

# How to Select a Provider



Hennepin County Human Services and Public Health Department  
Aging and Disability Services  
CDO Unit  
November 15, 2005

This booklet provides suggestions on how to select a provider. There are many considerations and each person should think about what is most important to them. If a provider you have initially selected does not work out, you can select another one. Following are some helpful hints, questions to ask and guidelines that may be helpful.

- ✓ **Ask for recommendations from friends or colleagues.** Some of the most useful information comes from people who have been using a specific provider or who have experience with a number of them. Each person's experience is different, so be sure to talk to a couple of people about the same provider.
- ✓ **Check with your local county agency.** Ask the county for a list of current providers that are contracted with the county. Each provider must follow the specific rules within the county's contract. In addition, if they are delivering licensed services, they also need to follow the regulations listed within the law.
- ✓ **Check with MN Department of Human Services.** The MN Department of Human Services Licensing Division maintains records of licensing violations. The information is public and may be requested at any time. Most providers don't have significant issues with violations but if you have concerns, this may provide additional useful information.
- ✓ **Ask the right questions.** Questions are important and help you compare one provider to others. Agencies set their own rates within state maximums and have different philosophies and ways of approaching business. It is helpful to ask the **same questions** of each agency to get the most consistent response and be able to compare.
- ✓ **Become familiar with the range of service options and choices.** Providers offer a variety of services. To be in the best position to select a provider it's helpful to know your range of choices and service options you have. Hennepin County offers a variety of training on service options monthly. To see the current schedule for training on the web enter [www.hennepin.us](http://www.hennepin.us) and then type **adscomminfo** in the search area.

## What's Important to You?



Each person with a disability has unique needs for support. Decide what is important to you. Once you have prioritized your preferences for services clearly, it will be easier to make a decision.

- What do you want to see changed or improved in the life of the person with the disability?
- What services will help to result in the change?
- If you will be talking to a lot of agencies it can be helpful to create a summary sheet about the person and his service needs which lists what is important to you and describes the person with the disability.
- Don't make assumptions about what the provider agency will do or not do. Always ask to be sure.

## Useful tips for interviewing providers:

- Find an agency who listens to what you want and need, not what their agency offers and what *they think* you need.
- Talk to people who would be working directly with you, so you can see if you are comfortable with them.
- Ask other staff how long they have worked with the agency and if they are happy.
- Ask to speak with others who have used the provider to see what their experiences have been.
- Observe the way staff interact with and address people with disabilities.

## Comparing Service Providers:

- Make sure you tell them providers about your expectations and needs.
- Compare what providers will do and will not do.
- Always ask for clarification for anything you did not fully understand.
- Listen to the language that staff uses. Words can tell you about attitudes and the philosophy shared by the agency.
- Use examples when you are asking questions about how the agency does things. Ask staff how they would handle "real-life" situations that are likely to come up. Compare this among the agencies you have interviewed.
- Keep track of whether the persons you interview ask questions about your preferences and the needs of your family member.
- Compare staff's knowledge about the services they are providing.
- Ask how the agency works to improve the quality of service.
- Ask if you can review previous evaluations from people who have used the service. Some services require these evaluations annually.

## Service Costs



Following is a partial list of common MR/RC Waiver services and the 2005 maximum state caps for the services. Below that is the average amount providers charge in Hennepin County for each service. Providers may set their rate up to or less than the state cap. The provider determines what your staff's compensation will be within the rate set.

### **MAXIMUM STATE CAP AMOUNTS FOR EACH SERVICE**

#### **Home Care Services**

Personal Care Services (PCA)	\$15.24 per hour
PCA Choice	\$15.24 per hour

#### **Mental Retardation or Related Conditions (MR/RC) Waiver**

Chore Services	\$13.56 per hour
Homemaker Services	\$18.16 per hour
*In-Home Family Support	\$60.96 per hour
*Personal Support	\$30.56 per hour
Respite (in-home)	\$61 per hour
Respite (out of home)	\$48.76 per hour
Supported Employment	\$36.58 per hour
Supported Living Services	\$243.93 per hour
Transportation	\$35.87 round trip

There are also daily rates, in addition to hourly rates, for in-home family support, personal support, respite, supported employment and supported living services. Contact the county for more specific information.

### **AVERAGE RATES CHARGED BY HENNEPIN COUNTY PROVIDERS**

#### **Home Care Services**

Personal Care Services (PCA)	\$15.24 per hour
PCA Choice	\$15.24 per hour

#### **Mental Retardation or Related Conditions (MR/RC) Waiver**

Chore Services	\$13.56 per hour
Homemaker Services	\$18.16 per hour
*In-Home Family Support	\$32.00 an hour
*Personal Support	Staff rate plus rate provider determines
Respite	\$20 per hour
Supported Employment	\$32 per hour
Supported Living Services	\$32 per hour
Transportation	Average cost of trip

\*Two common MR/RC Waiver staffing services are personal support and in-home family support. The following pages offer more information and specific questions to ask.

## **Information about Personal Support Services**

Personal support is a non-licensed MR/RC Waiver service.

- Personal support is typically a "staffing only" service. This means that only the cost of the staff's hourly rate is included in the rate. Mileage and other expenses cannot be included. (Transportation can be billed separately.)
- Personal Support is not considered habilitative, so a habilitative services need to be used to meet the criteria. In-home family support is habilitative. You may use respite or homemaker when you are providing the habilitative component, in addition to paid support.
  - Ask the county for more information about habilitative services.
- Since personal support is not licensed, the provider agency is not "required" to complete as many tasks or provide as much support as other services that are licensed.
  - It is important to ask the agency what their role and your role will be as well as what is expected.
- The provider can set individual staffing rates for each family up to the maximum allowed by the MN Department of Human Services. This option is unique to personal support and provides more flexibility. Rates should still be within a customary and reasonable range as determined by Hennepin County.
- Guardians and parents of adults may also be paid through personal support if that support is justified to meet the needs of the person with the disability.

## **Questions to Ask Personal Support Providers**

- Does your agency offer personal support? What is your rate for the service?
- What is the hourly rate for staff?
- Do you offer staff benefits?
- Does your agency help to recruit staff?
- What is the role of the provider agency? What is my role? What's expected of me?
- Will staff from your agency attend annual meetings if I request them to?
- What kind of training do you provide for staff?
- How much input will I have for staff you are hiring?

### **Information about In-Home Family Support**

In-home family support services are licensed and habilitative. They are licensed through MN STAT 254B.01, also called the Consolidated Standard. This requires the provider to:

- Apply nineteen consumer rights
- Create a risk management plan and have it in place within 10 days of working with the person
- Schedule a full team within 45 days of working with the person.
- Train the staff working according to the requirements in the Consolidated Standard and by what is written in the person's Individual Service Plan.
- Help the person/legal representative develop their goals and objectives.
- Hold meetings at least annually or as written in the person's Individual Service Plan.
- Recruit and train staff. The agency also determines how much a staff person is compensated and provides direct supervision.

\*The county case manager writes the person's Individual Service Plan annually.

### **Questions to Ask In-home Family Support Providers**

- Does your agency offer in-home family support?
- What is your rate for the service?
- How much will staff be paid?
- Do you offer benefits?
- What is the role of the provider agency? What is my role? What's expected of me?
- What is included in the hourly or daily rate for in-home family support?
  - Is there a minimum amount of in-home family support I need to purchase in order to have mileage and community programming included within the rate?
- What kind of staff training do you provide?
- How much input will I have for staff you are hiring?

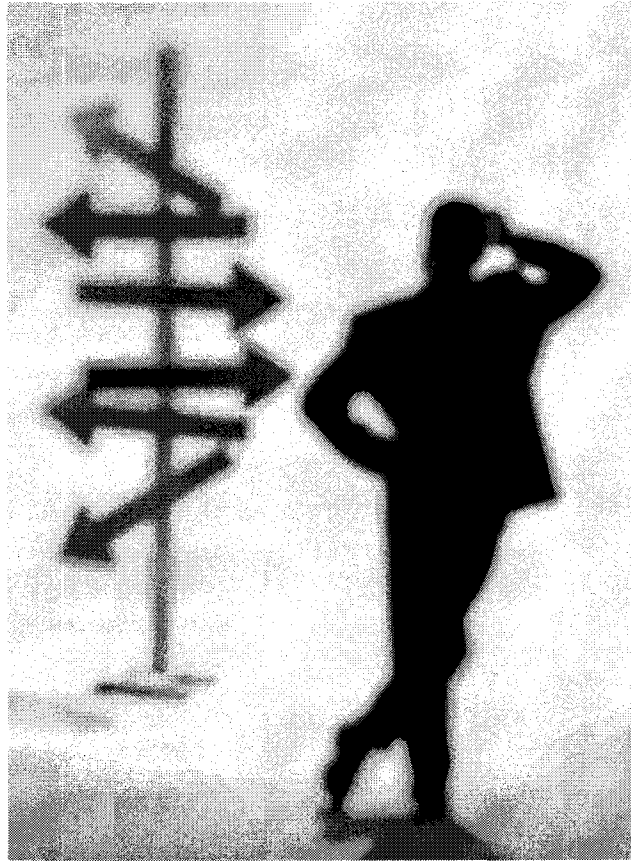
## Provider Selection Worksheet

(Make Additional Copies as Needed to Compare Providers)

The following worksheet can be used to rate providers you are interested in interviewing. It's often helpful to ask the same question of each provider. Select individualized questions that you would like to ask for consistency. Other considerations are how quickly the provider returns your calls and how responsive they are. Make as many copies of this worksheet as needed to compare.

<b>Provider Name</b>		<b>Contact Person</b>				
<b>Address</b>		<b>Phone</b>				
<b>Questions you would like to ask</b>	<b>Provider Response</b> <div style="display: flex; justify-content: space-around; font-weight: bold;"> <span>1-low</span> <span>5-high</span> </div>					
	1	2	3	4	5	
	1	2	3	4	5	
	1	2	3	4	5	
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	1	2	3	4	5	
<b>What rate you are charging for the service?</b>	\$					

# Consumer Directed Community Support or Traditional MR/RC Waiver Services?



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**You have choices.** The following information is provided to help you make the best choice between staying with Consumer Directed Community Support Services (CDCS) or moving to traditional waiver services. The choice that is best for you will depend on your individual situation.

### Background

Within the last two years the Consumer Directed Community Support program has changed, as the result of a new amendment.

- The program has expanded to other disability populations including those with hospital level of care (CAC Waiver), nursing home level of care (CADI Waiver), people with Traumatic Brain Injury (TBI Waiver), the Elderly (EW Waiver) and the Alternative Care Program (AC).
- The MN Department of Human Services now sets the budget for this program vs. Hennepin County setting the budget.
- Some services that were allowed before October 2004 *are not* allowed now and some services that were not allowed before October 2004 *are allowed* now.
- *All services must* be paid through the State-set CDCS budget except the first \$5,000 of modifications or assistive technology.

### Where can I get current information on CDCS services?

Information is available from the MN Department of Human Services on their website [www.dhs.state.mn.us](http://www.dhs.state.mn.us). Once there, find the A – Z topics area and click on “C”. Then, click on “CDCS” or “Consumer Directed Community Support”.

## History



Hennepin County had provided CDCS services to persons on the MR/RC Waiver since August 1999. Initially each county in MN that offered the service needed to write and have their own Memorandum of Understanding approved by the MN Department of Human Services.

<b>August 1999</b>	<b>March 2004</b>	<b>October 2004</b>	<b>April 2006</b>
Hennepin County began offering CDCS Services through a Memorandum of Understanding for persons with the MR/RC Waiver.	New CDCS Waiver Amendment passes. Previous Memorandum of Understanding is no longer in force. This opens services to all other long term care waivers.	Administrative changes become effective for those currently using Consumer Directed Community Support Services	Last date anyone may continue to use the county-set budget. All those who continue to use Consumer Directed Community Support must use the State-set budget

In March 2004 a new CDCS amendment was approved by the Federal Center for Medicare and Medicaid March 2004. This amendment expands the program across all counties in Minnesota and across four long term care waiver programs (CAC, CADI, TBI, EW) and the Alternative Care Program in addition to the MR/RC Waiver program.

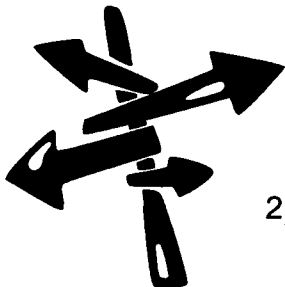
The administrative rules became effective October 2004. People who were using CDCS services at the time needed to modify their plans to come in compliance with the new program service criteria by October 1, 2004. People who were using CDCS during that time, were granted a transition period from October 2004 for one year or until their next renewal period, not longer than April 1, 2006 to maintain their county set budget before they had to decide if they would accept the State set CDCS budget.

#### Who is most affected by the changes?

1) Adults--As the result of the changes in CDCS services, adults who use a day training and habilitation center (vocational services) may be effected. The new CDCS amendment requires that all services, including the Day Training and Habilitation (vocational program) services, must be paid within the State-set budget vs. being in addition to the budget.

- In Hennepin County, 90% of people currently using CDCS services are seeing a reduction in their State-set budget amount.
- If the person currently using day training and habilitation services (vocational services), that program must be paid within the State set budget, if you choose to continue on CDCS services.

2)) Those who are medically involved—those had county set budgets over \$200 a day will also be affected. The maximum MR/RC CDCS budget is \$200 or less. It is important that you compare your current county service authorization with your new State-set budget to help determine what is best for you and will meet your needs. .



## What Are My Options?

- 1) You may continue to use CDCS services but you will have to use the State-set budget after your transition period is over.
- 2) You may switch to traditional MR/RC Waiver services and keep your current county-set budget.

## What Are Traditional MR/RC Waiver Services?

Traditional MR/RC Waiver Services include several services provided through a traditional waiver provider who are contracted with the county. These agencies provide and bill for a variety of specific services directly. Traditional waiver services are sometimes referred to as licensed services. Some, not all, traditional services are licensed. They are licensed through MN Stat. 245B.01. MR/RC waiver services teach life skills and provide opportunities for community inclusion.

Below is a list of available traditional waiver services. Many of them compare to services available through Consumer Directed Community Support.

<ul style="list-style-type: none"> <li>○ 24 Hour Emergency Assistance</li> <li>○ Adult Day Care</li> <li>○ Assistive Technology</li> <li>○ Case Management</li> <li>○ Chore</li> <li>○ Consumer Training</li> <li>○ Crisis services</li> <li>○ Day Training and Habilitation</li> <li>○ Extended PCA</li> <li>○ Home Care</li> <li>○ Homemaker</li> <li>○ In-Home Family Support*</li> </ul>	<ul style="list-style-type: none"> <li>○ Live-in Caregiver</li> <li>○ Modifications</li> <li>○ Nursing</li> <li>○ PCA</li> <li>○ PCA Choice</li> <li>○ PCA Shared Care</li> <li>○ Personal Support</li> <li>○ Respite</li> <li>○ Specialist</li> <li>○ Supported Employment</li> <li>○ Supported Living Services*</li> <li>○ Transportation</li> </ul>
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## MR/RC Waiver Service Descriptions

**\* = this service is designated habilitative.**

**24-hour emergency assistance**—a plan you develop with your case manager if needed to address health and safety issues.

**Adult Day Care**—Health and social services provided to persons who are 18 years of age or older in accordance with the person's service plan to ensure his/her optimal functioning. The plan identifies the needs of the person and is directed toward the achievement of specific outcomes.

**Assistive technology**—Device or equipment or combination of methods, which improve the ability of a person in their home or community to perform activities of daily living, to control/access and communicate in the community.

**Case Management**—Service that will assist persons on a waiver to gain access to needed waiver and State plan services, as well as needed medical, social, educational and other services, regardless of the funding source.

**Chore Services**—Services to maintain a person's home as a clean, sanitary and safe environment.

**Consumer Training**—training and education provided to a person with disabilities to help that person develop self-advocacy skills, exercise civil rights and acquire skills to exercise control and responsibility over the supports received.

**Crisis Respite**—crisis services in or out of the home that are limited to 90 days or less per episode annually.

**Day Training and Habilitation**—vocational support services in a group, sheltered workshop or supported workshop setting.

**Extended PCA**—home care service that authorizes increased hourly personal support services through the MR/RC Waiver, within the budget.

**Home Care**—services of a home health aide, personal care attendant, nurse, or private nurse that are considered medically necessary for the person.

**Homemaker**—General household activities provided by a trained homemaker, when a person is unable to manage the home or when the person regularly responsible for these activities is temporarily absent or unable to manage the home.

**\*In-home Family Support**—a licensed, habilitative hourly or daily staffing service delivered in the family home.

**Live-in Caregiver Expenses**—Portion of the rent and food that may be reasonably attributed to the live-in personal caregiver, when the live-in personal caregiver also provides one the of the following approved support services.

- Residential habilitation service
- Personal support services
- Extended personal support services
- Consumer-directed community support

**Modifications**—environmental modifications to the person's home and/or vehicle which allow the person with a disability to access their environment. Examples: ramps, grab bars

**Nursing**—in-home nursing services.

**PCA**—an individual who is trained to help people with basic daily routines. A PCA may help if the person has a physical, emotional or mental disability, a chronic illness or an injury.

**PCA Choice**—A PCA staff that you hire, train and supervise. This option allows you more control and to pay the staff a little more because the agency does less.

**PCA Shared Care**—A PCA staff who works with two or three people at the same time.

**Personal Support**—Supervision and assistance provided in the home of the person or in the community to achieve increased independence, productivity and inclusion in the community in accordance with outcomes identified in the service plan, but when training is determined not to be necessary to attain these outcomes.

**Respite**—an hourly or daily service which provides a break for the primary caregiver.

**Specialist**—Provision of services that exceed the scope and duration of available services. This includes Medicaid State plan option services because of a need of a person in the area of behavior management, augmentative communication, personal health, functional motor skills, social skill, leisure and recreational skills or independent living skills and requires specialized services. Specialist must meet State criteria and definition.

**Supported Employment**—Services to assist persons with significant disabilities become and remain successfully and competitively employed in integrated workplace settings.

**\*Supported Living Services**—hourly or daily residential services that are delivered in the home of the person with the disability.

**Transportation**—mileage, community transportation for waiver funded programming.



# What's the Difference Between CDCS and Traditional Waiver Services?

Primary differences between the two service options are 1) who directs the service, 2) what tasks the provider agency will do for you and 3) if the service is licensed or not and 4) who sets the service budget.

When using CDCS Services, you hire the staff, train the staff, determine the rate of pay within a reasonable range and provide the appropriate supervision. CDCS services and traditional waiver services have a different menu of services, but many are similar.

The budget for CDCS services is set by the MN Department of Human Services with a formula. This formula draws from information from your last full team screening or face-to-face long term care assessment.

Traditional Waiver Service providers have primary responsibility to set the rate of pay, hire the staff, train the staff, supervise the staff, bill the waiver program directly for program costs and provide you additional support to provide the service.



## Requirements of Traditional Waiver Services

When accessing traditional MR/RC waiver services, the following criteria must be met:

- The client must receive at least one habilitative (skill building) service. This service can be paid or unpaid.
- Clients who use Day Training and Habilitation (adults) must also use a residential service.
- Traditional/formal waiver services providers have county contracts. These providers set the rate for the services they provide up to State caps for the service.
- The waiver is the last payer. If services can be paid through any other funds, they cannot be paid through the waiver.

## Considerations of CDCS vs. Traditional Services

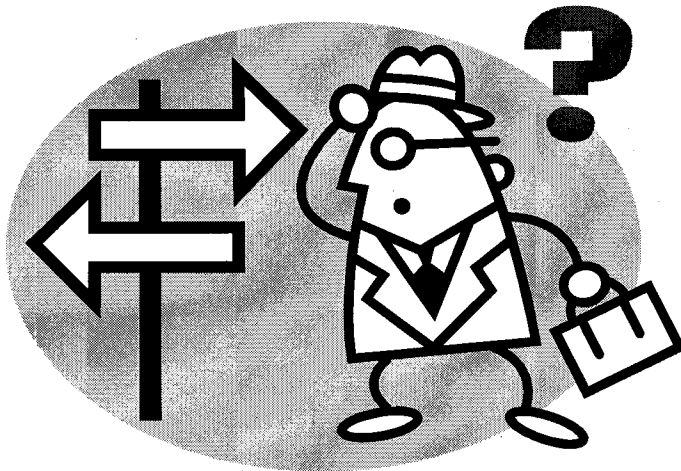
### Considerations of CDCS Services

- You have the authority to hire, train, supervise and set the rate for staff
- You can be the legal employer if you choose
- You create a more individualized program unique to you.
- Staff training is set by the person and/or their legal representative.
- Some services are *only offered* through this option: paying parents of minor children or spouses, specialized diet, behavioral supports, extended therapies, camp as respite.

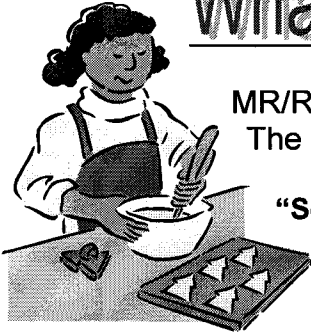
- Carefully consider if the amount of funds available to you through the State-set budget will meet your needs. All services must be purchased through the State-set budget.
- The “buck” stops at you. You write the plan and handle all the details of programming. The county must review and approve the plan.
- With more flexibility comes more responsibility.

#### Considerations of Traditional Waiver Services

- Some of the services are licensed through the Consolidated Standard, MN Stat 245B.01. Licensed providers abide by nineteen consumer rights, provide additional support to help you write goals, recruit, train and hire staff, write the risk management plan and attend meetings.
- Budgets for this service are set by Hennepin County.
- Day Training and Habilitation Services (vocational services) are paid in addition to your residential services budget.
- Increases may be requested if there is a major change in the person’s disability. Increases are based on significant needs to support health and safety
- Many services available through CDCS are also available through Traditional Waiver Services.
- Parents of adults may be paid to provide support through personal support services.
- Some service options like camp as respite, alternative therapies, paying parents of minors and spouses and generic non-licensed community programs (cooking classes, horse back riding) may not be available through traditional waiver services.
- Some services are more expensive than CDCS services
- Rates of pay for some services may be lower than rates paid previously through CDCS.



# What is Habilitation?



MR/RC Waiver Services require that the plan developed is habilitative. The MN Department of Human Services describes habilitation as,

**"Services designed to assist persons in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in home and community-based settings."**

The MN Department of Human Services has designated the following two services as habilitative.

- **Supported Living Services (SLS)**—group home, service in person with the disability's home.
- **In-home Family Support Services**—services in the family's home.

If you have one of these services listed above in your plan, you have met the habilitative requirement. The habilitative requirement can be met in two ways. 1) Include one of the above services in your plan. 2) Tell the case manager what habilitative services you are providing *in addition* to paid supports and have these services described in the Individual Service Plan. The MN Department of Human Services looks for respite or homemaker services to be a part of the plan in these cases to ensure the primary caregiver is getting a break.

## **See Service Grid Comparisons (Attachment #1 and #2)**

Attached at the back of this document are two grids which will help you further decide if you should stay on CDCS or if Traditional Waiver Services will work better for you. The grids list what is available through CDCS and compare them to options available through traditional MR/RC Waiver Services. Contact your primary contact person if you have specific questions.

If you decide to leave CDCS and move to traditional/formal services, you may change at any time between now and when your transition period expires. Please make your decision by January 1, 2006.

(Attached are two service grid comparisons. One grid compares staff services between CDCS and Traditional Waiver Services. The second grid compares types of services available between CDCS and Traditional Services.)

**Service Recipes: Following are several examples of traditional waiver service combinations that may help you select services that meet your needs.**

## Service Recipes



### Example #1: ADULT IN-HOME LICENSED TRADITIONAL SERVICES

***In this example the provider has more responsibility and you have less.***

Using the service **In-Home Family Support** as core or anchor service requires that the provider must follow MN Stat 245B.01. The provider writes the risk management plan, helps write goals, hires the staff, trains the staff, and provides supervision. Transportation, some community programming and the supervision of the staff person is built into the rate. In this example you have less direct responsibility.

Example: Person with a disability lives in the parent/guardian's home and is 21 years or older.

Choose one or more of the habilitative services below including in-home family support.

☒ **In-home family support (licensed service which is also habilitative)**

Plus, one or more day service including

- ☐ Adult Day Care
- ☐ Day Training and Habilitation Service (for those 21 and over)
- ☐ Supported Employment (for those 21 and over)

And, any of the following:

<input type="checkbox"/> 24 Hour Emergency Assistance	<input type="checkbox"/> Live-in Caregiver
<input type="checkbox"/> Assistive Technology	<input type="checkbox"/> Modifications
<input checked="" type="checkbox"/> <b>Case Management</b>	<input type="checkbox"/> Nursing
<input type="checkbox"/> Chore	<input type="checkbox"/> PCA
<input type="checkbox"/> Consumer Training	<input type="checkbox"/> PCA Choice
<input type="checkbox"/> Crisis services	<input type="checkbox"/> PCA Shared Care
<input type="checkbox"/> Extended PCA	<input type="checkbox"/> Personal Support
<input type="checkbox"/> Home Care	<input type="checkbox"/> Specialist
<input type="checkbox"/> Homemaker	<input type="checkbox"/> Respite
	<input type="checkbox"/> Transportation

In this combination you have chosen **licensed services** as your anchor service (In-home Family Support. This service is guided by the MN STAT 254B.01, also called the Consolidated Standard. This requires the provider to:

- Apply nineteen consumer rights
- Create a risk management plan and have it in place within 10 days or working with the person
- Schedule a full team within 45 days of working with the person
- Train the staff working according to the requirements in the Consolidated Standard and by what is written in the person's Individual Service Plan.
- Help the person/legal representative develop their goals and objectives.
- Hold meetings at least annually or as written in the person's Individual Service Plan.
- Recruit and train staff. The agency also determines how much a staff person is compensated and provides direct supervision.

\*The county case manager writes the person's Individual Service Plan annually.

#### Considerations:

- Services are licensed so you know what you can expect. The agency provides more support, writes goals, writes the risk management plan, recruits staff and trains them.
- This option can cost more, sometimes it is difficult to recruit staff, compensation may be less competitive than some other services.



# Service Recipes



## Example #2: ADULT IN-HOME NON-LICENSED TRADITIONAL SERVICES

***In this example the provider has less responsibility and you have more.***

**Personal Support** in combination with other non-licensed services is a popular combination. Personal Support is not a habilitative service, so you would need to tell your case manager how you are providing the habilitative service in addition to the paid supports. Your case manager will include this information within your Individual Service Plan. The MN Department of Human Services would like you to include some respite or homemaker to ensure the primary caregiver is getting a break. In addition to personal support, you will need to select a day service.

**Example:** Person with a disability **lives in the parent/guardian's home and is 21 years or older.**

**Choose personal support** and one or more of the following habilitative services.

☐ respite

☐ homemaker

**Plus,** one or more day service including:

☐ Adult Day Care

☐ Day Training and Habilitation Service (for those 21 and over)

☐ Supported Employment (for those 21 and over)

☐ Could use personal support as an alternative day program service. Again, personal support is not a habilitative service.

**And,** any of the following:

☐ 24 Hour Emergency Assistance

☐ Assistive Technology

☒ **Case Management**

☐ Chore

☐ Consumer Training

☐ Crisis services

☐ Extended PCA

☐ Home Care

☐ Homemaker

☐ Live-in Caregiver

☐ Modifications

☐ Nursing

☐ PCA

☐ PCA Choice

☐ PCA Shared Care

☒ **Personal Support**

☐ Specialist

☐ Transportation

Use of the personal support service provides you additional flexibility because the service is non-licensed-- but you will also be expected to do more. You are required to:

- Identify the additional staff training necessary to meet the needs of the person
- Identify the habilitative needs of the person with the disability.
- Describe how the habilitative needs will be met.
- Identify the staff qualifications that you are requiring.

This information will be included in the person's Individual Service Plan (ISP). The ISP is written by the county.

### Considerations:

- Non-licensed services may offer more flexibility. When using personal support the provider may set an individual rate for each family they serve up to the state cap.
- Parents of adults who are legal representatives may be paid through personal support as staff
- Hennepin County sets your budget vs. the State of MN.
- You have more responsibility to identify the habilitative components of the plan, staff training and staff qualifications

# Service Recipes



## Example #3: CHILD IN-HOME LICENSED TRADITIONAL SERVICES

***In this example the provider has more responsibility and you have less.***

Using the service **In-Home Family Support** as core or anchor service requires that the provider must follow MN Stat 245B.01. The provider writes the risk management plan, helps write goals, hires the staff, trains the staff, and provides supervision. Transportation, some community programming and the supervision of the staff person is built into the rate. In this example you have less direct responsibility.

Example: Person with a disability **lives in the parent/guardian's home and is younger than 18 years old.**

Choose one or more of the habilitative services below including in-home family support.

  X   **In-home family support (licensed service which is also habilitative)**

Public School—People with disabilities less than 21 years old receive free and appropriate public education to age 21. Waiver services may not duplicate services provided in the public school.

**And, any of the following:**

<u>      </u> 24 Hour Emergency Assistance	<u>      </u> Live-in Caregiver
<u>      </u> Assistive Technology	<u>      </u> Modifications
<u>  X  </u> <b>Case Management</b>	<u>      </u> Nursing
<u>      </u> Chore	<u>      </u> PCA
<u>      </u> Consumer Training	<u>      </u> PCA Choice
<u>      </u> Crisis services	<u>      </u> PCA Shared Care
<u>      </u> Extended PCA	<u>      </u> Personal Support
<u>      </u> Home Care	<u>      </u> Respite
<u>      </u> Homemaker	<u>      </u> Specialist
	<u>      </u> Transportation

In this combination you have chosen **licensed services** as your anchor service (In-home Family Support). This service is guided by the MN STAT 254B.01, also called the Consolidated Standard. This requires the provider to:

- Apply nineteen consumer rights
- Create a risk management plan and have it in place within 10 days or working with the person
- Schedule a full team within 45 days of working with the person
- Train the staff working according to the requirements in the Consolidated Standard and by what is written in the person's Individual Service Plan.
- Help the person/legal representative develop their goals and objectives.
- Hold meetings at least annually or as written in the person's Individual Service Plan.
- Recruit and train staff. The agency also determines how much a staff person is compensated and provides direct supervision.

\*The county case manager writes the person's Individual Service Plan annually.

### Considerations:

- Services are licensed so you know what you can expect. The agency provides more support, writes goals, writes the risk management plan, recruits staff and trains them.
- This option can cost more, sometimes it is difficult to recruit staff, compensation may be less competitive than some other services.

# Service Recipes



## Example #4: CHILD IN-HOME NON-LICENSED TRADITIONAL SERVICES

*In this example the provider has less responsibility and you have more.*

Person with a disability lives in the parent/guardian's home and is less than 18 years old.

**Personal Support** in combination with other non-licensed services is a popular combination. Personal Support is not a habilitative service, so you would need to tell your case manager how you are providing the habilitative service in addition to the paid supports. Your case manager will include this information within your Individual Service Plan. The MN Department of Human Services would like you to include some respite or homemaker to ensure the primary caregiver is getting a break.

**Example:** Person with a disability lives in the parent/guardian's home and is less than 18 years old.

**Choose personal support** and one or more of the following habilitative services.

- ☐ respite
- ☐ homemaker

Public School—Children less than 21 years old receive free and appropriate public education to age 21. Waiver services may not duplicate services provided in the public school.

**And, any of the following:**

<input type="checkbox"/> 24 Hour Emergency Assistance	<input type="checkbox"/> Live-in Caregiver
<input type="checkbox"/> Assistive Technology	<input type="checkbox"/> Modifications
<input checked="" type="checkbox"/> <b>Case Management</b>	<input type="checkbox"/> Nursing
<input type="checkbox"/> Chore	<input type="checkbox"/> PCA
<input type="checkbox"/> Consumer Training	<input type="checkbox"/> PCA Choice
<input type="checkbox"/> Crisis services	<input type="checkbox"/> PCA Shared Care
<input type="checkbox"/> Extended PCA	<input checked="" type="checkbox"/> <b>Personal Support</b>
<input type="checkbox"/> Home Care	<input type="checkbox"/> Specialist
	<input type="checkbox"/> Transportation

Use of the personal support service provides you additional flexibility because the service is non-licensed-- but you will also be expected to do more. You are required to:

- Identify the additional staff training necessary to meet the needs of the person
- Identify the habilitative needs of the person with the disability.
- Describe how the habilitative needs will be met.
- Identify the staff qualifications that you are requiring.

This information will be included in the person's Individual Service Plan (ISP). The ISP is written by the county..

### Considerations:

- Non-licensed services may offer more flexibility. When using personal support the provider may set an individual rate for each family they serve up to the state cap.
- Parents of adults who are legal representatives may be paid through personal support as staff
- You use the county-set budget vs. the State-set CDCS budget
- You have more responsibility to identify the habilitative components of the plan, staff training and staff qualifications.
- As with any traditional service, you are not able to set the rate or be the direct employer.

## ATTACHMENT #2

## Hennepin County "Community Programming and Services" GRID

CDCS		Traditional MR/RC Waiver Services						
Type of Expenditure	CDCS	24-Hour Emergency Assistance	Assistive Technology	Consumer Training and Education	Caregiver Training provided through the Traditional Waiver Services Provider	Environmental Modifications /Adaptations	Provider might reimburse the expense as a part of their service fee for specific habilitative services like in-home family support or supported living services	Transportation mileage reimbursement or per trip reimbursement
Adaptive Clothing	X							
Adaptive Equipment	X					X		
Alternative Therapies	X							
Behavioral Rewards Reinforces	X						X	
Bikes, Adapted	X					X		
Books, subscriptions	X							
Caregiver Training	X				X		X	
Cell Phone	X	X						
Computer	X		X, depending on justification					
Computer adaptations	X		X					
Computer software	X		X, depending on justification					
Employee Health Insurance	X						X	
Consumer Training	X							
Fence	X					X		

ATTACHMENT #2

Habilitation (skill building activities)	X						X	
Maintenance/ Repair to Assistive Technology, Adaptations	X					X		
Mileage for support staff	X							X
Mileage for Parents of Adults	X							X
Over the counter meds	X							
Personal Care Supplies (disability related)	X							
Sensory Equipment	X					X		
Special Diets	X							
Strollers, Adapted	X					X		
Vehicle Adaptations	X					X		
Vitamins	X							

# Personal Support Services



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Personal Support is a non-licensed service available through the MR/RC Waiver. Since it is non-licensed it offers flexibility. While many people who have used Consumer Directed Community Support are transitioning to personal support, it is a very different service and is also authorized differently.

### Definition of Personal Support Services

Effective Date 10/1/03	Review Date: 10/1/03
Legal Authority	Federally approved MR/RC Waiver Plan
Definition	Supervision and assistance provided in the home of the person or in the community to achieve increased independence, productivity and inclusion in the community in accordance with outcomes identified in the service plan, but when training is determined not to be necessary to attain these outcomes.
Covered Services	Supervision and assistance needs, as documented in the service plan, that are least costly to reasonably meet the need of the person. This may include supervision and assistance in accessing community services and participating in community activities.
Non-covered services	Services cannot be duplicated with other Minnesota State plan or waiver services.
Secondary Information	Personal support is not a habilitative service. It must be documented in the Individual Service Plan how the habilitative need is being met for the person. MA State Plan Services, such as PCA, could be considered and authorized before accessing the waiver service personal support. The case manager/service coordinator is to assure monitoring of personal support services provided.
Provider Standards and Qualifications	<p>The provider must meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Provider is not disqualified as a result of a background study.</li> <li>• Training in first aid, vulnerable adult law and medication administration, if applicable as a responsibility set for the in the service plan.</li> <li>• Any further training, experience and/or supervision standards specific to the needs of the person as set forth in the service plan or contractual service.</li> </ul> <p>The local agency must verify that the provider has met these requirements. A license under MN Statutes, Chapter 245B is not required for this service.</p>

## Authorizing Personal Support

The following lists compare how personal support services are authorized compared to Consumer Directed Community Support services

Personal Support	CDCS
<ol style="list-style-type: none"> <li>1) Client receives information and makes an informed choice to use personal support</li> <li>2) Client selects a personal support provider</li> <li>3) Client works with the county and the provider to develop a plan. The plan must include respite or homemaker and include staff training, staff qualifications and habilitative goals.</li> <li>4) Provider agency submits a <b>cost proposal</b> to the primary contact</li> <li>5) The Hennepin County Primary Contact reviews the cost proposal, then forwards the cost proposal to the county financial case aide staff</li> <li>6) Hennepin County Financial Case Aide enters the cost proposal into the system</li> <li>7) Client receives a service agreement from DHS.</li> <li>8) Hennepin County Primary Contact develops an Individual Service Plan and sends it to the person and the provider.</li> </ol>	<ol style="list-style-type: none"> <li>1) Client receives information</li> <li>2) Client selects a Fiscal Support Entity (FSE)</li> <li>3) Client completes their Community Support Plan (CSP)</li> <li>4) Client sends plan to their Hennepin County Primary Contact for authorization</li> <li>5) Primary contact approves, denies or pends the plan or parts of it</li> <li>6) Primary contact sends plan and cover memo to FSE and copies the person.</li> <li>7) FSE creates a <b>budget</b> and sends it to FIERBUDGET</li> <li>8) FIERBUDGET forwards budget to the primary contact</li> <li>9) Primary contact matches the budget to the plan. If ok, forwards the budget to MMISDOCS</li> <li>10) MMISDOCS enters the information into the system</li> <li>11) Client receives the final service authorization from DHS</li> </ol>

### What's included in a cost proposal?

Hennepin County uses a standard cost proposal and the following information must be included.

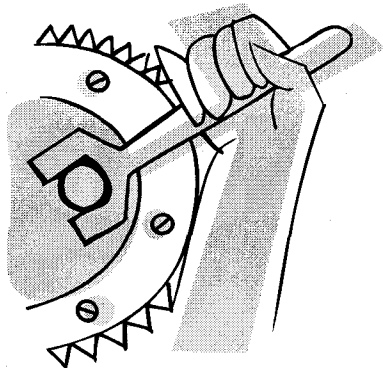
- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Client name</li> <li>• Client PMI #</li> <li>• Primary contact person's name</li> <li>• Service code</li> <li>• Service name</li> </ul> | <ul style="list-style-type: none"> <li>• Number of units</li> <li>• Unit Rate</li> <li>• Provider #</li> <li>• Date span for service</li> <li>• # of units</li> </ul> |
|--|---|



## Things to Remember

- MN DHS requires that the waiver plan include a habilitative component or that the plan "teach life skills". Personal Support is not a habilitative service so other services need to be paired with it or the case manager would need to include how the habilitative component was being delivered in the person's individual service plan. Habilitative services are supported living services and in-home family support. If the person does not want to include these services they must include respite or homemaker to provide the primary caregiver a break.
- Personal support is flexible because it is not a licensed service.
- Providers of personal support services may be traditional waiver providers or non-licensed providers. They must have a contract to provide personal support with Hennepin County.
- Providers may set a rate up to the State maximum. Providers may negotiate an individual rate with each family within that State maximum, but the *provider* sets the rate not the family or the county.
- Parents of adults (18 and over) who *are* guardians or who *are not* guardians may be paid to provide services through personal support
- Parents of minors (18 and less) may not be paid through personal support.
- Staff that is currently working through CDCS may transfer to several other traditional waiver services including personal support. Staff does need to meet the agency's guidelines for staffing (criminal background check, age, etc.)
- Staff training needs to meet the individual needs of the person they are working and providing support for.
- Personal support has been used for alternative day programs.
- Personal support rates may be blended using decrimentle billing.
- Personal support is staffing only and does not include transportation or community programming in the rate. .
- Personal Support is not a "program", it is one of many services available through the MR/RC waiver as an option.
- The CDO team will keep cases that have personal support until the outcome of the CDCS Exception process is decided. If there is personal support and in-home family support the CDO team may team the case at least until the CDCS Exception process is decided.

- The CDO team can be a consultant around personal support programming.
- Providers need to submit cost proposals vs. budgets when using personal support. There will be one standard format for cost proposals.



## **Alternative Vocational Day Programming and Personal Support**

Occasionally a traditional Day Training and Habilitation Program may not fully meet the individual needs of a person. When people are using Home and Community Based Waiver Services there are other options that may be considered.

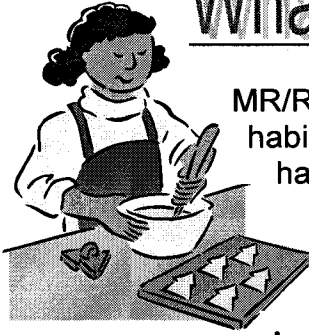
**Supported Employment**-- services for persons for whom competitive employment at or above the minimum wage is unlikely, and who, because of their disabilities, needs intensive ongoing support to perform in a work setting. The person receiving services must be in a paid employment situation.

- Services may be delivered hourly vs. daily.
- Services may be designed to meet the individual needs of the person
- Supported Employment services are licensed and follow the regulations written within MN STAT 245B.01.

**Personal Support**—Personal Support is a non-licensed service that is not habilitative. Since it is non-licensed it may offer more flexibility. The agency may set an hourly rate up the State cap for the service. Funds must be at the cost of the current Day Training and Habilitation program or less and the county must approve the funds and the plan. Habilitative goals need to be identified in the plan as well as staff qualifications and staff training. The use of personal support for an alternative vocational program must be approved by Hennepin County and the plan must include the following components.

- Identify habilitative goals
- Identify staff training required
- Identify staff qualifications
- Identify health and safety needs
- Identify how outcomes will be met

# What is Habilitation?



MR/RC Waiver Services require that the plan developed is habilitative. The MN Department of Human Services describes habilitation as,

**"Services designed to assist persons in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in home and community-based settings."**

The MN Department of Human Services has designated the following two services as habilitative.

- **Supported Living Services (SLS)**—group home, service in person with the disability's home.
- **In-home Family Support Services**—services in the family's home.

If you have one of these services listed above in your plan, you have met the habilitative requirement. The habilitative requirement can be met in two ways. 1) Include one of the above services in your plan. 2) Tell the case manager what habilitative services you are providing *in addition* to paid supports and have these services described in the Individual Service Plan. The MN Department of Human Services requires people to use respite or homemaker services to be a part of the plan in these cases to ensure the primary caregiver is getting a break.

*All MR/RC service plans require a Habilitative component. Habilitation services teach life skills and build independent living skills.*

Following are two examples of "service recipes" of how services may be put together when using personal support services. Examples for adults and children are included.

# Service Recipes



**Example: ADULT  
IN-HOME NON-LICENSED TRADITIONAL  
SERVICES**

*In this example the provider has less responsibility and you have more.*

**Personal Support** in combination with other non-licensed services is a popular combination. Personal Support is not a habilitative service, so you would need to tell your case manager how you are providing the habilitative service in addition to the paid supports. Your case manager will include this information within your Individual Service Plan. The MN Department of Human Services would like you to include some respite or homemaker to ensure the primary caregiver is getting a break. In addition to personal support, you will need to select a day service.

**Example:** Person with a disability lives in the parent/guardian's home and is 21 years or older.

**Choose personal support** and one or more of the following services.

- ☐ respite
- ☐ homemaker

**Plus,** one or more day service including:

- ☐ Adult Day Care
- ☐ Day Training and Habilitation Service (for those 21 and over)
- ☐ Supported Employment (for those 21 and over)
- ☐ Could use personal support as an alternative day program service. Again, personal support is not a habilitative service.

**And,** any of the following:

<input type="checkbox"/> 24 Hour Emergency Assistance	<input type="checkbox"/> Live-in Caregiver
<input type="checkbox"/> Assistive Technology	<input type="checkbox"/> Modifications
<input checked="" type="checkbox"/> <b>Case Management</b>	<input type="checkbox"/> Nursing
<input type="checkbox"/> Chore	<input type="checkbox"/> PCA
<input type="checkbox"/> Consumer Training	<input type="checkbox"/> PCA Choice
<input type="checkbox"/> Crisis services	<input type="checkbox"/> PCA Shared Care
<input type="checkbox"/> Extended PCA	<input checked="" type="checkbox"/> <b>Personal Support</b>
<input type="checkbox"/> Home Care	<input type="checkbox"/> Specialist
<input type="checkbox"/> Homemaker	<input type="checkbox"/> Transportation

Use of the personal support service provides you additional flexibility because the service is non-licensed-- but you will also be expected to do more. You are required to:

- Identify the additional staff training necessary to meet the needs of the person
- Identify the habilitative needs of the person with the disability.
- Describe how the habilitative needs will be met.
- Identify the staff qualifications that you are requiring.

This information will be included in the person's Individual Service Plan (ISP). The ISP is written by the county.

## Considerations:

- Non-licensed services may offer more flexibility. When using personal support the provider may set an individual rate for each family they serve up to the state cap.
- Parents of adults who are legal representatives may be paid through personal support as staff
- Hennepin County sets your budget vs. the State of MN.
- You have more responsibility to identify the habilitative components of the plan, staff training and staff qualifications

# Service Recipes



**Example: CHILD  
IN-HOME NON-LICENSED TRADITIONAL  
SERVICES**

*In this example the provider has less responsibility and you have more.*

Person with a disability **lives in the parent/guardian's home and is less than 18 years old.**

**Personal Support** in combination with other non-licensed services is a popular combination. Personal Support is not a habilitative service, so you would need to tell your case manager how you are providing the habilitative service in addition to the paid supports. Your case manager will include this information within your Individual Service Plan. The MN Department of Human Services would like you to include some respite or homemaker to ensure the primary caregiver is getting a break.

**Example:** Person with a disability **lives in the parent/guardian's home and is less than 18 years old.**

**Choose personal support** and one or more of the following services.

☐ respite  
☐ homemaker

**Public School**--Children less than 21 years old receive free and appropriate public education to age 21. Waiver services may not duplicate services provided in the public school.

**And, any of the following:**

<input type="checkbox"/> 24 Hour Emergency Assistance	<input type="checkbox"/> Live-in Caregiver
<input type="checkbox"/> Assistive Technology	<input type="checkbox"/> Modifications
<input checked="" type="checkbox"/> <b>Case Management</b>	<input type="checkbox"/> Nursing
<input type="checkbox"/> Chore	<input type="checkbox"/> PCA
<input type="checkbox"/> Consumer Training	<input type="checkbox"/> PCA Choice
<input type="checkbox"/> Crisis services	<input type="checkbox"/> PCA Shared Care
<input type="checkbox"/> Extended PCA	<input checked="" type="checkbox"/> <b>Personal Support</b>
<input type="checkbox"/> Home Care	<input type="checkbox"/> Specialist
	<input type="checkbox"/> Transportation

Use of the personal support service provides you additional flexibility because the service is non-licensed-- but you will also be expected to do more. You are required to:

- Identify the additional staff training necessary to meet the needs of the person
- Identify the habilitative needs of the person with the disability.
- Describe how the habilitative needs will be met.
- Identify the staff qualifications that you are requiring.

This information will be included in the person's Individual Service Plan (ISP). The ISP is written by the county..

## Considerations:

- Non-licensed services may offer more flexibility. When using personal support the provider may set an individual rate for each family they serve up to the state cap.
- Parents of adults who are legal representatives may be paid through personal support as staff
- You use the county-set budget vs. the State-set CDCS budget
- You have more responsibility to identify the habilitative components of the plan, staff training and staff qualifications.
- As with any traditional service, you are not able to set the rate or be the direct employer.