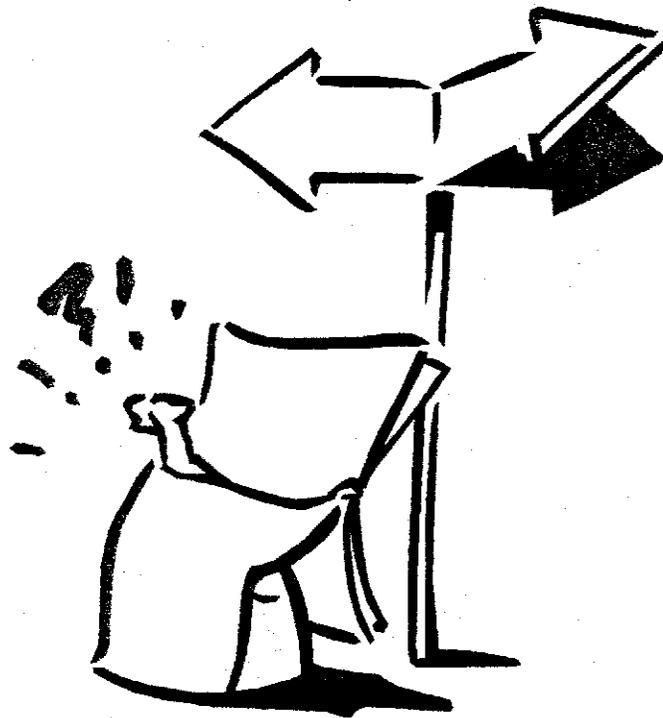


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# PROMOTING CONSUMER DRIVEN SUPPORTS



**RESOURCES  
FOR IMPLEMENTING  
SELF-DETERMINATION**

## **GENERAL INFORMATION/ GETTING STARTED**

### **A. PRINCIPLES OF SELF-DETERMINATION**

Principles are meant to provide a philosophical foundation for system change that incorporate the values of individuals with disabilities, their families, friends and advocates. The principles are a good foundation to include when introducing the concept of self-determination and as a guide for decision making when implementing systems change.

This section contains examples of guiding principles that you may use or adapt for use in your system change efforts.

### **B. GENERAL INFORMATIONAL MATERIALS AND HANDOUTS ON SELF-DETERMINATION**

Good general information and handouts are extremely helpful for anyone wanting to learn more about self-determination and consumer driven supports. This section contains information that will help you learn more as well as provides handouts to help others learn. It also contains some 'speaking points' which answer commonly asked questions from individuals with disabilities, advocates and providers.

### **C. ARTICLES ON SELF-DETERMINATION**

Self-determination is a philosophy that is sweeping the nation and the world. As a result many articles have been written to help people better understand what self-determination and consumer driven supports are and how they can affect the lives of people with disabilities.

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This section contains many such articles that will help people gain insight into what self-determination is, how the concept has been implemented throughout the country and how the philosophy of consumer driven supports can change our current system for the better.

#### **D. PLANNING/GETTING STARTED**

"How do we start making consumer driven supports happen in our community?" is a question many of you are asking. There is no single answer to how to initiate systems change efforts. All three of the project counties had specific people, with the support of community work groups, assigned to work on self-determination related change. However, other places in the country have moved toward self-determination with only the support of community work groups. It all depends on the level of consumer direction that already exists in your community and what seems to work best to implement change where you live.

This section contains information on work groups, planning processes and other information that may help you organize your thoughts on how to start moving toward consumer directed supports in your community.

#### **E. MINNESOTA'S SELF-DETERMINATION PROJECT**

The self-determination movement in Minnesota was spearheaded by a grant from the Robert Wood Johnson Foundation which funded the Minnesota Self-Determination Project from February 1997 - January 2000. Blue Earth, Dakota and Olmsted counties were included as pilot counties in this system change effort. Much of the information

contained in this Resource Guide was developed as a result of this project.

Basic information on the project is included in this section. The general information on self-determination and project goals may be helpful to you in developing self-determination initiatives in your area.

## F. STORIES

The main focus of consumer driven supports is, of course, individuals with disabilities and their families. One person at a time thousands of people around the world have been affected by the self-determination movement. Their stories are what this movement is all about.

Included are stories from Minnesota as well as other areas of the country. They are very useful for inspiring creativity in thinking and helping people see how the systems change actually affects peoples lives.

## PLANNING

### A. RESOURCES ON PERSON CENTERED PLANNING

Person centered planning, either formal or informal, is important in supporting people in designing their own lives. In fact, if planning isn't focused on the person you cannot develop consumer driven supports. This section includes lists of resources to assist you in assuring person centered planning occurs for the people with disabilities you support. Resources include written materials, video tapes and people in Minnesota that can get you started or assist you in making person centered plans happen.

### B. PERSON CENTERED PLANNING TECHNIQUES

Formal person centered planning techniques are one way of obtaining information on what a person wants to do with their life and assisting them in reaching those goals. This section contains basic information on common person centered planning methods that can be used to help people plan. Please look in the *Resources on Person Centered Planning* section for written materials and individuals in Minnesota who can help you learn more about these planning methods.

### C. ARE WE REALLY DOING PERSON CENTERED PLANNING ?

People often say they have been doing person centered planning for years with the people they support. But is person centered planning really being done and implemented. Or, are

professionals simply using a planning method, writing the information down and then coming up with the 'real plan' for the person. Unless you are truly listening to the person and working to make their ideas happen you are not doing person centered planning. This section provides a variety of checklists to use to determine if you are truly supporting person centered planning

#### **D. AIDS FOR THE PLANNING PROCESS**

It is often difficult for people to plan for their future and decide who they want to support them in their life. This section contains information that will help people with planning and choosing people to provide support.

#### **E. RESOURCE AND PLANNING GUIDES TO SERVICES AND SUPPORTS**

Once people have developed their plan for the future they may need assistance in deciding who they should choose to support them in implementing their plan. A resource guide or handbook of providers is helpful in learning about the different agencies or individuals that can be hired to provide support.

This section includes a couple of examples of provider guides that were designed to help individuals and their families make better informed decisions about who they hire to support them.

## INDIVIDUAL BUDGETS

### A. INFORMATION ON TYPES OF SUPPORTS AND SERVICES

How the supports and services needed by individuals and families can be funded is important information to have when planning. This information is often not readily available to individuals, families or even casemanagers. Since creative ways of funding supports is often critical to assisting someone in implementing their plans it is important that this information is made available to everyone involved with people seeking supports. This section contains information on services and funding sources for both adults and children with disabilities that will be very helpful to everyone.

### B. WAIVERED SERVICES

Many people in Minnesota currently receive supports funded through the MR/RC Waiver and many more people are on the waiting list for the waiver. This section provides information on the various support or funding categories available through the waiver as well as information on the 1998 amendments to the waiver. Specific information on the new Consumer Directed Community Supports category is included.

### **C. MEMORANDUM OF UNDERSTANDING REGARDING CONSUMER DIRECTED COMMUNITY SUPPORTS CATEGORY OF THE WAIVER**

Minnesota made some significant changes to the MR/RC Waiver in 1998. One of the most exciting changes was the addition of the new waiver service category 'Consumer Directed Community Supports'. This category allows for individuals to purchase non-traditional supports, goods and services through the waiver.

In order to utilize the consumer directed community supports category of the waiver it is necessary that counties have a Memorandum of Understanding (MOU) with the State. This section contains the bulletin explaining the waiver categories, requirements of the MOU and sample MOUs from counties. You can use these MOUs as models in the development of your own MOU for Consumer Directed Community Supports.

### **D. CONSUMER SUPPORT GRANT**

The Consumer Support Grant is a program that allows individuals with disabilities, with the support they need, to manage their own home care services. People must live in a participating county to access the Consumer Support Grant. This funding option is a cash grant program that truly supports the concept of self-determination. This section contains basic information on the Consumer Support Grant, the source for more detailed information and the process one county uses to implement the program.

## E. PARTICIPATION AGREEMENTS FOR CONSUMER DRIVEN SUPPORTS

Individuals managing more of their supports results in changing roles for the individual and family as well as the county. This section contains written agreements between individuals and counties that clarify the role of each when people have individual budgets which they manage more directly. These agreements apply to anyone managing an individual budget regardless of the funding source for their supports (waiver, CSG, county dollars, etc.).

## F. BUDGET ALLOCATION TOOLS

There is much debate surrounding individual budgets for people with disabilities. Should the person plan and get a dollar amount based on the plan or should the person be given an allocation, or dollar amount, that they should plan their services within? We know there is a finite amount of money available within the system to provide supports to individuals, therefore counties working with individual budgets within Minnesota have typically chosen to first provide individuals with an allocation or target dollar amount. Then people develop a support plan within that dollar amount. The target amount can be based either on historical spending for the individual or an amount derived from an allocation tool.

This section contains examples of allocation tool formats. Some tools do not contain dollar amounts as this may need to vary dependent on the county. For further information about dollar amounts in the allocation tools please contact those specific counties.

## **G. INDIVIDUAL BUDGETS/EXPENDITURE PLANS**

Once people have their annual budget amount and have developed a person centered plan it is necessary for them to develop an annual individual budget or expenditure plan. This individual budget usually delineates the supports, goods and services the individual will purchase, who they will purchase them from and what they will cost. As with any annual budget the information is based on the plan at the time and changes may occur during the year. In counties currently using individual budgets the budget is developed by the individual and their support team and is then approved by the county to verify that it assures health and safety, implements the individuals support plan, is a responsible use of public funds and is within the targeted dollar amount.

This section contains many examples of individual budget formats. Some are very detailed, while others have less detail. There are pros and cons to both formats. You can use these examples to develop individual budget formats in your own area.

## **H. EMPLOYER OF RECORD/FISCAL AGENTS**

To enable individuals and families to hire their own supports rather than using a typical provider agency it is important to have a fiscal agent available to assist them with payroll and tax related issues. The idea is that the individual, or managing employer, recruits, chooses, hires, determines wages, trains and supervises the support person. The employer of record generally issues checks, completes payroll functions (FICA, FUTA, SUTA, workers compensation), completes W-2 and W-9 and covers liability.

This section contains a variety of information on different options for intermediary service organizations (employer of

record, fiscal intermediaries, etc), sample RFPs for employers of record, contracts and an example of information provided to families by an employer of record.

## **I. CHECKING/VOUCHER ACCOUNTS**

One of the ways to shift control of supports to individuals is through individuals actually controlling the disbursement of funds for supports and services. Using a checking account or voucher program is a method that is being used in Minnesota as well as other states to shift control over funds. Typically the checking accounts are joint accounts with both the county and the individuals names on the accounts and the individual has a very specific individual budget expenditure plan.

This section contains information about how to set up a checking account/voucher option and procedures related to how the account works. Further information may be obtained from Dakota or Olmsted County.

## **J. RESPITE CARE FAMILY MANAGED ACCOUNTS**

Another option for families to have more control over their supports is the provision of funds directly to families to pay for their respite care needs. This is typically not a large amount of money but it is managed directly by the family. This section contains information on two such programs in Minnesota.

## **SERVICES AND SUPPORTS**

### **A. SERVICE COORDINATION/SUPPORT BROKERING/CASE MANAGEMENT**

The people who support individuals with disabilities in planning and coordinating supports have a vital role in supporting self-determination. As we focus on sharing control and shifting power to individuals with disabilities this role will change. This role change is key to assuring individuals with disabilities truly are driving their own supports.

From articles that discuss the various faces of service coordination to specific job descriptions to transition plans to privatize service coordination this section contains a wealth of information on the roles and responsibilities of people called case managers, support brokers or service coordinators.

### **B. FINDING YOUR OWN SUPPORTS**

Once people have developed a plan for supports they need to begin looking at options for who they can hire to provide those supports. People generally have a choice between hiring formal provider agencies or hiring their own support workers directly. Whatever people choose they need to have good information to help them decide who can support them best. If they hire their own supports they also need to know how to recruit, interview, hire, train and maintain those support workers. This includes knowing about labor laws and taxes. This section contains information that is helpful in finding your own supports.

### C. SINGLE PLAN ISP

Most individuals with disabilities who are receiving supports through licensed providers have a minimum of two support plans, one from the provider and the county Individual Support Plan. Many individuals have even more plans. It is often difficult for individuals, families and support providers to sift through the various documents to determine what the overall plan is and who is doing what. There is simply too much paper and too much duplication of information.

Several counties in Minnesota have developed a single plan ISP which replaces the traditional county ISP and residential and day program IPP. This document streamlines the paperwork, meets all licensing requirements and makes it easier for everyone because the information is in one place. This section contains two examples of single plan ISPs.

### D. HOUSING

Everyone needs a place to live. For people with disabilities where to live and who to live with has often been a decision made by others. This section includes information on how people with disabilities can gain more control over their living situations. There is a guide to getting started, the story of someone who purchased their own home and information on a planning and financial resource for people. Good information to help people begin to have a place to call home.

### E. QUALITY ASSURANCE

Determining whether someone with a disability is receiving the quality support they seek has traditionally resulted in a licensing system that looks at one size fits all regulation

rather than looking at the individual and their needs. This section contains information on the Region 10 Quality Assurance Initiative, a pilot project that reviews supports from the perspective of the individual and serves a licensing function as well.

#### F. PEOPLE FIRST

One of the keys to implementing self-determination concepts is the involvement of individuals with disabilities. In many areas of the state and country People First groups are an organized force advocating for consumer driven support systems. This section contains general information on People First as well as ideas on how to start a People First group.

#### G. GUARDIANSHIP AND CONSERVATORSHIP

Many people with developmental disabilities in Minnesota are under public guardianship, with their county case managers acting as guardians. This can create a conflict of interest for the case managers, especially in advocating for funding. There is also the issue of large caseloads, giving case managers limited time to truly advocate for people. Because of this Minnesota is emphasizing finding private conservators for people and getting them off of public guardianship.

The Department of Human Services developed a series of informational fact sheets regarding private conservatorship and guardianship to support the transition of people to private conservatorship.

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## H. VIDEOTAPES AND WEB SITES

Sharing information with others and seeing what is being done to promote consumer driven supports across the country and the world is a great way to learn and avoid 'reinventing the wheel'. This section contains information on videotapes and a list of good web sites related to self-determination and consumer driven supports.