A&D Waiver Services Supplemental – Participant Direction of Service

The waiver includes adult day services, attendant care, case management, homemaker, residential based habilitation, respite care, structured day program, supported employment, behavior management/behavior program and counseling, environmental modifications, healthcare coordination, occupational therapy, personal emergency response system, physical therapy, specialized medical equipment and supplies, speech-language therapy and transportation. These are waiver services options that can be provided and will be services that people are receiving. Not everyone will be receiving the same services, however. Some will receive Physical Therapy or Transportation or Attendant Care, or some other service that reflects their needs.

The **Person Centered Compliance Tool** will be supplemented with the following tool depending on what waiver service the person is currently receiving. A review of the CCB/POC will determine what services the person has. The surveyor will determine by reviewing the CCB/POC and talking with the Case Manager the exact services the person has. By so doing, the surveyor will take the appropriate supplemental Provider Survey Tool to complete the survey. The following is an example of that supplemental Provider Survey Tool for a person who is receiving **Participant Direction of Services (Self-Directed Attendant Care)**:

Waiver Services: **Self-Directed Attendant Care Services** **Waiver Assurances** **Recommended Probes**		**Discovery Mechanisms** **Discovery mechanisms are not meant to be inclusive. They are meant to be suggestions to gather information for the surveyor. Guidelines are intended to help the surveyor to make decisions about the presence or absence of the Indicators. The Discovery mechanisms listed here in no way imply they are meant to be directives for completion, or a requirement to be answered in every instance.**		
Self-Directed Attendant Care Services: **Desired Outcome:** *Participants are empowered to choose their own personal attendants. The participant or their representatives are enabled to select, schedule, train, supervise, and (if necessary) dismiss their own personal attendants.*		**Spending Time With People** **(Initially during the conversation with the person using the Personal Outcome Measures©, then throughout the survey process.)** **Examples only: specific situations may change observations.**	**Conversations With People** **Selected Examples only: specific situations may change conversations with people.**	**Review of Documents** **Examples only: specific situations may change documents needing review.**
Person with authority to direct and manage their own services to the extent they wish. **Other persons directing the person's care have the legal authority to direct services**	**SDS I.A.1 Persons are empowered to choose their own personal attendants.** **Supporting Assurances: E-1** 1. Has the person been give the option to choose self directed attendant care service? 2. Does the person have the ability to select services and dismiss services of personal attendants? 3. If the person does not have the ability to select services and dismiss services of personal attendants has another person taken on this responsibility? 4. Does the Case Manager	**Watch to determine if the interactions between the person and the direct service staff clearly demonstrate that person receiving services is directing the services.**	**Ask the person if they decided to direct the services listed in their POC.** **Ask the person if they are receiving any support to maintain self-direction of their POC.** **Ask the person to describe their decisions regarding the selection of services and personal attendants.**	**Check any documentation regarding the person's wishes to be supported in self-direction.** **Review the person's POC to determine the extent the person is involved in self-direction.** **Review any documentation that verifies the person participated in selecting the services and direct**

	reauthorize the person or their legal representative in the self directed care attendant service every 90 days? 5. Does the Case Manager evaluate for quality and ask the person to verify if they are satisfied with the services they are receiving? 6. Was the Person/representative provided with the necessary information about direction opportunities? **SDS I.A.2 The Person exercises self-determination and choice. Supporting Assurances: D-1: d, f: D-2: a; E-1: a** 1. Does the person direct their own plan development? 2. Are there systems in place to ensure that the person is heard? 3. Does the person choose their services and service providers to meet their medical needs and goals? 4. Has the person been given the option to choose "participant directed care"? 5. Is the person aware that self-directed attendant care services may be involuntarily terminated if Case Manager deems health and welfare to be beyond the scope of self directed attendant care services? E-1(m) 6. Is the person aware that they may voluntarily terminate self directed attendant care at any time they choose? E-1 (l) 7. Do case management activities provide information and assistance to adequately support participants in managing self directed attendant care		**Ask the Case Manager if the person is unable to direct the services if a legal representative has been appointed to provide that direction.** **Ask the Case Manager to explain how they know that the representative directing the person's services is authorized to do so.** **Ask the Case Manager to explain the process to reauthorize the person's self-directed services.** **Ask the Case Manager how they verify that the person is satisfied with the services they receive.**	**service staff to provide those services.** **Review any legal documents that verify the person's representative who directs the services has been duly appointed as the legal representative.**

	services? E-1(j)			
Administrative guidance for those participants who have selected self-directed attendant care.	**SDS I.B.1 The Case Manager is responsible for the oversight and monitoring of the POC and CCB budget of the person who has selected self-directed attendant care.** 1. Does the Case Manager assess the person for participation in the self-directed attendant care service? 2. Does the Case Manager assist the person in directing the services? 3. Does the Case Manager evaluate whether the service is appropriate for meeting the person's needs? 4. Does the Case Manager determine whether the person or the person's representative is interested in taking on the responsibilities associated with the self-directed attendant care service? 5. Did the Case Manager provide administrative guidance prior to and during the implementation process? 6. Did the Case Manager provide training or coaching that assisted with obtaining and/or completing employer and employee packets related to hiring? 7. Did the Case Manager direct the employer to the fiscal intermediary's "Help Line" if assistance was needed with the completion of the fiscal intermediary forms and paperwork? 8. Did the Case Manager monitor the outcomes of the self-directed attendant care service? 9. Did the Case Manager reauthorize the person in the program every ninety	**Observe the person during a time when the service person is present.**	**Ask the person what type of assistance, if any, they receive to manage their self-directed attendant care.** **Ask the person whom they would ask if they needed assistance to manage their self-directed attendant care.** **Ask the Case Manager how they determined that the person was eligible for participation in the self-directed attendant care service.** **Ask the Case Manager what type of assistance they provide, if any, to help the person manage their self-directed attendant care service.** **Ask the Case Manager how often they review the person's participation in the self-directed attendant care program.**	**Review any documentation from the Case Manager that records any administrative guidance for those persons who have selected self-directed attendant care.** **Review documentation to verify hours worked and service performed by self-directed employee.**

	(90) days? 10. Did the Case Manager evaluate for quality of the services? 11. Did the Case Manager determine from the person in any form to verify whether the person is satisfied with the services they are receiving?		**Ask the Case Manager how they evaluate the outcomes of the self-directed attendant care program.** **Ask the Case Manger how they evaluate the quality of services and the person's level of satisfaction with services.**	
Administrative guidance for those legal representatives who have been appointed to direct self-directed attendant care services for the participant.	**SDS I.C.1 The Case Manager is responsible for the oversight and monitoring of the POC and CCB budget of the person who is represented by a legal representative who has selected self-directed attendant care for that person.** 1. Does the Case Manager assess the legal representative to ensure they have the authority to direct the self-directed attendant care services for the person? 3. Does the Case Manager evaluate whether the service the legal representative has selected is appropriate for meeting the person's needs? 4. Does the Case Manager determine whether the person's legal representative is interested in taking on the responsibilities associated with the self-directed attendant care service? 5. Did the Case Manager provide administrative guidance prior to and		**Ask the person's legal representative to explain the process they completed to obtain legal status to direct the person's services.** **Ask the Case Manager how they verified the legal representative's authority to direct the person's services.** **Ask the Case Manager to explain their activities to provide any needed guidance to the legal representative regarding service implementation.** **Ask the Case Manager to verify any training they provided**	**Review any legal documents that verify the legal representative has been authorized to act for the person in directing services.** **Review any documentation from the Case Manager that verifies the legal representative has been evaluated to perform the self-directed attendant care services for the person.** **Review any training documents that confirm the amount and type of training provided for the legal representative to enhance their direction of services for the person.** **Review any**

	during the implementation process? 6. Did the Case Manager provide training or coaching with the person's legal representative that assisted with obtaining and/or completing employer and employee packets related to hiring? 7. Did the Case Manager determine from the legal representative directing services for the person in any form to verify whether the legal representative is satisfied with the services the person is receiving?		**to the legal representative.**	**documentation that confirms the level of satisfaction of services provided to the person, either from the person or the person's legal representative.**