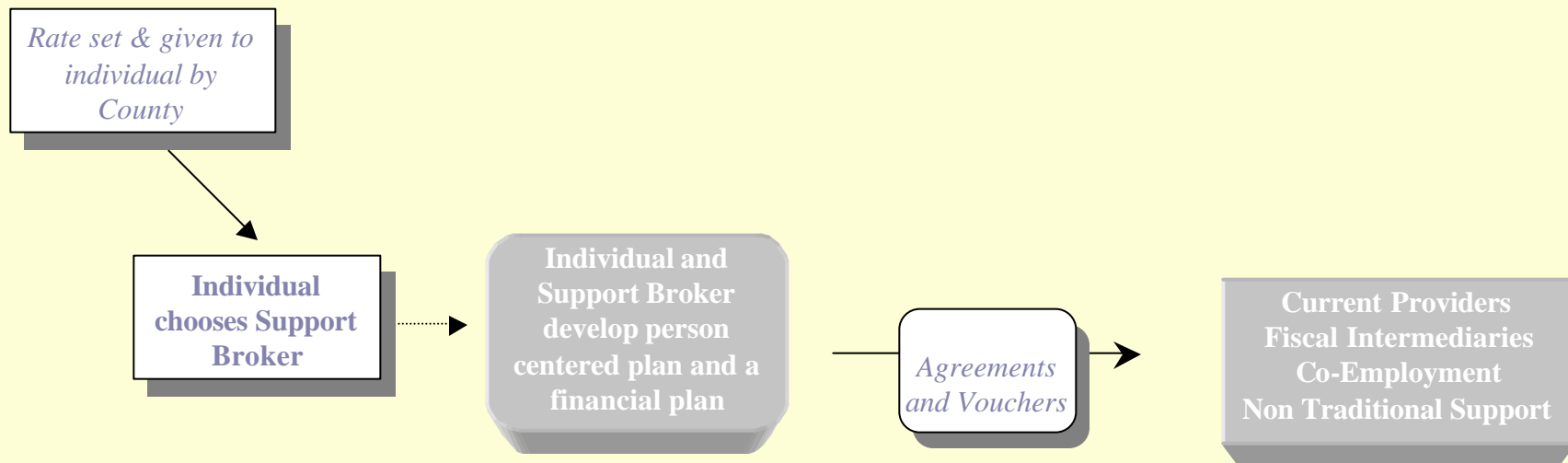
**People with Disabilities**

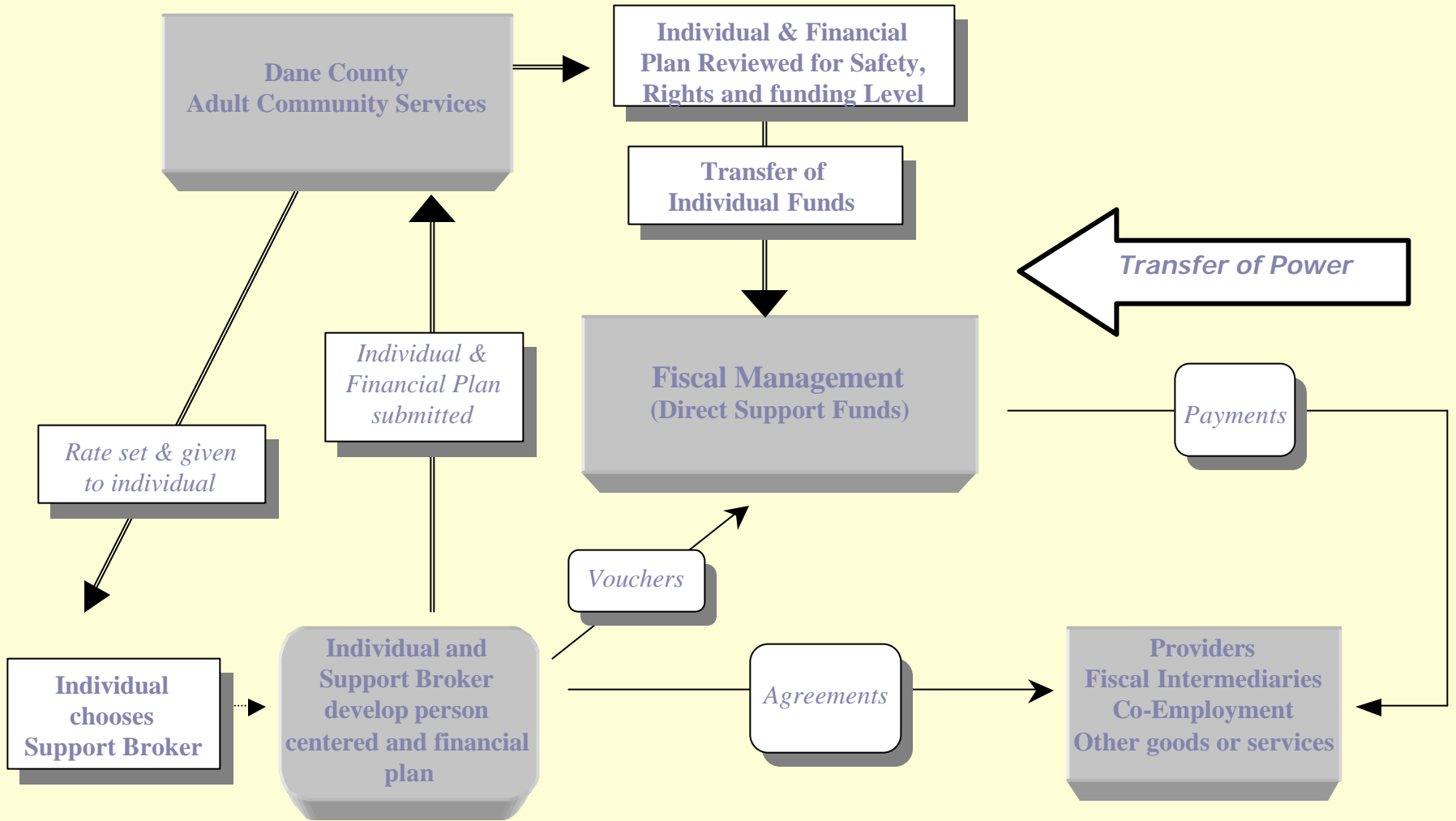
**Support Brokers**

**Providers of Supports  
& Services**



# Dane County Self Directed Supports



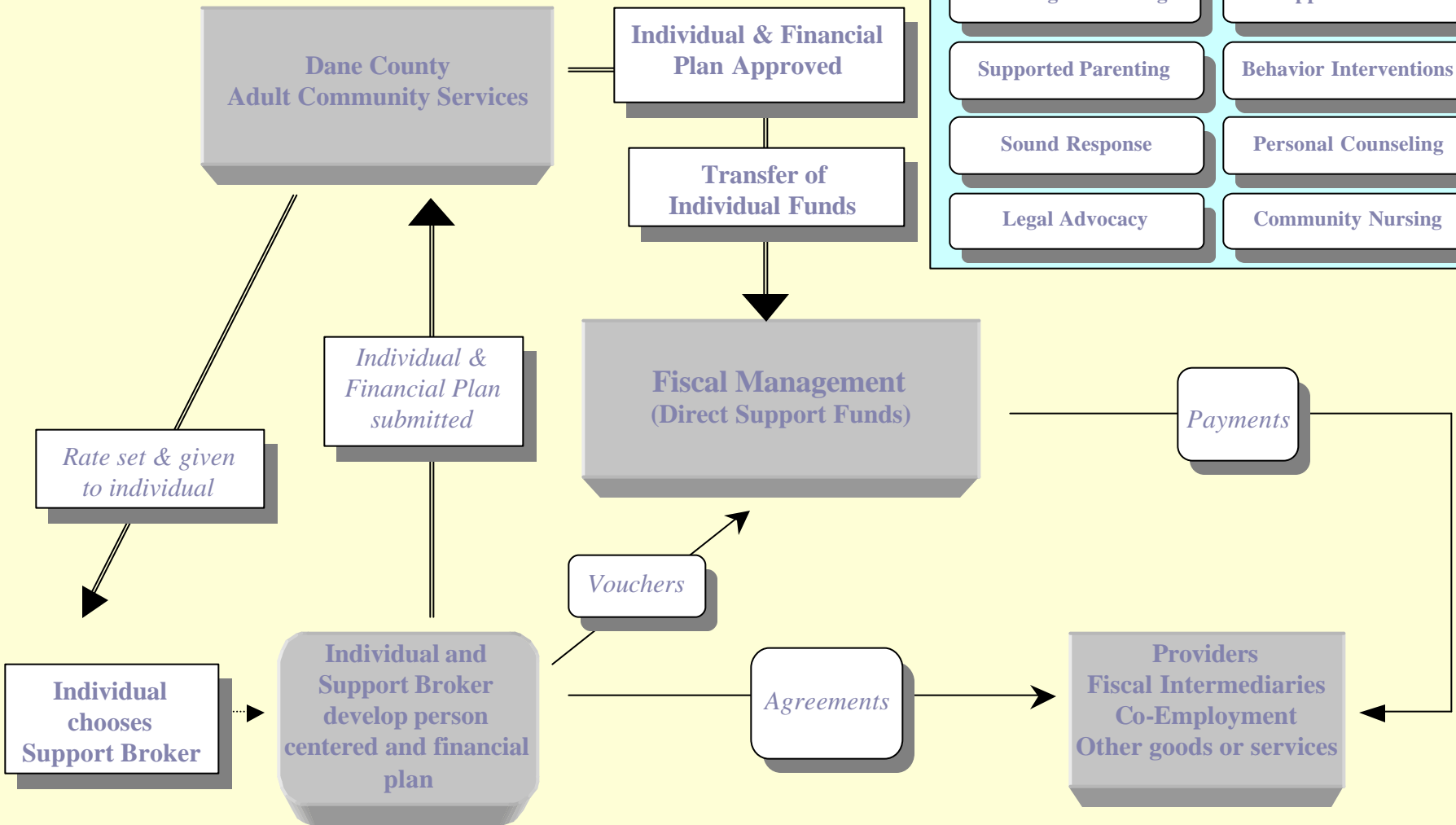






Adult Community Services  
 1202 Northport Drive  
 Madison, WI 53704  
 (608) 242-6200

# Self Directed Support Flow Chart



## Public Services

- |                                 |                                 |
|---------------------------------|---------------------------------|
| Specialized Transportation      | Assistance with Self Employment |
| Accessing Public Transportation | Augmentative Communication      |
| Housing Counseling              | Support Brokers                 |
| Supported Parenting             | Behavior Interventions          |
| Sound Response                  | Personal Counseling             |
| Legal Advocacy                  | Community Nursing               |



# Person Centered Planning





# There are Many different forms of Planning that are Person-Centered


**ELP (Essential Lifestyle Planning )**


**MAPS (Making Action Plans)**

**PATH (Planning Alternative Tomorrows with Hope)**


**GAP (Group Action Planning)**

**All:**

- See the person as the expert in their life
  - Includes people significant to the person
  - Excludes people the person does not want to help plan
- 




## Person centered planning tools share these characteristics

- Identifies the person's hopes, capacities, interests, preferences, needs and abilities
  - Provides a systematic way to align resources to the person's goals
  - Comes from the same value base: autonomy and empowerment
- 



## Approval of the Person-Centered & Financial Plan


Does the Person-Centered Plan:

- Demonstrate that the Individual had an active role in plan development
  - Indicate the Individual will be Safe and Protected?
  - Indicate that the Individual's Rights are Preserved?
- 



## Approval of the Person-Centered & Financial Plan

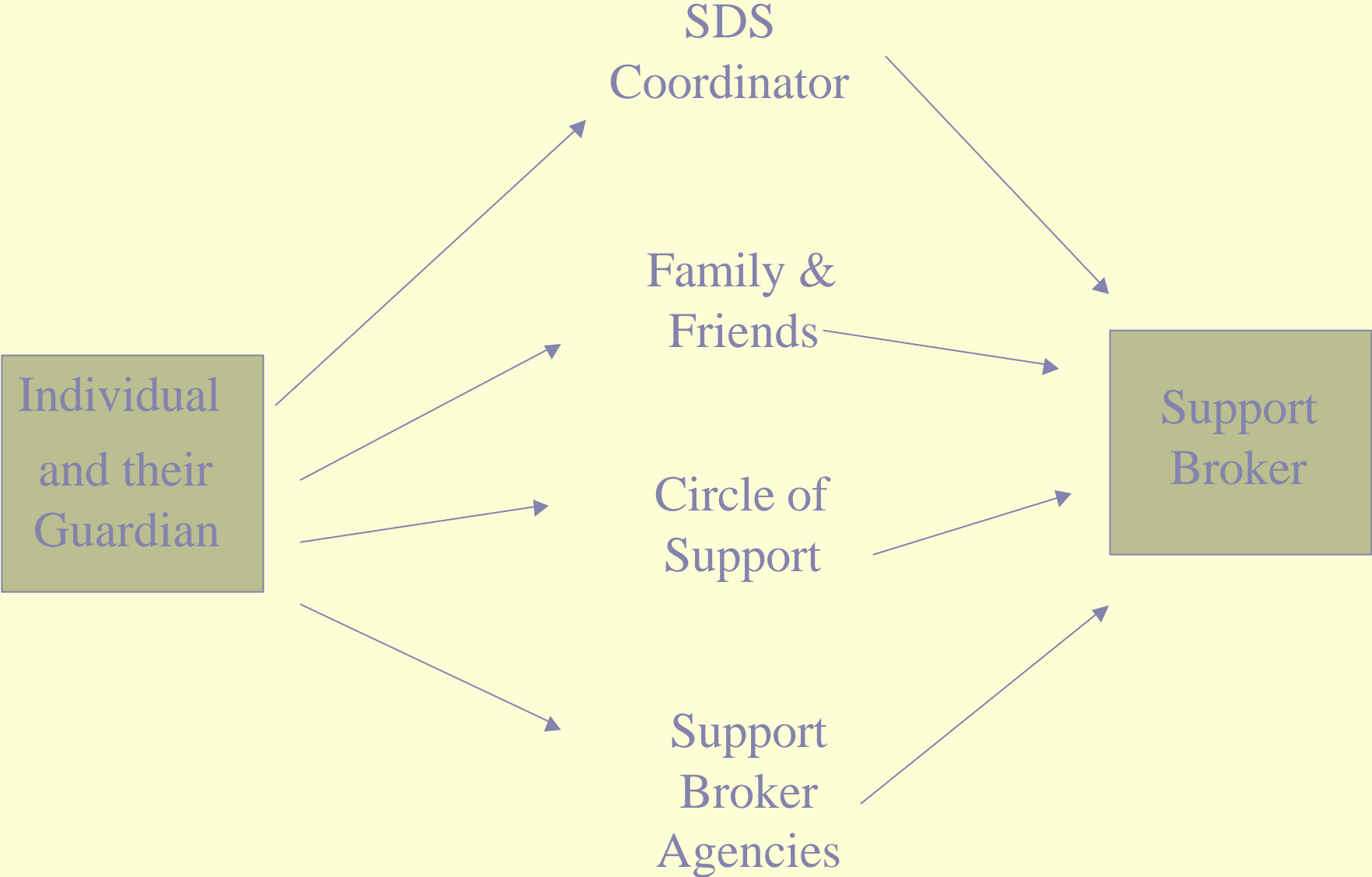
Does the Individual Financial Plan:

- Agree with the Person-Centered Plan?
  - Within the Individual Rate Provided?
  - Indicate that the Individual's needs will be Adequately and Legally Met
- 



# Support Brokerage


# Choosing the Support Broker








# Support Broker Role

- Support Brokers will be selected by and work under the direction of the person receiving support.
  - People selecting Support Brokers will be urged to select a Support Broker that is independent of a service provider to minimize the inherent conflict of these roles.
  - If the person would prefer to select a Support Broker employed at a service agency, the Support Broker may not recommend services from that service agency nor any agency with which the broker's employer is associated.
  - People can change Support Brokers and will be asked to renew and sign a contract each year outlining their expectations
- 



# Support Broker Role

- **Support Brokers must be certified by the County.**
  - **Will meet the minimum qualifications according to the guidelines of the Medicaid Waiver program.**
  - **Will successfully pass a criminal background check.**
  - **Will participate in mandatory training coordinated by the County in order to achieve certification.**
  - **A Support Broker cannot be a legal representative of the person receiving support.**
  - **Support Brokers must be readily accessible to the individual**
- 




# Support Broker Role

*Assure that:*

- the person is living in safe and decent conditions
- money is appropriately managed
- is receiving necessary health and dental care
- is receiving adequate assistance to deal with the consequences and vulnerabilities of her or his particular disability
- all workers are adequately trained and are familiar with the individual's support plan

*And if one or more of these conditions are not met, assure*

- that they are personally involved in efforts to assure that they are met.
- 




# INDIVIDUAL RATES & BUDGETS





## The Individual Rate

- The cost of support the County has, or would expect to spend on behalf of a given individual to live and work in our community
  - Based on the current reality in Dane County where typically two individuals with disabilities share their support
- 



# Rate Appeal Process

- Informal Review – Regular Bi-monthly
- Formal Request
- Exceptional Request (Usually Short-Term or One-Time)

**\*\*\*Transfer of Power\*\*\***

- Regular Review of Rates
- 




# Flexibility in Choosing Providers





# Expanding Choice

## Contract Agency

- Agency is Employer
  - Agency hires staff
  - Agency supervises staff
  - Agency recruits staff
  - Agency fires staff
  - Agency sets wage
  - Agency responsible for back-up
  - Health/Life/Dental insurance provided
  - Workers Insurance Comp included
- 






# Expanding Choice

## Contract Agency

- Agency is Employer
- Agency hires staff
- Agency supervises staff
- Agency recruits staff
- Agency fires staff
- Agency sets wage
- Agency responsible for back-up
- Health/Life/Dental insurance provided
- Workers Insurance Comp included

## Co Employment

- Agency is Employer of Record
  - Consumer/Agency hires staff
  - Consumer supervises staff
  - Consumer recruits staff
  - Consumer/Agency fire staff
  - Consumer sets wage
  - Consumer responsible for back-up
  - Health/Life/Dental insurance available
  - Workers Comp Insurance included
- 

# Expanding Choice

Contract Agency	Fiscal Intermediary	Co-Employment
Agency is Employer	Consumer/Guardian is Employer	Agency is Employer of Record
Agency hires staff	Consumer hires staff	Consumer/Agency hires staff
Agency supervises staff	Consumer supervises staff	Consumer supervises staff
Agency recruits staff	Consumer recruits staff	Consumer recruits staff
Agency fires staff	Consumer fires staff	Consumer/Agency fire staff
Agency sets wage	Consumer set wage	Consumer sets wage
Agency responsible for back-up	Consumer responsible for back-up	Consumer responsible for back-up
Health/Life/Dental insurance provided	Health/Life/Dental insurance not available	Health/Life/Dental insurance available
Workers Comp Insurance included	Workers Comp Insurance not included	Workers Comp Insurance included




## Expanding Choice

And under the principals of Self-Determination,  
the individual may use their Self-Directed  
Support Funds

to purchase any other goods, services, or  
supports

as long as they relate to the individuals  
disability and,


as long as they do not fall under any of the  
following exeptions:






# What Cannot be Purchased with Self-Directed Support funds

## Illegal Activities, Supports or Goods

- Payments to support personnel in conflict with Department of Labor laws and regulations
  - Living environments in conflict with Federal, State or Local housing laws and ordinances
  - Any other activities, supports or goods in conflict with Federal, State or Local laws, rules and ordinances
  - Any measures that interfere with your individual rights, liberties and privileges
- 



# What Cannot be Purchased with Self-Directed Support funds

- Services from parents, guardians or other persons who represent you
  - Payments to support personnel who do not pass a criminal background check
  - Service or goods reimbursable under the Medicare or Medicaid Card programs
  - Licensed or Certified Living Environments (Adult Family Homes, Group Homes, ICF-MR)
- 




# Fiscal Agents



# Paying for Supports

## Fiscal Management Agency

- Provides a conduit for individual support funds to be held until accessed by the person and their support broker
  - Prepares and distributes payments to selected providers
  - Pays providers solely in response to the co-signed Vouchers
  - Issues monthly statements to the person and support broker, indicating all disbursements made and balances remaining in the person's account.
- 



# Fiscal Management Agency

- Pays for Other Goods & Services
  - Must in some way be a result of the individual's disability
- Will act as Representative Payee, if requested








# Quality Assurance

## Federal Oversight

- Periodic review of a random sample


## State Oversight

- Review and Approval of all Individual Service Plans
  - Guardian Surveys
  - Review of Critical Incident Reports
- 



# Quality Assurance


## County Oversight

- Review of Critical Incident Reports
  - Satisfaction surveys
  - Periodic focus groups on particular issues
  - Clear procedures for immediate referral to and response by the Dane County Department of Human Services
  - Continued involvement with the Adult Protective Services Unit at Dane County
- 



# Quality Assurance


## County Oversight

- Continued liaisons with the various local law enforcement departments
  - Assistance for consumers when they are victims of crimes
  - Quality Assurance Board
- 



# Quality Assurance


## Quality Assurance Board

- Comprised of people with disabilities, their representatives, and members of our community who have an interest or expertise in quality assurance
  - Review, analyze and provide feedback on identified problems with services on an individual and collective basis
  - Provide mediation for people with disabilities, their guardians or allies, providers of support or others who have differing opinions
- 




# Quality Assurance

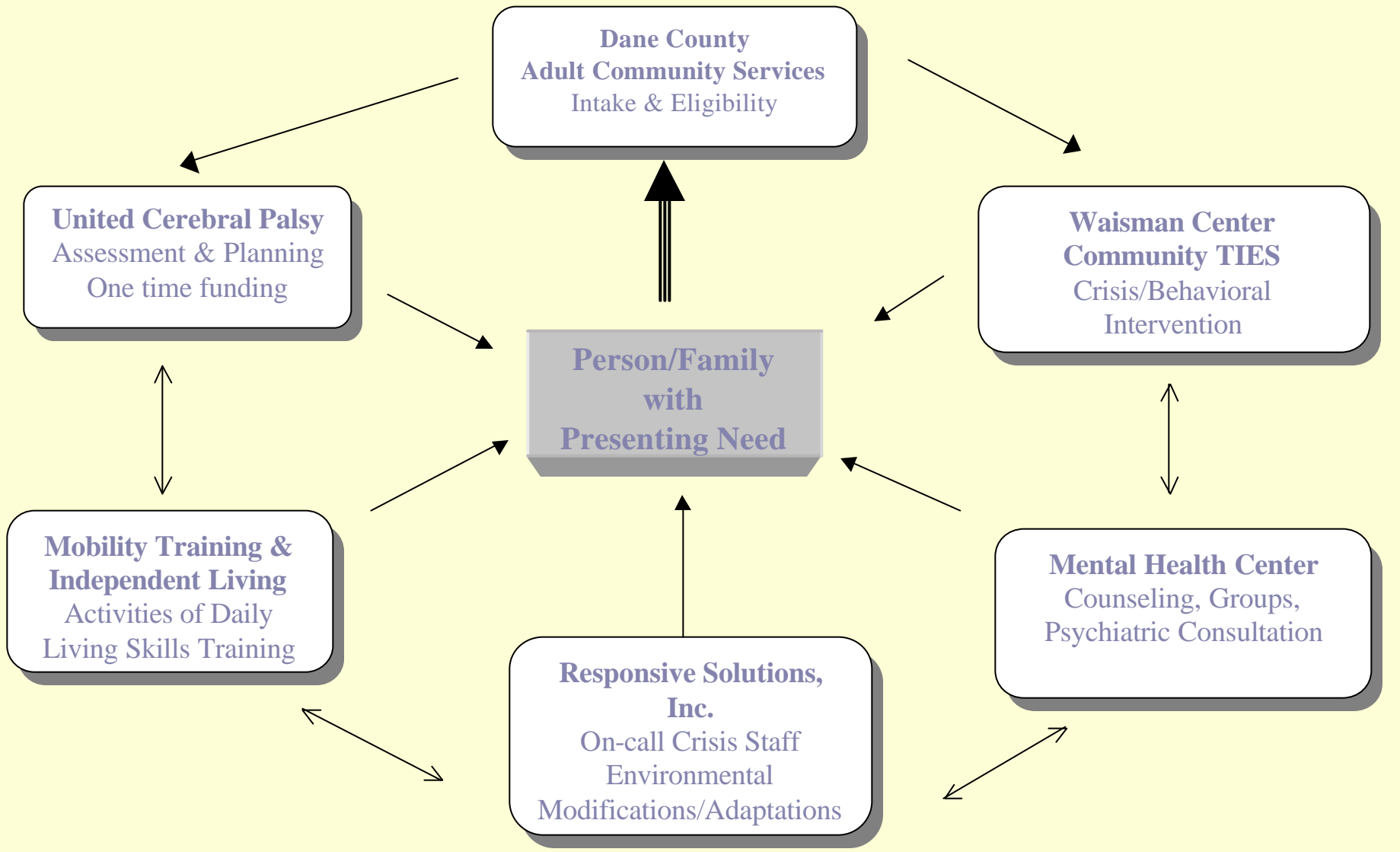
## Quality Assurance Board

- Provide mediation by the Quality Assurance Board in the State/County Grievance procedure
  - Quality Assurance Survey- random sampling each year and also as requested
  - Survey developed by local consumers; providers; administrators; families
- 



# Crisis Response System

- A readily available workforce trained in crisis intervention techniques
  - Immediate support coordination, if the individual in crisis did not have a system's Case Manager
  - Access to psychiatric consultation
  - An immediate source of funds to purchase environmental adaptations that would allow the person to remain in the home environment
  - An alternate living environment when either the individual in crisis or their roommate needed a safe, neutral home
  - Systems administration to assure the Crisis Response was coordinated, comprehensive, effective and efficient.
- 





# *The Paradigm Shift*

## **Conceptually:**

- **Consumer as recipient to consumer as manager**

## **Administrative Structure:**

- **Program centered to individual centered**

## **Case Management:**

- **Assigned to the consumer to chosen by the consumer**

## **Payment System:**

- **Money held by county to money held by consumer**

## **Provider Role:**

- **Respond to County to respond to consumer**

## **Choice:**

- **Limited to contracted providers to open to development**

## **Contracting:**

- **Slots to individual agreements**

## **Purchasing:**

- **Programs and process to outcomes**

## **Quality Assurance:**

- **Minimum standards to consumer expectations**
- 



<b>The Shift:</b>	<b>Current System</b>		<b>Self-Determination</b>
<b>Conceptually</b>	<b>Consumer as recipient</b>	to	<b>Consumer as manager</b>
<b>Administrative Structure</b>	<b>Program Centered</b>	to	<b>Individual Centered</b>
<b>Case Management</b>	<b>Assigned</b>	to	<b>Chosen</b>
<b>Payment System</b>	<b>Money held by County</b>	to	<b>Money held by Consumer</b>
<b>Provider Role</b>	<b>Respond to County</b>	to	<b>Respond to Consumer</b>
<b>Choice</b>	<b>Limited to Contracted Providers</b>	to	<b>Open</b>
<b>Contracting</b>	<b>Slots</b>	to	<b>Individual Agreements</b>
<b>Purchasing</b>	<b>Process</b>	to	<b>Outcomes</b>
<b>Quality Assurance</b>	<b>Based on Minimum Standards</b>	to	<b>Based on Consumer Expectations</b>