



NC Department of Health and Human Services

Home Care Independence Program Consumer Directed Service (CDS)

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Consumer Direction means:

- Controlling and directing your own life
- Making decisions and taking responsibility for your actions
- Exercising choice about who will help you, what you want help with, how and when you want the help provided
- Asserting your rights and responsibilities....**taking back or maintaining charge of your life**

Bear in mind the following:

- A Financial Management Service will manage payrolls for Participants on behalf of their Personal Assistants
- CDS requires you wrap your mind around the concepts of this method of service provision and “let go” of the concepts of service provided by traditional home care agencies, the notion of abuse/neglect liabilities, and concern for possible misuse of public funds
- DAAS is committed to the concept of CDS and the application of Person-Centered Planning and Options Counseling

Who Can Benefit from a Formal Program of CDS?

People who have...

- Aging-related care needs
- Chronic conditions
- Physical disabilities
- Sensory disabilities (speech, sight, hearing)



CDS is a “Team Approach” to providing assistance

- Members of the “Team”
 - Participant
 - Representative (if needed)
 - Personal Assistant
 - Care Advisor
 - Financial Management Service



Protections

Consumer Directed Services value the security of:

Consumer Directed Services is not about throwing people in deep water without a life preserver!

- **Participants**
- **Personal Assistants**
- **Public dollars**



Protections for Participants

- **Care Advisors** with the local provider agency and the potential participant assess appropriateness for program participation
- Selected participants have the option to choose a **Representative** (if needed)
- **Financial Management Services** is provided to every participant
- Background screening is completed on potential **Personal Assistants**
- Each **Participant** is provided a Bill of Rights

What Identifies the Representative?*

- Indications of personal commitment to Participant
- Good rapport/communication with the person
- Has regular/on-going contact with the person
- Behaviors that do not reflect abuse of alcohol or drugs
- A reputation for treating the person kindly

** It should not be presumed that every Participant will need a Representative, this presumption can be a detriment to the program*

Who is the Personal Assistant?

- The person hired by the Participant (employer of record) to provide the needed and wanted care
- Is a US citizen or legal alien. 18 year of age or older
- May be a relative of the Participant
- Can communicate well with the person
- Willing to sign an employment agreement and submit to a Criminal Background check
- Tests negatively for TB and use of illicit drugs

Protections for Personal Assistants

- Work for Participants who can manage a Personal Assistant
- Written agreement with the Participant specifies tasks, when they are wanted and the pay rate the Personal Assistant has accepted
- State and federal laws and regulations that protect employees
- Availability of a Care Advisor who oversees the program for the local agency

Protections for Personal Assistants

- Willing to work with the FMS for generation of paychecks
- Payroll is handled by FMS and their availability to discuss payroll provision concerns with the Personal Assistants, the Participant and the Care Advisor
- Personal Assistant also has a Bill of Rights

Care Advisor Responsibilities

- Orients prospective Participants to the concept of CDS
- Determines participant eligibility for funding source
- Uses assessment instruments to help individuals determine their wants and needs
- Helps the Participant, if needed, to determine a Plan of Care and Service Budget
- Is available to the Participant for advice and assistance

HOME CARE INDEPENDENCE

The name for the consumer directed services program using HCCBG funds (and other funds as available) provided by the state Division of Aging and Adult Services (DAAS)



Goals of the Home Care Independence Program

- To develop programs of CDS in communities based upon the known value to individuals who desire to maintain some control over who, what, how, and when their home care is provided.
- To give local agencies another method or option to providing In-Home Aide Services.

How to Get CDS Programs Started with HCCBG Funds?

- A local agency indicates it wants to provide a CDS program
- Determine if HCCBG or other funds can be made available
- Involve the **AAA** to support efforts to set-up the CDS
- The local agency develops a budget using HCCBG or other funds for a CDS program and submits it to the **AAA**
- The agency and the Financial Management Service (FMS) sign a Vendor Agreement

Roles of the AAAs and DAAS

- **AAAs**...technical assistance to local programs and monitoring of the programs
- **DAAS**...technical assistance to **AAAs** and to local programs
- **AAAs**...monitor the provision of payroll authorized to the FMS by terms of Vendor Agreement signed by the FMS and the local provider of the CDS program

HCI Participant Protections

- Availability of Grievance processes within the local **CDS** provider agency
- Option to return to traditional In-Home Aide service
- Maintenance of confidentiality by all team members
- Monitoring of service and use of **public funds** by the **DAAS** and **AAAs**

HCI Care Advisor Responsibilities

- Makes the referral to the FMS for payroll and other employment services
- Reviews Participant satisfaction with service and financial/payroll reports generated by the FMS.
- Preparation of back-up plan with Participant
- Documents contacts with the Participant
- Conducts an annual reassessment

Protections for Use of **Public Funds**

- **AAAs** provide consultation and technical assistance to agencies considering what services to provide using HCCBG or other funds
- Program rules on allowable services and expenditures as well as required activities
- Approval process for Participant services and budgets

Protections for Use of **Public Funds**

- The FMS pays Personal Assistants and is reimbursed by the local agency.
- Local agency periodically reviews financial reports submitted by the FMS to the agency.
- Periodic monitoring by the **AAA** of the CDS program operated by a local agency.
- **DAAS** determines the reimbursement procedures for FMS services.

FMS Enrollment Procedures

- Assures that required forms for payroll assistance are completed
 - Obtains Criminal Background Checks on potential employees for Participants.
 - Enrolls Personal Assistant for payroll payments
- Assures that role of “Employer of Record” is understood by the Participant
- Provides payroll reports to Participant, local provider agency and the **AAA**.
- Processes bi-monthly payroll for all Personal Assistants

The Aging Resources Management Service (ARMS)

- A system for tracking demographic data as well as for reimbursement to providers for services rendered
- CDS Unit-based services:
 - ✓ 502 Adult Day Services-at established state rate
 - ✓ 503 Financial Management Fee-to be specified in Vendor Agreement...entered by FMS.
 - ✓ 505 Home Delivered Meals-at established rate in the county

ARMS (continued)

- Non-unit-based services;
 - ✓ 500...Care Advisor (at local providers- and entered into ARMS by local provider agency.)
 - ✓ 501 Personal Assistant-local (non-unit rate)...entered by FMS
 - ✓ 504...Personal Care supplies, Nutritional Supplements, and incidental environmental services
 - ✓ 506...Emergency Response Equipment
 - ✓ 507...Medical Adaptive Equipment

CDS Financial Scenario

An IHA client may receive 12 hours a week of Level II In-Home Aide or a total of 48 Hours per month. The IHA reimbursement rate for this service by a given community home care agency, which includes the direct care provided, administration costs and case management, is \$21.68/hour.

In-Home Aide Client:

48 hours X \$21.68 = \$1040.64 per month

CDS Client:

48 hours X \$13.04* = \$625.92

FMS Financial fee = \$105 each month

Care Advisor (\$27/hour x 3 hours/month) = \$81.00

Total \$811.92 per month

Difference = \$228.72 of savings

*ARMS rate selected by provider agency

In Closing

- Thank you so much for the opportunity to have explained **Consumer Directed Service** as a possible solution in your region and how it could alleviate IHA waiting lists and current direct care worker shortages.
- Thank you for considering starting the conversion about choosing to develop **CDS** in your county.
- **DAAS** and the **Financial Management Service** are ready to help **AAAs** and local agencies put **CDS** into place.



For more information:

<http://www.ncdhhs.gov/aging/CDS/cds.htm>

- Home Care Independence Operations Manual
- Home Care Independence Forms
- Consumer Directed Service Agencies
- CDS ARMS Requirements

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