

Self Directed Supports

August 28, 2007

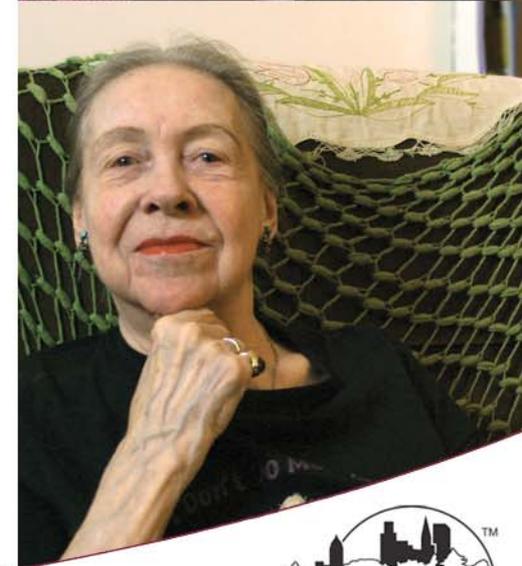
Julie Erdmann



Familiar places. Caring faces.

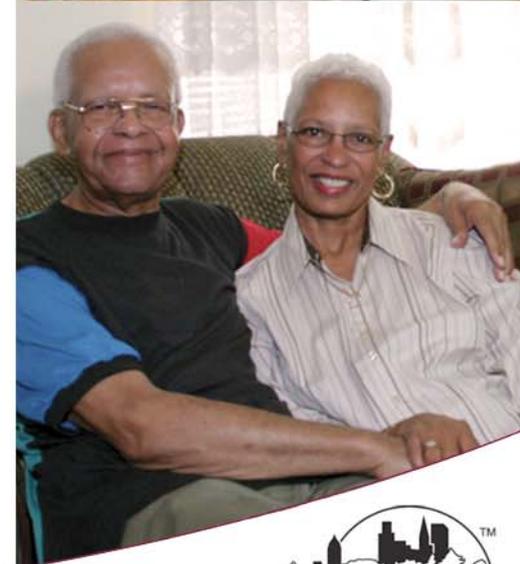
What is Self-Directed Supports?

- Refers to a wide range of programs designed to maximize choice and control for people who use long-term care services and supports.
- A continuum of approaches... not an “all or none” approach. A person can choose to self-direct some, but not necessary all of their services.



What do all SDS programs have in Common?

- Gives the person considerable choice and control over how support services are provided and by whom.
- Allows a person to have a direct employer/employee relationship with their individual support providers.



What do all SDS program have in common?

- Training opportunities are available for workers and consumers, however, not imposed as part of the conditions of employment.
- Typically consumers are involved managing certain aspects of the payroll function.



Key values of SDS

- Respect: Acknowledging the individual's value as a person.
- Choice: Being able to pick from the same wide variety of lifestyles, goals and individual preferences that most people enjoy.
- Ownership: Implies more than just decision making - it means being the boss.

Key values of SDS

Support: Support is key to making SDS work; Supports are not just involved because they were “assigned,” but rather chosen.

Opportunity: SDS expands opportunities; includes the ability to take risks, make mistakes and to grow from them.

How did SDS evolve?

- Independent Living Movement in the 1970s.
- Increased advocacy on the part of people with disabilities.
- Need for creative methods to deal with increasing problems in long-term care system.

Why are SDS programs increasing across the country?

- Greater consumer satisfaction with quality of services.
- Greater sense of consumer empowerment, choice and control.
- Greater reliability, continuity and flexibility of services.
- Greater ability to attract workers and higher job satisfaction.
- More funding being provided to try innovative approaches.

What are different ways members are using SDS?

- Members are using SDS to hire family, friends, and neighbors to help them with activities such as bathing, dressing, and cooking.
- Some members are using SDS to hire a person to provide transportation services or lawn care, rather than going through an agency.

Impact on the Team

- Shift in thinking about what is best for the member
- Outcomes vs. services
- Takes more time from the team to support the member
- Concerns about the nurse practice act

Be aware of the common pitfalls!

- Excluding people from SDS based on the assumption that it is only appropriate for people of a certain age, level of ability, or capacity to communicate.
- Using member's participation in SDS as an excuse to disengage--leaving member alone to deal with the consequences of poor decision-making.

Be aware of the common pitfalls!

- Getting caught up in the “ I am the professional, I know best” power struggles.
- Belief that taking chances/risks is dangerous and to be avoided at all cost.
- Blaming yourself or the member for situations that fail.

Day to day challenges

- Lack of understanding on the part of the member regarding their various choices and levels of responsibility within SDS.
- Lack of time/resource to effectively support a member in SDS.

Impact on the team

Day to day challenges

- Risky decision-making on the part of the member.
- Lack of available natural supports to assist members in SDS.
- Power and control issues/conflicts.

Impact on the team

Things teams can do to reduce the challenges/barriers

- Good communication
- Avoid power struggles
- Utilize many resources for problem solving
- Explore natural supports and resources
- Explore opportunities for skills development
- Ensure members are aware of the steps to take if they disagree with a team decision

Impact on the participant

Choosing a fiscal intermediary

The member is considered the “employer of record.”

- Fiscal intermediary (FI) organizations provide only payroll functions.
- FI’s do not typically fulfill other employer responsibilities such as writing a job description, keeping necessary employee records, conducting criminal background checks.
- The member alone, or with assistance from another person/organization is responsible for these activities.

Impact on the participant

Choosing a Co-Employment agency

- Employer/employee responsibilities are shared with the agency.
- It is up to the member to decide how much he/she wants to share the responsibility.
- Offers fiscal support, as well as other services--e.g., back-up services, worker training, recruitment assistance.

Impact on the participant

Key Questions

- What service would the member like to self-direct and how much do they want to participate in self-directing?
- Does the member want to work with a fiscal intermediary or co-employment agency?
- Will the member need additional supports and/or training to fully participate in SDS to the extent he/she desires?
- What are the member's preferences regarding who provides needed supports?

Impact on the participant

Key Questions

- What natural supports are present and/or potentially could be developed with the member?
- What wages will be paid for the SDS service and what will the budget look like?
- Are there potential health and safety issues that have been identified and what is the plan to address these?

Impact on operations

- Resources
- Staff time
- Dedicated SDS professional
- Improved satisfaction and outcomes

Questions

Thank You

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