



NJ DEPARTMENT OF HUMAN SERVICES

DIVISION OF DEVELOPMENTAL DISABILITIES

Office of Education on Self-Directed Services

<https://www.nj.gov/humanservices/ddd/individuals/community/education/>

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Today's Session

- Introduction to the New Office of Education on Self Directed Services
- Overview of Self Direction
- Overview of Supports Brokerage
- Opportunity to ask question



Division of Developmental Disabilities (DDD)

- A Division of the Department of Human Services
- Mission:

DDD assures the opportunity for individuals with developmental disabilities to receive quality services and supports, participate meaningfully in their communities and exercise their right to make choices.



Core Belief:
All people and their families have the right to live, love, work, play and pursue their life aspirations in their community.

Background

- The New Jersey Division of Developmental Disabilities has been committed to providing people with intellectual and developmental disabilities the choice to Self-Direct their services for over 20 years.
- The Division's shift to a Fee for Service system strengthened the commitment as there is now more flexibility in the ability to choose services and supports.



Purpose of the Office of Education on Self-Directed Services

- Provide a centralized place for the delivery of education and training for people with intellectual and developmental disabilities receiving services, their families, advocates, support coordinators, interested community partners and other internal and external stakeholders.



Office on Education on Self-Directed Services

- The office will be staffed by subject matter experts on best practices in Self-Directed services and provide education and supports so that people under Division services can live their best lives.

Responsibilities of Office of Education on Self Directed Services

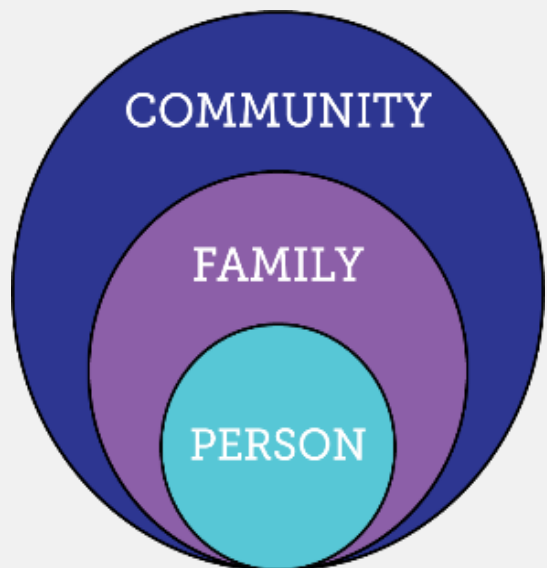
- Education of various stakeholders utilizing guidance and tools on the benefits and responsibilities of self-direction.
- Facilitation of networking meetings with people under Division services, their families, advocates, providers, and other interested parties.



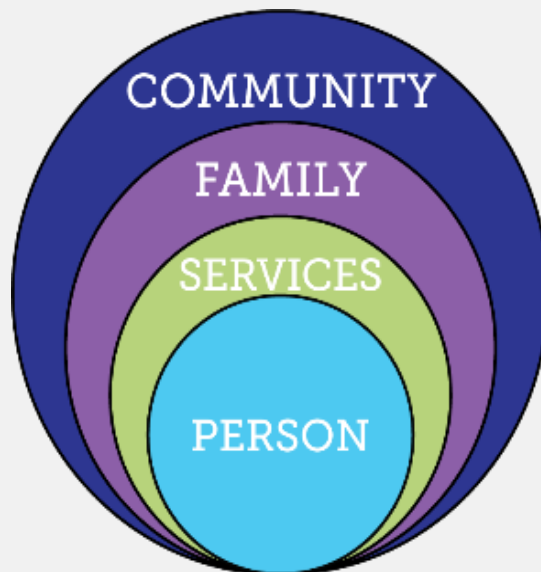
Responsibilities of Office of Education on Self Directed Services

- Providing technical assistance for Support Brokerage services, including agencies seeking to provide the service and people and their families seeking to utilize it.
- Engaging in work to better integrate information about self-direction into the Division's service system.

Services and Supports are Evolving



Everyone exists within
the context
of family
and community



Traditional
Disability Services



Integrated Services and
Supports within context
of person, family and
community



Self-Directed Services



- Alternative to agency delivered model (provider managed)
- Person, not provider, has the authority to hire, screen, train, and supervise their own staff [Self-Directed Employees (SDE)]
- Use of a financial management services agency [fiscal intermediary (FI)]
- In New Jersey, people can self-direct all or some of their services which include:
 - Self-Directed Employees
 - Accessing a program, class, or service that is available to the general public through a community vendor.

Self-Directed Services = Paradigm Shift

Provider-Managed Services

Professionals identify the type of supports provided by the organization overall.

Traditional agencies take responsibility for employing direct support workers

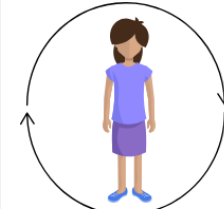
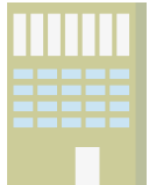
Professionals determine the support strategies implemented by service providers.

Self-Directed Services

The person is the expert at identifying needs, preferences, and desired services and supports.

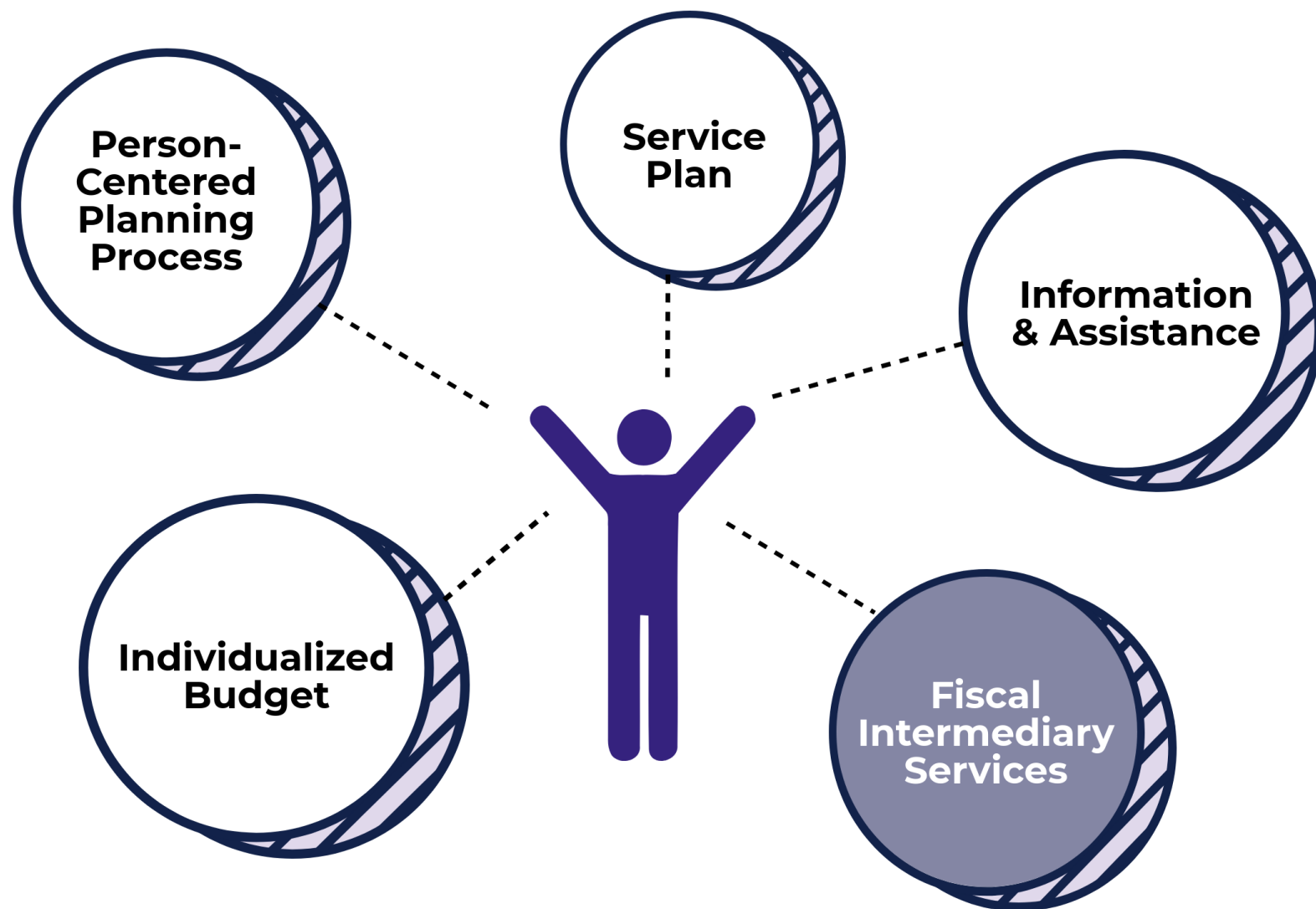
The person hires, trains, and supervises their own staff and accesses generic community resources

The person directs the support strategies they want to be put in place



What is not Self-Directing?

- If a person is not using the Fiscal Intermediary for any aspect of their supports they are not self-directing.
- If someone is living in a licensed Group Home or Supervised Apartment they are not Self-Directing.
 - Living in a Group Home or Supervised Apartment is the Provider Managed model of our service system.
 - The Provider manages all aspects of the person's day.



Which services may a Self-Directed Employee (SDE) be hired for?



Community Care Program

- Individual Supports – 15 minute
- Interpreter Services
- Respite
- Transportation

Supports Program

- Community Based Supports
- Interpreter Services
- Respite
- Transportation



Self-Directed Services available through a Community Vendor

- Assistive Technology
- Environmental Modifications
- Goods and Services
- Natural Supports Training
- Transportation – Single Passenger
- Vehicle Modification



Self Directed Services and Provider Services

- People have choice and options in the fee-for-service system.
- They can use a mixture of both Self-Directed Services and Provider Managed throughout their plan so that they can achieve their goals.
- Some may self-direct all their support services.

The Blended Week



	MON	TUES	WED	THURS	FRI	SAT	SUN
6 AM - 7 AM	Parents help Greta get ready for the day and out the door.						
7 AM - 8 AM							
8 AM - 9 AM	Day Habilitation	Supported Employment @ Petals Flower Shop	Day Habilitation	Volunteer at Children's Hospital	Supported Employment at Petals Flower Shop		
9 AM - 10 AM							
10 AM - 11 AM						Manicure	Visit Cousins
11 AM - 12 PM				Lunch w/ Friends			
12 PM - 1 PM						Shop w/Mom	
1 PM - 2 PM				Gym		Walk with Mom	
2 PM - 3 PM							
3 PM - 4 PM	Community Based Support Classes & Activities	Dinner w/ Topsy	Community Based Support Classes & Activities		Dinner & Movie w/ Friends	Parents provide weekend support	
4 PM - 5 PM							
5 PM - 6 PM							
6 PM - 7 PM							
7 PM - 8 PM	Parents provide support						
8 PM - 9 PM							
9 PM - 10 PM							
10 PM - 8 AM	Parents provide overnight support						

Traditional Provider Managed:

- Day Habilitation
- Supported Employment

Self-Directed Services:

- Monday and Wednesday Night Community-Based Supports
- All Day Thursday
- Uses Self-Directed Respite when parents need a break

Uses Self-Directed time in a flexible way when Greta wants to do things at different times (e.g. sometimes on the weekends).

The Self-Directed Week



	MON	TUES	WED	THURS	FRI	SAT	SUN
6 AM - 7 AM	Get ready for the day and out the door with support.						
7 AM - 8 AM							
8 AM - 9 AM	Work at Petals Flower Shop	Volunteer at Children's Hospital	Work at Petals Flower Shop	Trail Walking Club	Work at Petals Flower Shop		
9 AM - 10 AM							
10 AM - 11 AM							
11 AM - 12 PM						Manicure	
12 PM - 1 PM						Shop w/Mom	Practice new recipes for family dinner
1 PM - 2 PM				Lunch w/ Cousins			
2 PM - 3 PM				Gym			
3 PM - 4 PM		Gym					
4 PM - 5 PM		Dinner with Topsy	Cooking Class				
5 PM - 6 PM							
6 PM - 7 PM					Dance Class		
7 PM - 8 PM							
8 PM - 9 PM							
9 PM - 10 PM							
10 PM - 8 AM							

Self-Directed Services:

- Works with natural supports from supervisor and co-workers
- SDE supports volunteering
- SDE supports community activities: Gym, Cooking Class, Walking Club
- SDE Supports learning and skill building tasks at home on Sunday and at various times during the week as scheduled.

Fiscal Intermediary (FI)

- What is a Fiscal Intermediary?
 - Private company contracted to manage payments to employees and vendors from funds allocated by DDD.
- What do they do?
 - Supply and process the forms needed to complete employer enrollment and employee hiring
 - Provide orientation and training on the FI program rules
 - Process and issue employee and vendor payments
 - Ensure employer and employee taxes are appropriately withheld, filed and paid



Fiscal Intermediary (FI)

- What the FI does not do:
 - Find staff for a person to hire.
 - Supervise day-to-day activities of staff hired.
 - Coordinate schedules for staff hired or find coverage.



Choosing a Self-Directed Employee/Fiscal Intermediary Model

The Self-Directed Employee (SDE) option for self-directing services enables you (or your guardian) to recruit, hire and manage employees to provide prior authorized direct support services.

There are two SDE models for individuals who choose to self-direct their services: **Vendor Fiscal/Employer Agent (VF/EA)** and **Agency with Choice (AWC)**.

- For the **Vendor/Fiscal Employer Agent (VF/EA) model** - Public Partnerships is the fiscal intermediary (FI)
- For the **Agency with Choice (AWC) model** - EasterSeals NJ is the fiscal intermediary (FI)

Two FI Models

- What's the difference between the two FI models?
 - There are two key differences between the VF/EA and AWC models: **Who is identified as the employer of record and the availability of employer-sponsored health benefits. **Also the cost.**
- What is an employer of record (EOR)?
 - The EOR is the holder of the federal Employer Identification Number (EIN)
 - For VF/EA model (PPL), the EOR is the person/family member
 - For AWC model (Easter Seals), Easter Seals is EOR and holds the EIN and the person/family is the co-employer/managing employer
 - In both models the person/family is responsible to recruit, hire, train, manage and, if necessary, dismiss employees. The FI does not handle these task in either model.

Two FI Models

- Employer Sponsored Health Benefits:
 - Available through the AWC model (Easter Seals)
 - Not Available through the VF/EA model (PPL)
- Paid Time Off:
 - AWC (Easter Seals): Available based on number of hours and years worked for EOR (Easter Seals)
 - VF/EA (PPL): PAID SICK TIME ONLY accrues 1 hour for every 30 hours worked
- Administrative Cost to Person/Family for FI services:
 - AWC (Easter Seals): State pays the same rate paid for VF/EA model (PPL), the remaining cost comes out of the person's DDD budget (see PMPM Table, next slide)
 - VF/EA (PPL): State pays the cost that covers the program

Choosing a Self-Directed Employee/Fiscal Intermediary Model

How do people decide which of the two models is right for them?

- It will depend on needs and preferences, as well as the ability of the budget to support the per-member, per-month cost of participating in the **AWC model**. Service options should be discussed with people to determine which option is a good fit.

How do people enroll in an SDE model?

- They will work with you (support coordinator) if interested in hiring a self-directed employee through one of the SDE models. Once it's decided which model will best needs, the SC will send an Individual Referral to the appropriate fiscal intermediary. The fiscal intermediary will contact the person within 3-5 days to initiate the enrollment process.

Helping People Understand the Difference Between the 2 SDE/FI Models.



Side-by-Side Comparison: DDD Self-Directed Employee (SDE) Models

- Public Partnerships is the fiscal intermediary (FI) for the Vendor/Fiscal Employer Agent (VF/EA) model
- Easterseals NJ is the fiscal intermediary for the Agency with Choice (AWC) model

	Vendor Fiscal/Employer Agent (VF/EA)	Agency with Choice (AWC)
Employer of Record / holder of federal Employer Identification Number (EIN)	Individual enrolls as the employer of record or identifies a family member or friend to enroll as the employer of record	FI is the employer of record (holds the EIN) and the individual is the co-employer/managing employer
Administrative cost to participate	State pays an amount that currently covers the program VF/EA model administrative cost	State pays the same amount paid for the VF/EA model toward the AWC model, and the remaining cost of the AWC model is deducted from the individual's budget (see PMPM Table)
Employer-related taxes	Cost is added to the employee hourly wage and paid through the individual's budget	Cost is added to the employee hourly wage and paid through the individual's budget
Workers' Compensation (WC)	Cost is paid once per year through the individual's budget, and the individual employer of record holds the WC policy	Cost is added to the employee hourly wage and paid through the individual's budget, and the FI holds the WC policy
Employee training and CPR/First Aid certification	Required, as per Self-Directed Employee Training in policy manuals; cost covered through a state-funded SDE stipend	Required, as per Self-Directed Employee Training in policy manuals; cost covered by employer of record (Easterseals)
Service documentation	Required, and employer of record validates completion	Required, and FI validates completion
Paid time off (PTO)	Paid sick time only is available and accrues at 1 hour per 30 hours worked	Paid time off is available based on number of hours and years worked for the employer of record (Easterseals)
Employer-sponsored health benefits	Not available	Available for employees working 30 or more hours per week for the employer of record (Easterseals)
Pre-employment background checks and drug screening	Required, and conducted via the FI	Required, and conducted via the FI
Manages payroll and taxes	FI	FI
Recruits, chooses, hires, and directs workers	Individual/Employer of record	Individual/Managing employer
Determines hourly wage	Individual/Employer of record	Individual/Managing employer
Approves timesheets	Individual/Employer of record	Individual/Managing employer
Notifies worker that the individual no longer wishes to utilize the worker for services	Individual/Employer of record	Individual/Managing employer or FI
Severs worker's employment	Individual/Employer of record	FI



Additional Information:

For VF/EA (PPL): SC will submit an Individual Referral Form.

- Individual Referral Form: <https://www.publicpartnerships.com/media/mdobyaqw/nj-ddd-individual-referral-form-05072021.pdf>
- Support Broker Authorization Form: https://www.publicpartnerships.com/media/5dpahtic/support-brokerage-authorization-form_v3.pdf

For AwC (Easterseals): SC will submit electronic FI Referral via iRecord (See process handout).

- Working with Easterseals to incorporate Support Broker information in their initial outreach (i.e. is there a broker involved, etc.) and to include on their initial rate sheet sent out to the individual/family. Once finalized, I can include an example here.
- Agency with Choice (Easterseals): <https://www.financialmanagementservices.org/>
- Support Broker Authorization Form: <https://www.financialmanagementservices.org/wp-content/uploads/2020/10/Support-Brokerage-Authorization-form-FMS.pdf>



Hiring & Managing Self-Directed Employees

- Recruiting
- Write a job description
- Interview candidates and decide which one can meet your needs and matches your expectations
- Determine the employee's hourly wage
- Determine the employee's work schedule
- Explain to the employee how you want the services provided and what your expectations are (including the consequences if expectations are not met)
- Make sure your employee completes all necessary paperwork, background checks and drug screening requirements to be hired
- Review and approve timesheets according to the FI payroll schedule
- Assess your employee's job performance and provide feedback to your employee
- Make sure no employee works more than 40 hours per week across all the services they are providing for you (unless FI has a valid live-in exemption form on file)
- Separating from (dismissing) an employee if necessary

Goods & Services

- (CCP Manual;17.8.4) **Examples of Goods & Services**
 - Fingerprinting, drug testing costs needed to be considered for a job but not otherwise covered by DVRS
 - Garage door opener for access to home
 - Microwave oven to assist someone in cooking his/her own meals
 - Classes within the general public
 - Durable medical equipment prescribed by a physician but not otherwise covered
 - Activity Fees
 - Flat rate/boarding rate associated with transportation services
 - Security Deposit











Housing Voucher

- Support Coordinator works with the person and their family to obtain a housing voucher.
- 30% of person's earned income is what they will pay for rent, the housing voucher will cover the rest of the rent cost.
- Total rent cost must be within fair market rate



EXPLORING LIFE POSSIBILITIES | DEVELOPMENTAL DISABILITY SPECIFIC

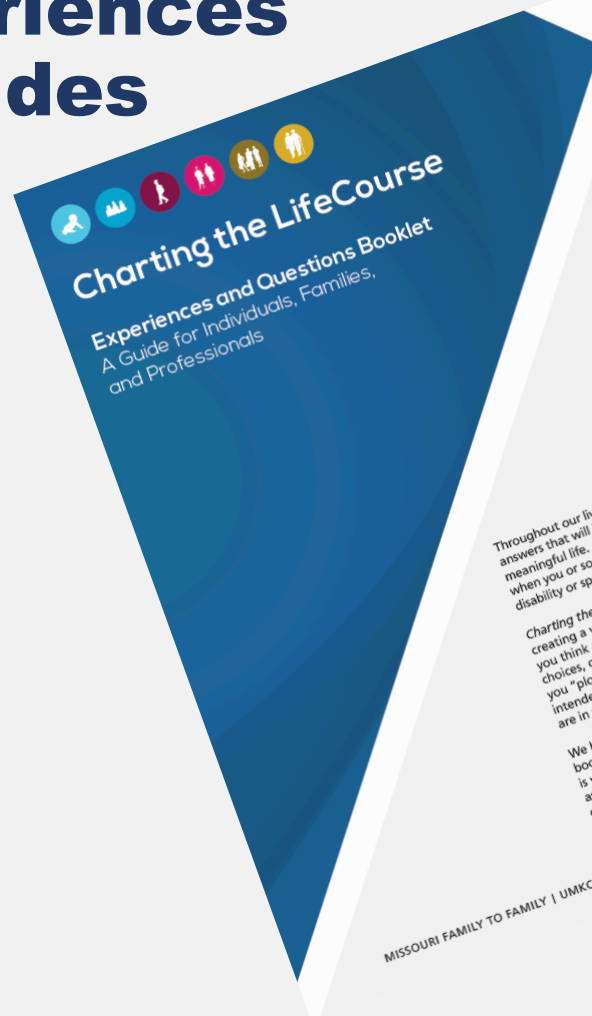
There are many possibilities for people to create the life that reflects their own interests, strengths and preferences. This tool gives examples of different options and supports for a person with a disability. The top row is organized by Life Domains, the middle row highlights Current and New Possibilities happening around the country and the bottom row lists Traditional Possibilities that have existed for many years or might not be offered anymore. This resource is designed to help you learn about existing possibilities or create new ones as you navigate and plan your good life.

	 Daily Life & Employment	 Community Living	 Healthy Living	 Safety & Security	 Social & Spirituality	 Advocacy & Engagement	 Supports to Families	 Integrated Supports
Innovative Life Options	New ideas; things that someone has tried, and you replicate or adapt for your own needs; things that haven't been thought of yet or tried.							
	<ul style="list-style-type: none"> • Micro-enterprises • Careers • Competitive employment • College or tech school • Supported employment • Job coaches • Volunteering • Inclusive college programs • Online classes or training 	<ul style="list-style-type: none"> • Co-ops • Adapted living space • Environmental technology • Shared living/ host family • Companion living • Public transportation • Home ownership • Independent Living Center 	<ul style="list-style-type: none"> • Gym membership • Community Health Centers • Health fairs • Family practice providers • In-home or community based therapies • Family member or school staff implements therapy • Tele-Medicine • Personal fitness devices or apps 	<ul style="list-style-type: none"> • Supported decision making • Limited/ joint bank account, automatic bill pay, personal contract, agency agreement • Personal contract/agency agreement • Personal safety devices • Remote monitoring • Special Needs Trust • Abuse/neglect hotlines 	<ul style="list-style-type: none"> • Friendships • Dating/ relationships • Parks and Recreation • Inclusive faith community • Service/social club/groups • Special Olympics • Line passes • Social groups • Video chat or calls 	<ul style="list-style-type: none"> • Voting • Neighborhood group or organization • Self-Determination • Visiting your legislator • Self-Advocacy groups • Advocacy training • Legislative advocacy events 	<ul style="list-style-type: none"> • Social Media • Technology • Blogs • Family & friends • Parent-to-parent/Peer Support • Face-to-face support groups • Online Support Groups • Sib-shops • Sibling networks 	<ul style="list-style-type: none"> • Exchange networks • Time banks • Human service co-ops • General education • Self-Directed Supports • \$\$ follows the person • Technology/ Doorbell or home security camera • Able Accounts
Traditional Life Options	<ul style="list-style-type: none"> • Sheltered workshops • Day habilitation • Work Crews or Enclaves 	<ul style="list-style-type: none"> • Institutions • Intermediate Care Facility (ICF) • Group Homes • Independent Supported Living (ISL) 	<ul style="list-style-type: none"> • Center-based therapies (PT,OT, Speech,etc) • Specialized or institutional medical care 	<ul style="list-style-type: none"> • Full or limited-guardianship • 24 hour paid staff and supervision 	<ul style="list-style-type: none"> • Separate or special church service • Special group outings & activities 	<ul style="list-style-type: none"> • Paid advocate or having someone else advocate on your behalf 	<ul style="list-style-type: none"> • Institution or center based support group • Intensive all-day parent training • Disability specific groups 	<ul style="list-style-type: none"> • Systems supports only • Provider and agency staff



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Life Experiences Quick Guides



MISSOURI FAMILY TO FAMILY | UMKC INSTITUTE FOR HUMAN DEVELOPMENT, UCEDD

Throughout our lives, we face questions and search for answers that will help us on our journey to a full and meaningful life. This is true for everyone, especially when you or someone you care about experiences a disability or special health care need.

Charting the LifeCourse is a tool to assist you in creating a vision for the future. It is designed to help you think about the questions to ask as well as the choices, options and life experiences to consider as you "plot a course" to a full and meaningful life. It is intended to be a starting point no matter where you are in your life journey.

We hope this LifeCourse Experiences and Questions booklet helps you realize that even when your child is very young, and wherever you are on the journey as he or she ages and grows into adulthood, their life experiences and environment can shape how they will live in the future.



Focus on **AGING**

Quick Guide in the Life Experience Series

AGING is the period of life when we begin to slow down and experience many age related changes. As our lives can change a lot. If we worked our entire adult life, our lives can be both welcome and scary. Our friends and family may not be around anymore or be able to be a part of the life they once were. Experiences and choices you make can make your golden years more enjoyable and productive.

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Focus on **ADULTHOOD**

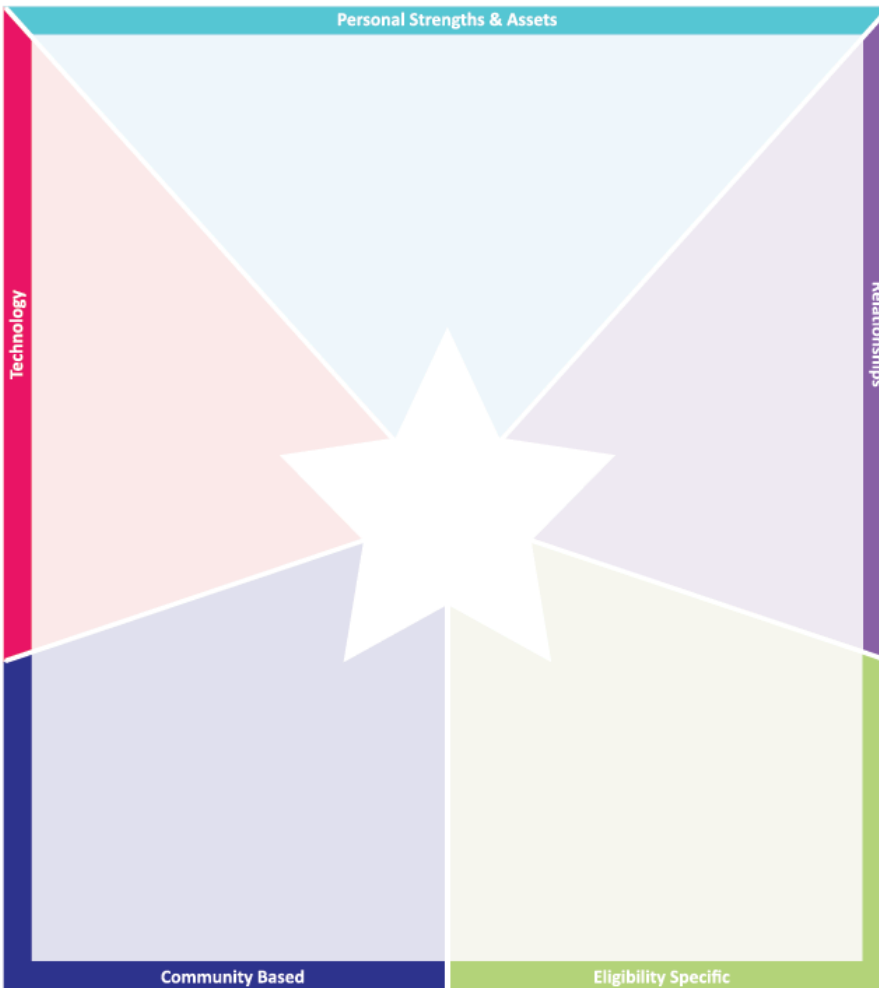
Quick Guide in the Life Experience Series

Adulthood is the period from the time after we transition from school and childhood years through the time when we enter our golden years. For most of us, adulthood is the longest stage of life. Even though the school years have ended, you can continue to learn and grow throughout your adult life.

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INTEGRATED SUPPORTS STAR



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CHARTING the LifeCourse



Mapping Family Roles

This tool is to help families think through the roles they play in their loved one's life, and to help them plan for who else could help fulfill those roles now

Reciprocal Roles		People's Roles in _____'s life	Looking Ahead	What's important sure continues,
 Caring ABOUT	Affection and Self-Esteem	Who loves and cares about him/her?	Who else makes him/her feel loved?	
	Repository of Knowledge	Who else knows things that others don't know well? (celebrations, traditions, habits, history)	With whom does he/she have special memories or experiences?	
	Lifetime Commitment	Who has a lifetime bond with him/her?	Who else would step up when/if needed?	
 Caring FOR	Provider of day-to-day care	Who makes sure activities of daily living and healthcare needs are met?	Who else could provide oversight for these needs?	
	Material and Financial Needs	Who makes sure his/her day-to-day basic and quality of life needs are met?	Who else could help make sure this happens?	
	Facilitator of Inclusion and Membership	Who helps connect him/her to inclusive opportunities and maintain relationships?	Who would be good at helping him/her connect with and maintain inclusive activities?	
	Advocate for Support	Who helps him/her advocate in planning meetings?	Who else could help advocate for/with him/her?	



LIFE TRAJECTORY | PLANNING

Past Life Experiences

List past life experiences and events that have supported your vision for a good life

List past life experiences that pushed your trajectory toward things you don't want

Moving Forward

List current or future life experiences or goals that will continue to support your good life vision

List things to avoid that could keep you from your good life vision or lead to what you don't want

Vision for What I Want

List what you want your "GOOD LIFE" to look like

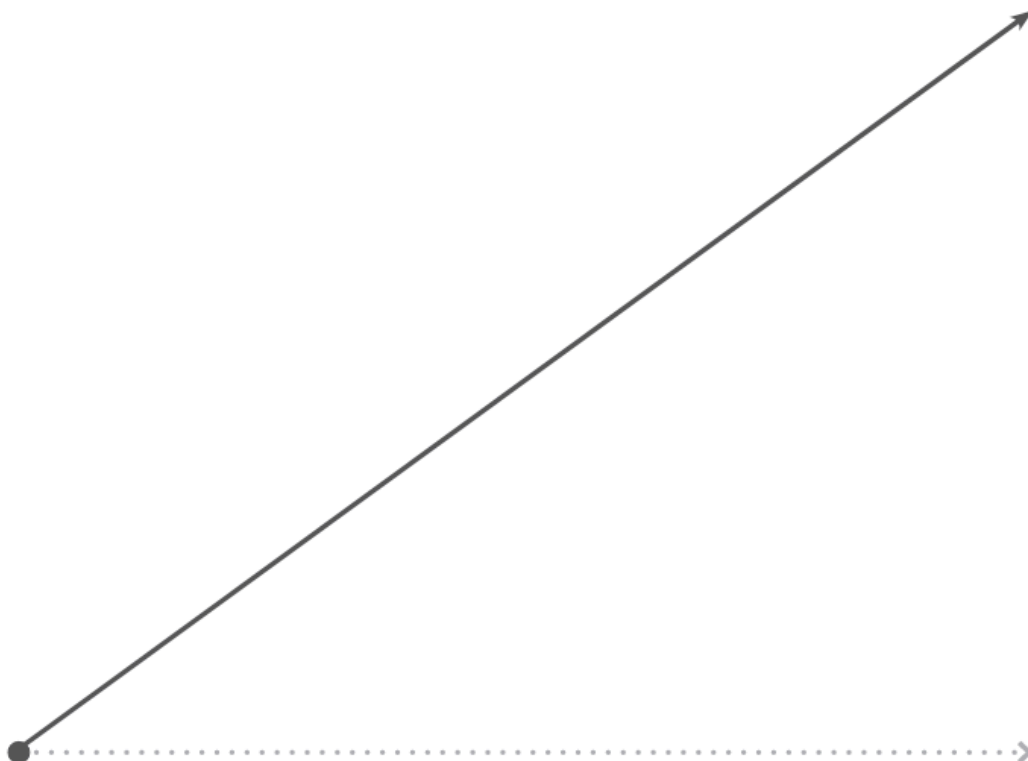
What I Don't Want

List the things you don't want or what is NOT a "good life"





State of New Jersey



Vision for What I Want

What I Don't Want





Supports Brokerage in NJ

- Designed to help people to use self-directed supports and services effectively
- Available in both Community Care Program and the Supports Program



What does a Supports Broker Do?

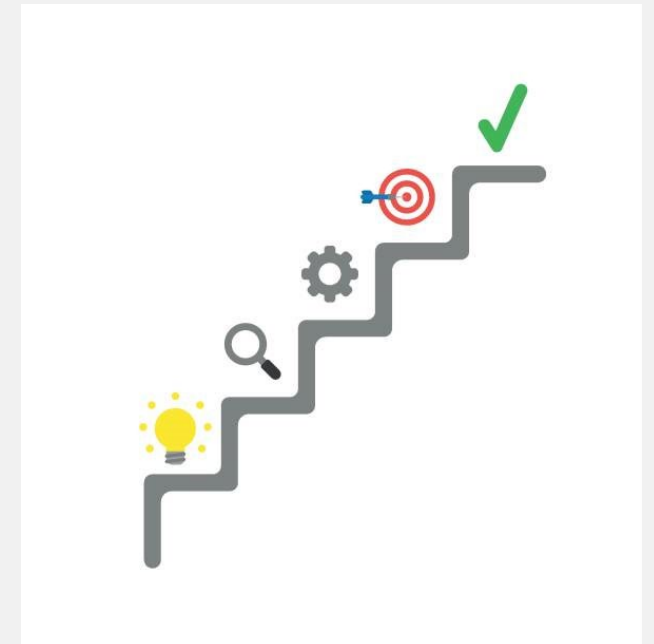
A Supports Broker may assist the person and/or the family representative with tasks related to their self-directed services, such as:

- Arranging for, planning, accessing, and managing their self-directed services.
- Being a responsible employer, which includes recruiting, interviewing, selecting, hiring, supervising, evaluating and, if necessary, separating from (dismissing) a SDE
- Understanding the responsibilities involved with self-directing their services.
- Helping the person's self-directed employees understand how to complete timesheets, including entering service documentation notes.
- Making sure the person and their self-directed employees understand and comply with the rules and regulations associated with self-directed services.

What does a Supports Broker Do?

A Supports Broker may also assist an individual who is self-directing their services to identify ways to cultivate community connections by:

- Community Mapping
- Facilitating or helping to facilitate Circles of Support
- Learning about the person's immediate and long-term needs related to self-direction and helping to identify resources that may be able to meet those needs. This could include financial, housing, family, enhanced planning, and other resources.
- Helping the person to find and access natural and generic supports in their community and build a strong natural support system





Limits of Supports Brokerage Services

- Supports brokerage is available to people who self-direct some or all of the services in their service plan
- Supports brokerage cannot be provided by:
 - DDD provider of residential services
 - Anyone who resides with the person receiving services



A Supports Broker does not:

- Perform the employer-related tasks for the person or their representative. A Supports Broker may provide assistance with these tasks.
- Duplicate Support Coordination services.
- Make referrals to or connect people with traditional DDD/Medicaid service providers. Remember, the role of the Supports Broker is to help the person self-direct their services.
- Provide any service other than Supports Brokerage to the person.



Person opts to Hire a Supports Broker

Incorporating into the plan... Important Considerations

Assistance needed to Self-Direct Services that are driven by:

- Personally-Defined Outcomes
- What is Important to
- Hopes and Dreams
- Ideas/To Do List
- Relationships



SB Services and Outcomes

Supports Brokerage is rarely a stand-alone service under an outcome. At least one self-directed service will typically also be included.

In instances when the broker is hired to help the person to hire an SDE or locate community vendors to be paid through the FI – the SB service may be only service listed for a ***limited period of time*** until the self-directed service is secured and built into the plan.

The SB may continue to provide assistance regularly, intermittently, or possibly discontinued. The frequency is based on the individuals needs within the parameters of the SB Service description and if the person continues to self-direct one or more services.

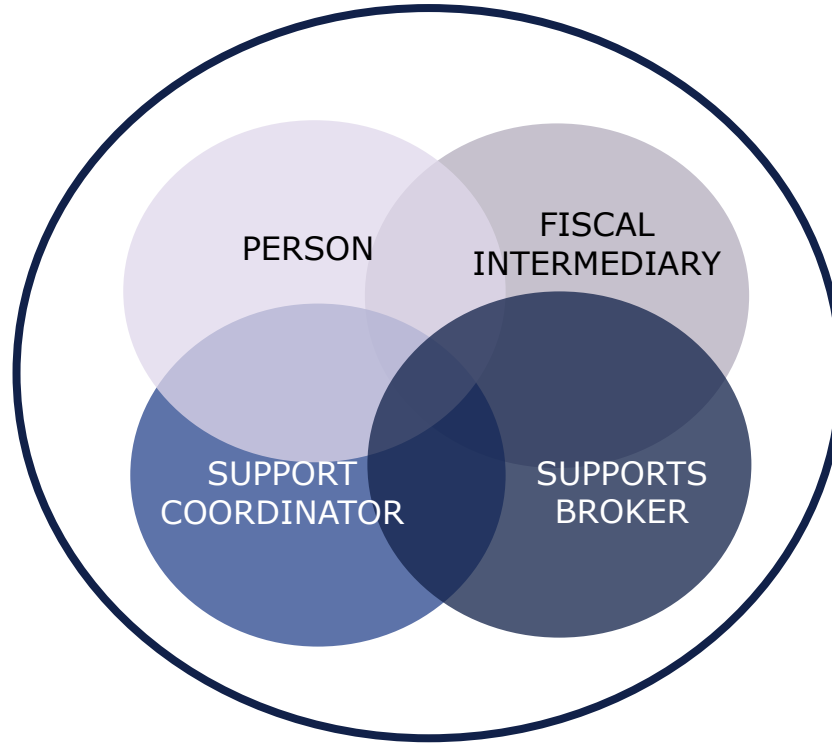
Teamwork



Planning



Community
Connection &
Circles of
Support



Documentation
& Payment



Supervision



Training



Budgeting



Recruiting



Hiring



UNDERSTANDING SELF-DIRECTED SERVICES IN NEW JERSEY AND THE ROLE OF THE SUPPORTS BROKER

Helpful Resources

<https://rwjms.rutgers.edu/boggscenter/publications/UnderstandingSelf-DirectedServicesinNewJerseyandtheRoleoftheSupportsBroker.html>

Available in English and Spanish

Target Audience:

Everyone in the NJ DD Community

UMKC Institute for Human
Development, University Center for
Excellence in Developmental
Disabilities

<https://www.lifecoursetools.com/life-course-library/lifecourse-framework/>

Resources

- Fiscal Intermediary
 - <https://nj.gov/humanservices/ddd/documents/sde-models-FAQs.pdf>
 - <https://www.state.nj.us/humanservices/ddd/documents/sde-models-side-by-side-comparison.pdf>
 - <https://www.state.nj.us/humanservices/ddd/documents/agency-with-choice-monthly-cost-table-01-20-2022.pdf>
 - EMPLOYER HANDBOOK (publicpartnerships.com)
 - https://www.financialmanagementservices.org/wp-content/uploads/2021/02/SDE-Guide_Final.pdf
- Self Direction and the Role of the Supports Broker
 - <https://rwjms.rutgers.edu/boggscenter/publications/documents/UnderstandingSDSinNJRoleofSupportsBroker-F.pdf>
- Housing Voucher
 - <https://rwjms.rutgers.edu/boggscenter/publications/documents/UnderstandingSDSinNJRoleofSupportsBroker-F.pdf>
 - [housing assistance faqs.pdf \(nj.gov\)](https://housing.assistance.faqs.nj.gov)



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Questions

