

CASE MANAGEMENT AND SUPPORT BROKERAGE FOR SELF-DIRECTION

Case Management for participants who choose to self-direct.

Assessment and/or reassessment of the need for waiver services. (ICAP and psychological evaluations.)

Initiating the process to evaluate and/or re-evaluate the individual/s level of care. (LTMR 104)

Working in conjunction with the participant and Support Broker on development and submission of the plan of care. This would include completing and submitting the plan of care document, not the planning workbook.

Completing ongoing monitoring of the implementation of the Plan of care, namely, providing monthly and quarterly monitoring and reporting requirements of the Division.

Completing ongoing monitoring of participant's health and welfare.

Addressing problems in service provision, including problems found during the ongoing monitoring of the implementation of the plan of care or concerns with the participant's health and welfare, working in conjunction with the participant and Support Broker.

Responding to participant crises by linking to other community services, DFS/APS/CPS.

Assisting participants who have chosen to self-direct some or all of their services under budget authority by monitoring the expenditure of funds included in the participant-directed budget, particularly goods and services, monthly reports from the FMS/PPL.

Assisting with increases in the individual budget through the ECC or out-of-home placement requests.

Support Broker for participants who choose to self-direct.

Identify immediate and long-term needs, preferences, goals and objectives of the participant for developing the plan of care.

Assisting the participant with completing the planning workbook in preparation for the team meeting.

Assist with making decisions about the individual budget and coordinating requests for increases with the Case management.

Developing options to meet the identified needs and access community services and supports specified in the plan of care.

Negotiate rates of payments and written agreements with service providers.

Selecting, hiring and training service providers, as applicable.

Developing and implementing risk management agreements and emergency back-up plans.

Advocating and assisting with filing grievances and complaints.

Providing information and practical skills training to the participant in the following areas:

- Person-centered planning and its application
- The range and scope of individual choices and options
- The process for changing the individual POC and IBA
- Recruitment and hiring of service workers.
- Management of service workers, including effectively directing, communicating and problem solving.
- Participant responsibilities in self-directed services, including the appeal process, processing time sheets if applicable,
- Recognition and reporting of abuse, neglect, and exploitation.