



# Monitoring Participant-Directed Programs

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# Today's Discussion



- Overview of Participant Direction
- Monitoring of:
  - Counseling - Information and Assistance
  - Individual Budget
  - Financial Management Services
- What Does This Mean to “ME”
- Sharing Resources
- Questions and Answers

# Participant Direction



- Service Delivery Option that Provides Participants with:
  - Choice, Control and Empowerment
- Includes a Range of Approaches
  - Makes Decisions about Available Resources
  - Hires and Manages Workers
  - Purchases Goods and Services Related to Personal Care Needs
- Differs from Traditional System
  - Increases Participant Responsibilities and Decision-Making
  - Eliminates Role of Traditional Provider Agency
- Typically Includes Assistance with Personal Care Needs
  - Bathing, Dressing, Grooming, Transferring, Meal Preparation, Light Housekeeping, and Running Errands

# Why the Shift?



- Positive Influence on the Quality of Life & Feeling of Safety
- Improves Access to Services
- Expands Work Force
  - Taps Non-Traditional Workers
- Promotes Life in the Community
- Family Members Pleased

# Profusion of Participant Direction



- Almost Every State Has an Some Form of Self Direction (Medicaid) – 500,000 Individuals
- Applies to All Disability Groups/All Ages
- Repositioning of the Administration on Aging as Leader in Non-Medicaid Arena
  - Third Round of Community Living Program Grants
- Veterans Directed – Home & Community-Based Services (VD-HCBS)
  - Second Round of VH-HCBS

# Monitoring



- Occurs on Many Levels
  - Participant
  - Program Activity
  - System
- Assures Program is Working as Intended
- Identifies Issues/Problems/Inefficiencies
- Presents Possibilities to Apply Interventions
- Encourages Improvement/Efficiencies
- Meets Funding Expectations

# Monitoring Challenges



- Replaces Role of Traditional Provider Agency by a New System of Supports (Counseling and Financial Management Services)
- Participants Absorb Additional Responsibilities and Risks
  - Assessing Needs
  - Determining Services and Supports Plan
  - Evaluating Quality or Lack of Quality
- Outcomes are Highly Personalized
- Assessment of Need Results in Individualized Budget – Roadmap for Delivery of Services
- Balances Acceptable Program and Personal Risks and Responsibilities
- Modifies Traditional Case Management Approaches, Actions, Assumptions and Attitudes
- Greater Reliance on Participant Protections: Risk Management, Emergency Back-up, and Incident Management Systems

# Information & Assistance – Counseling



- Assistance to:
  - Recruit, Hire, Manage & Evaluate
  - Understand and Apply Individual Budget Options
  - Also Might Include:
    - Select Goods and Services
    - Verify Provider Qualifications
    - Monitor Health & Welfare
- Must Be Available – Participant Elects Level of Support
- Referred to as a Self-Directed Case Manager, Support Coordinator, Support Broker, etc.
- Differs from Traditional Case Management
  - Operates Under a High Degree of Participant Involvement
  - Facilitates Rather than Manages
  - Responsibilities Shift from Case Manager to Participant
- May be Fulfilled Through Existing Case Management System (including Targeted Case Management), New Service, New Administrative Role or Combination
- Shared Responsibility - May be Assigned to More than One Entity

# Counseling Outcomes



- Participants
  - Know who to contact
  - Full Participation
  - Supports Available
  - Responsibilities are Known
  - Knowledgeable about Abuse, Neglect and Reporting Incidents
  - Personal Goals are Achieved
  - Understand and Manage Risk
- Services
  - Sufficient
  - Delivered Timely
- Counseling
  - Roles are Clearly Defined
  - Contact is Timely
  - Information is Accurate and Complete
  - Training is Effective
- System
  - Manuals/Forms are User-Friendly
  - Effectively Meets Needs
  - Risk Management System is Respectful and Effective
  - Operate with Meaningful Participant Involvement

# Performance Indicators Counseling



- Participant Feedback:
  - Toll-Free Number (For Participant, Provider, Worker, etc.)
  - Participant Survey
  - Focus Groups
- Counseling Training
  - Formal Review of Training Curriculum
  - Attendance During Training Sessions
  - Pre/Post Survey
  - Number of Training Sessions
  - Number of Counselors Trained
- Case Review
  - Documentation is Accurate and Complete
  - Service Support Plans are Complete
  - Service Support Plans include Personal Outcomes
- Services
  - Comparable to Traditional Services
  - Comparable to Assessment of Needs
- Data Collection
  - Ratio of Participant to Counselor
  - Number of Participant Visits
  - Service Usage
  - Number Electing Participant Direction
  - Number Returning to Traditional Services
- System
  - Compliance with Agreements or Contracts
  - Submits Reports Timely and Accurately
  - Readiness Review for any Program Activity

# Individual Budgeting Outcomes



- Methodology is Consistently Applied and Evidence-based
- Easily Modified to React to Changing Needs
- Accurately Reflects Participant Needs
- Budgets are Comparable
- Participant:
  - Understands Process and Limitations
  - Knows Balance of Account

# Individual Budgeting Performance Indicators



- Participant Surveys
  - Understands Process
  - Satisfied with Operations
  - Changes Issued Timely
- Case Review
  - Consistently Developed
  - Comparable Outcomes
- Data Reporting
  - Reports on Over/Under Expenditures
  - Management Systems Track and Compare Budget Amounts
  - Outliers Reviewed
  - Budgets Compared by Counselor/Region
  - Types and Amounts of Goods and Services Purchased

# In Summary



- Monitoring Counseling and Individual Budgeting Similar in Tasks and Activities
- Should be Embedded in Policy and Procedures
- Collect Data – Information on Program's Performance
- As Participant Direction Increases – Monitoring becomes More Critical