

Announcing

A new service for seniors OR adults with disabilities

**You decide.
Your help.**



You decide. Your help.

You decide

- **who** provides your help.
- **what** help you need within your budget.
- **when** your care will be provided.
- **how** much responsibility you want.

For information about
Consumer Directed Community Supports call:



1-800-333-2433

1-866-333-2466

Minnesota Department of Human Services

This information is available in other forms to people with disabilities by contacting us at 651-296-2770 or 1-800-882-6262 or through the Minnesota Relay Service at 711 or 1-800-627-3529 (TDD), 1-877-927-3848 (speech-to-speech relay service).

FIRST CLASS
US POSTAGE
PAID
PERMIT NO. 171
ST. PAUL, MN

Who might be interested?

Persons of any age needing help to live in the community. Persons who need help with tasks such as laundry, rides or yard work, or with personal care such as bathing, dressing or meals.

Persons wanting more choice and control with the help that allows them to live in the community.

Persons helping family members and who may occasionally need time away.

Persons on any of the Medical Assistance community based waiver programs or Alternative Care Program (AC) not living in licensed settings.

Persons who pay for help with a cash benefit under a long-term care insurance policy or who pay with their own money.

How does it work?

You decide how to spend your assigned budget allowance that is based upon your personal needs.

You can hire people that you know such as family, friends and neighbors to help you with your personal needs.

You can take on as much responsibility as you want to hire, train and manage your workers.

Someone can help you write a plan for how you want to spend your allowance, get the plan approved, and hire and set-up your workers.

A fiscal management service will help you pay workers and purchases, withhold employment taxes and keep track of your spending.



You decide. Your help.

You decide

- **who** provides your help.
- **what** help you need within your budget.
- **when** your care will be provided.
- **how** much responsibility you want.

For information about
Consumer Directed Community Supports call:



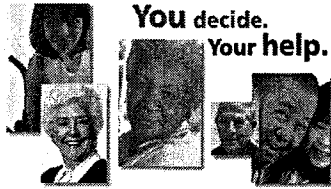
1-800-333-2433



1-866-333-2466

Minnesota Department of Human Services

This information is available in other forms to people with disabilities by contacting us at 651-296-2770 or 1-800-882-6262 or through the Minnesota Relay Service at 711 or 1-800-627-3529 (TDD), 1-877-627-3848 (speech-to-speech relay service).



Video User Guide Option 1 -- Consumers and General Community

20-40 Minute Presentation

Audience: Consumers, family caregivers, general community, persons working with elderly and disabled individuals

Use For: Individual or group counseling; presentation for caregiver education or support groups, faith-based group, or other education or training; cable television show or interview; information booth or exhibit at fairs, conferences, staff meetings, board of directors meetings

Purpose: To provide information about the Consumer Directed Community Supports service option that gives people greater control and flexibility over their services and their lives.

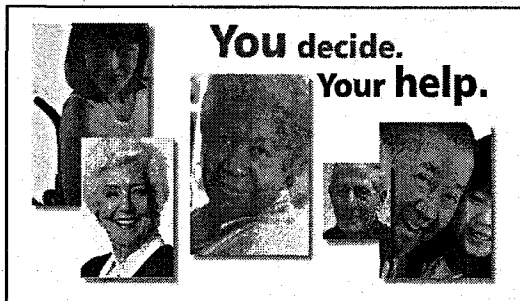
How to Use:

- Offer a 10 minute introduction about the service option (refer to Attachment A)
- Introduce and show the 9-minute video (refer to Attachment B)
- Use *Key Talking Points* (media kit) to answer questions and take comments
- Facilitate a 15 minute discussion about the video

Discussion Questions:

1. How might you benefit from this service option?
2. What support would you need to use this option?
3. What stumbling blocks might someone run into and how could these be addressed?

- Offer the consumer quiz (media kit)
- Take 5-10 minutes to explain steps for using the service (refer to the *kiosk card* in the media kit)
- Encourage interested consumers to call the Senior LinkAge Line at 1-800—333-2433 or the Disability Linkage Line at 1-866-333-2466 for more information and assistance
- For more information visit: <http://www.dhs.state.mn.us/cdcs>



Video User Guide Option 2 --Professionals

20-60 Minute Presentation

Audience: County case managers, health plan care coordinators, service providers, Area Agency on Aging staff, parish nurses, Living at Home Block Nurses, fiscal support entities, flexible case managers/support brokers

Use For: Staff meetings; training and education sessions; conferences, workshops, cable television show or interviews

Purpose: To help the professional community understand how the consumer directed service option benefits consumers so they can educate and assist consumers wanting to use this service.

How to Use:

- Offer a 10 minute introduction about the service option (Attachment A)
- Introduce and show the 9-minute video (Attachment B)
- Use *Key Talking Points* (media kit) to answer questions and take comments
- Facilitate a 25 minute discussion about the video

Discussion Questions:

1. Who are some of the people that you think would benefit from this service?
2. What concerns are you likely to encounter as you work with colleagues and consumers?
3. What supports will make it easier for consumers to use this service?

- Offer the participant checklist (Attachment C)
- Take 20 minutes to explain the process for helping someone on a Medical Assistance waiver or Alternative Care Program use the service (refer to the *kiosk card* and Attachment D)
- Explain the various roles and responsibilities of the support services (Attachment E)
- Strongly encourage professionals to inform all consumers at any opportunity of this option and help them try it
- For more information visit: <http://www.dhs.state.mn.us/cdcs>



What is Consumer Directed Community Supports for older adults and family caregivers?

Consumer Directed Community Supports is a way of helping older adults needing assistance because of age or illness live independently in the community. It allows YOU -- the consumer to be in charge of the services helping you live at home.

- YOU decide **who** provides your care – perhaps a friend, neighbor, or family member.
- YOU decide **what** help you need within your approved monthly budget.
- YOU decide **when** your care is provided.
- YOU decide **how** much responsibility you want.

Am I eligible?

You are eligible for Consumer Directed Community Supports if you:

- Qualify for a program such as Elderly Waiver (EW), Alternative Care (AC), Community Alternatives for Disabled Individuals (CADI), Community Alternative Care (CAC), Traumatic Brain Injury Waiver (TBIW), Mental Retardation/Related Conditions (MR/RC) Waiver, Minnesota Senior Health Options (MSHO) or Minnesota Disability Health Options (MnDHO) and do not live in a hospital, nursing home, foster care home or assisted living, or
- Are age 60 years and older and need services such as family caregiver counseling, respite, personal care, meals, rides, home modifications, homemaker or chore services, or
- Have a cash benefit under a Long Term Care Insurance policy or have personal money.

What services are available?

Considering your assigned maximum budget allowance from one of the above programs, you decide what services you need to help you do things for yourself or make things easier for a family member or friend helping you. Many people choose to get help with personal needs such as bathing, dressing, meals, laundry, house cleaning, yard work and rides. You may also buy items such as bathroom grab bars, armchairs, adaptive clothing or other items to help you if you have poor eyesight or hearing. You can also use your budget to widen doorways, change floor surfaces and doorknobs, improve lighting, repair broken locks or change a vehicle so you can move about more easily.

How would I benefit from Consumer Directed Community Supports?

Under Consumer Directed Community Supports you may be able to buy the kind of help that fits your personal health or cultural needs. Most programs offer you help from a list of services provided by workers you don't know and who help you according to their schedule. If you want helpers you know, want to tell them what to do and when to come to your home and want responsibility making these arrangements, Consumer Directed Community Supports may be for you.

Under Consumer Directed Community Supports you hire people you know such as friends, neighbors, or family members (e.g., spouse, grandchild, brother or sister, adult child, etc.) to help you. You have more responsibility under Consumer Directed Community Supports, but you may be more satisfied and comfortable with the help that you have picked yourself. You, or your representative, must be able to hire, train, and manage your workers. Consumer Directed Community Supports lets you decide how money for your services is spent.

How does it work?

- You decide how to spend your assigned budget allowance that is based upon your personal needs.
- You can hire people that you know such as family, friends, and neighbors to help you with your personal needs.
- You take on as much responsibility as you want to hire, train, and manage your workers.
- Someone can help you write a plan for how you want to spend your allowance, get it approved, and hire and set-up your workers.
- A fiscal management service will help you pay workers and purchases, withhold employment taxes, and keep track of your spending.

Where can I learn more about it and how to enroll?

If you qualify for a program such as Elderly Waiver (EW), Alternative Care Program (AC), Community Alternatives for Disabled Individuals (CADI), Community Alternative Care (CAC), Traumatic Brain Injury Waiver (TBIW), or Mental Retardation/Related Conditions (MR/RC) Waiver, contact your county social services department.

If you are enrolled in Minnesota Senior Health Options (MSHO), Minnesota Disability Health Options (MnDHO), or if you receive home care services from a health plan program, contact your care coordinator through your health plan.

Or contact:

Senior LinkAge Line® 1-800-333-2433 **Disability Linkage Line™ 1-866-333-2466**,
or <http://www.dhs.state.mn.us/cdcs>

Minnesota Department of Human Services

Support for this publication was provided by a grant from the Robert Wood Johnson Foundation in Princeton, NJ.

“You decide. Your help.” Video Description

“You decide. Your help.” is a 9-minute video about consumer directed services in Minnesota. The video captures the powerful impact of the Consumer Directed Community Supports service option by telling actual participant stories and experiences. A Minnesota county case manager offers a candid perspective on working with this option. The video describes how it works, what help is available, who is eligible, and who to contact for more information.

The video is used statewide to educate consumers and their families, train staff, and bolster local support for this service option among various audiences.

PROFESSIONAL CHECKLIST

How I Support Consumer Directed Community Support (CDCS) in My Local Area

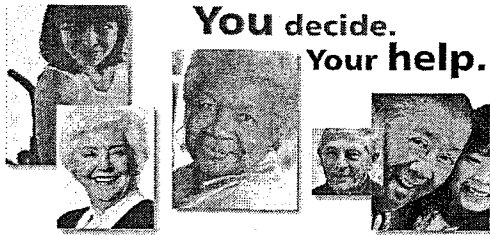
Activity	Almost Always	Sometimes	Opportunity for Growth
1. I frequently tell co-workers, supervisors, and agency directors about my positive experiences with consumer directed services and the impact on participants. I tell the personal stories whenever and wherever I can.			
2. I offer assistance to co-workers inexperienced with CDCS who want to help people use this option.			
3. I help co-workers identify potential participants.			
4. I routinely tell people about this option and how it can work. I help them see the possibilities and work to create opportunities for self-directed support services.			
5. I share with co-workers and others how I personally made the “shift” into supporting consumer directed services.			
6. I work to enhance participants’ sense of competence and independence with this model.			
7. I encourage my supervisor and directors to inform our governing board about progress being made with this model.			
8. I network with others involved with this option (e.g., fiscal support entities, flexible case managers).			
9. I speak at local meetings or professional conferences about my experiences.			
10. I would like to be a local expert on this option and have let peers, professional organizations or networks, service networks (AAAs, disease associations, etc.), or consumer groups know.			
11. I have put this experience on my resume.			
12. I encourage participants to talk about their CDCS experiences with others.			
13. I understand that transitioning into a consumer directed state of mind involves “letting go” of the need to do the right thing as I see it.			
14. I understand that allowing participants to make decisions involves risks.			

Consumer Directed Community Supports Roles and Responsibilities

Participant	Lead Agency Case Management (e.g., county case manager or health plan care coordinator)	Flexible Case Management (e.g., counselor, support planner, support broker)	Fiscal Management Services (e.g., Fiscal Support Entity, Fiscal Support Services)
<p>Source: Lead Agency Operations Manual: pgs. 5-7; p. 61</p> <ul style="list-style-type: none"> • Decides whether to use CDCS • Develops community support plan (CSP) within budget allowance • Minimally assumes managing employer duties; may assume common law employer role • Establishes a service relationship with fiscal support entity (FSE) and/or flexible case manager (FCM) • Submits CSP to lead agency for approval • Defines worker qualifications and training requirements • Selects, hires, trains, and supervises workers • Outlines and implements a plan to monitor service implementation and quality • Develops emergency backup plan • Determines if criminal background check is needed • Signs and submits timesheets and invoices to FSE per established policies 	<p>Source: Lead Agency Operations Manual: p.12; p58</p> <p><i>Every waiver and Alternative Care Program participant receives lead agency support.</i></p> <ul style="list-style-type: none"> • Provides participant with information and education about all aspects of the service needed to make informed choice/decision about CDCS option • Provides participant with the maximum budget allowance <i>and</i> assessment summary information that must be addressed in the CSP including health and safety needs • Facilitates the person-centered planning process • Informs participant about other comparable services (e.g., PCA Choice, Consumer Support Grant) • Educates participant about quality considerations for services • Educates participant about FSE and FCM support services • Assures access to and choice of fiscal support entities and flexible case managers; provides list of service providers to participants • Reviews and takes action on the CSP 	<p>Source: Lead Agency Operations Manual p.59</p> <p><i>This is an optional service.</i></p> <ul style="list-style-type: none"> • Provides more detailed information about CDCS, employment of workers, and service planning options • Uses a person-centered planning process to facilitate the development of a CSP that can be approved and implemented • Provides information about service parameters • Monitors and assists with CSP revisions communicates/problem solves with the FSE and lead agency on the participant's behalf • Trains and assists the participant in employing workers (e.g., recruiting, training, monitoring, etc.) • Facilitates community access and inclusion (e.g., opportunities, services, information) • Assists the participant develop and manage the individual budget (provides clarification about program allowables and documentation/record keeping requirements) • Provides information about participant responsibilities, rights, risks, and concepts of self-direction • Instructs and guides participant in problem-solving, decision making, recognizing and reporting critical events 	<p>Source: Lead Agency Operations Manual: p 64-71</p> <p><i>There are three models for this service: Fiscal Conduit; Fiscal Agent, and Agency of Choice</i></p> <ul style="list-style-type: none"> • Umbrella organization providing a range of fiscal support services • Submits claims for waiver/AC) funding or obtains other program funding for individual budgets • Pays bills and workers according to approved CSP/budget and timesheets and invoices submitted by participant • Can be the common law employer • Can manage all employment and payroll taxes; broker and/or pay workers compensation premium; verify citizenship status of workers; and, conduct criminal background checks on the participant's behalf • Maintains records and issues monthly spending reports to participant; quarterly summaries to lead agency, etc.

Key: (CDCS) Consumer Directed Community Supports; (CSP) Community Support Plan; (FCM) Flexible Case Manager; (FSE) Fiscal Support Entity

Participant	Lead Agency Case Management (e.g., county case manager or health plan care coordinator)	Flexible Case Management (e.g., counselor, support planner, support broker)	Fiscal Management Services (e.g., Fiscal Support Entity, Fiscal Support Services)
<ul style="list-style-type: none"> • Manages spending and service outcomes; modifies the CSP and worker tasks as needed 	<ul style="list-style-type: none"> • Under fee-for-service (FFS) system, creates Service Agreement (SA) in MMIS; takes action; letters with SA information sent to consumer and FSE provider • Monitors and evaluates the implementation of the entire CSP as it relates to the assessed needs of the participant • Manages overall waiver and Alternative Care Program (AC) spending within the county's allowable waiver and AC allocation. • Provides feedback and technical assistance on service implementation, budget and fiscal records management and takes corrective action if needed. • Investigates reports related to vulnerability or misuse of public funds as applicable • Provides quality assurance to all waiver/AC consumers on CDCS • Retains responsibilities for adult and child protection • Conduct reassessments annually or when there are significant changes 	<ul style="list-style-type: none"> • Serves as an independent advocate for the participant • Assists the participant monitor expenditures and service outcomes, and with any budget adjustments 	<ul style="list-style-type: none"> • Notifies participant and lead agency when monthly spending significantly deviates from the approved amounts • Assists the participant with compliance with state and federal labor and tax requirements when employing workers



Winter 2006

Dear Colleague,

Consumer directed community supports (CDCS) is an exciting new service option that helps people live in their own homes. Your support of CDCS is vital to its success. Please accept my invitation to participate in our **You decide. Your help** public awareness campaign and help us inform Minnesota communities about this option now.

This media kit offers you some easy, ready-to-go materials in printed and electronic formats (see enclosed CD) to use in promoting this new service option among consumers, partnering organizations, and others. Consider using these materials to directly inform consumers and their families about this option through your existing outreach efforts (e.g., health fairs, events), communication channels (e.g., newsletters, website), or direct services (e.g., family caregiver support groups, volunteer services, meal programs, etc.).

Include in this media kit are:

- **You decide. Your help** is a nine minute video tape with a user discussion guide for consumers and professionals (available in DVD or VHS formats). Please consider showing the video to various groups in your community and leading a discussion.
- **Key talking points** to use as you show the video; visit with peers, staff or co-workers; attend meetings; conduct staff training; or talk to community groups or groups (tan sheet).
- A **news release** for newsletters, local newspapers, your website or any other way that might be helpful in telling consumers or other involved parties about this option (blue sheet).
- A **postcard** that can be used as an advertisement in a newsletter, other mailings or as a direct mail piece.
- A **kiosk card** to provide basic information to consumers and families about this service. Distribute freely.
- A **short quiz** for consumers to see if CDCS is right for them when you show the video or talk with them about this option (green sheet).

- A **brief description** for your website to introduce and explain CDCS services. If possible, link your website to our new CDCS web pages on the DHS aging website at <http://www.dhs.state.mn.us/cdcs> (salmon sheet).
- **Logos and clip art** are all available for you to use in newsletters, newspapers, websites or other printed materials to promote the CDCS service option. (see CD)
- A **feedback form** that will be the basis of a survey that will be issued in the future to better understand how you were able to use this media kit (pink sheet).
- You may contact Pat Yahnke at (651) 431-2574 or pat.yahnke@state.mn.us for additional kiosk cards, postcards, and DVD/VHS tapes available at no cost. Pat or I can also discuss any other outreach or promotional needs you may have (e.g., presenters, information or exhibits for upcoming events, conferences, seminars, staff training or others). Periodically check the CDCS website at: <http://www.dhs.state.mn.us/cdcs> for new and updated outreach and promotional materials.

I sincerely appreciate your assistance and look forward to a successful campaign.

Sincerely,



Jane Vujovich
Project Manager
RWJF Cash and Counseling Grant
Jane.vujovich@state.mn.us
651-431-2573



Date, 2006

Contact: David Brown
Communications
(651) 431-2448

News release

Consumer Directed Community Supports -- An alternative to traditional community care

The Minnesota Department of Human Services has introduced a new service designed to help seniors and others with disabilities continue to live in their communities.

Called Consumer Directed Community Supports, the service enables consumers who need assistance to be in charge of the services they must have in order to live at home. Participants in the service decide what help they need within their approved budget. They also can decide who will provide care and hire family, friends, or others to provide care.

“Consumer Directed Community Supports” is an alternative to more traditional forms of care,” said Jim Varpness, Director, Aging and Adult Services, Minnesota Department of Human Services. “This service allows people to decide what care they need and when they need it and from people they know and trust. Best of all, they can be in charge of their own care.”

In order to qualify for this service through publicly funded programs, the consumer must be:

- Eligible for any of the Medicaid home and community-based services waivers (e.g., Elderly Waiver, Community Alternatives for Disabled Individuals, waiver for Persons with Mental Retardation and/or Related Conditions, Community Alternative Care, Traumatic Brain Injury Waiver) or the Alternative Care Program
- Age 60 or older and need services such as family caregiver counseling, respite, personal care, meals, rides, home modifications, homemaker or chore services

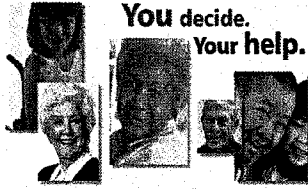
The service is also available to those who do not qualify for a publicly funded program but with private financial resources.

-MORE-

In one instance, a man with multiple health problems receives 24-hour-a-day care from his wife. In another, a man receives the care and help he needs from a combination of family members and friends. In both instances, and many others, the consumer makes the decisions about who will provide care, and when.

You decide. Your help is a statewide campaign being used to create public awareness about CDCS and to promote its use in Minnesota communities.

For further information, contact Senior LinkAge Line at 1-800-333-2433, or log on to the CDCS Web site at: <http://www.dhs.state.mn.us/cdcs>



QUIZ

Is Consumer Directed Community Supports Right for Me?

Take this simple quiz to help you decide whether this service option might work for you?

1. Could I be more satisfied with my home and community-based services so I can continue living in the community?
 YES NO
2. Do I have any special health (e.g., memory impairment, chronic health problem or disability) or cultural (e.g., language) needs that could be better addressed with a service where I can use workers that I know (e.g., family and friends)?
 YES NO
3. Could my life be improved if I had more control over my services and could hire workers that I knew and could tell them what to do and when?
 YES NO
4. Am I interested in buying the help that I need so I can live in the community and, with help, could I write out a plan for those purchases?
 YES NO
5. Could I take on the responsibility of finding, hiring, and managing my own workers even if someone helped me with this?
 YES NO

If you answered "Yes" to any or all of these questions, Consumer Directed Community Supports might work for you. If you answered "No" to questions 4 and 5 you may want to talk to someone to better understand this service option.

**You decide. Your help. Campaign
Feedback Form**

We are interested in knowing how the campaign information was used and what activities were performed. Please take a few moments to fill out this form and return it to: Jane Vujovich, RWJ Grant Manager any time before December 31, 2006. Email address: jane.vujovich@state.mn.us or FAX to (651) 431-7415.

1. What information did you use from the media kit (check all that apply)?

- | | | |
|---|--|------------------------------------|
| <input type="checkbox"/> You decide. Your help video | <input type="checkbox"/> Postcards | <input type="text"/> quantity used |
| <input type="checkbox"/> Video User guide | <input type="checkbox"/> Kiosk Cards | <input type="text"/> quantity used |
| <input type="checkbox"/> Key Talking Points | <input type="checkbox"/> Quiz for Consumers | |
| <input type="checkbox"/> News Release | <input type="checkbox"/> Web Description/website | |
| <input type="checkbox"/> Logos, clip art | | |

2. Did you hold any community meetings to promote consumer directed community supports (check one)? Yes No

a. If so, for each meeting please list the name of the group/event, meeting date, and number of people attending (e.g., caregiver support group, Jan. 6, 2006 and 15 people):

b. Please share any feedback or comments about the meeting(s):

3. Please describe any other activities that were conducted using this information (i.e., booth at health fair, newsletter article, newspaper story, etc.).

4. Is there any additional information or tools that would be helpful for promoting CDCS?

5. Please list your name, organization, email address and phone number:

Thank you!