

Participant-Directed Care Program

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Response to Workforce Shortage Crisis

- Over 700 consumers remain unstaffed in the PAA2 region (Montgomery, Greene and Clark Counties) for personal care and homemaking services
- Immediate response – pay caregivers who are providing services now
- Participant Directed Care (started July 2021)

Montgomery County Human Services Levy

- Montgomery County contracts with Area Agency on Aging, PSA2 to administer the ComCare program to seniors who do not qualify for Medicaid Waiver Programs
- Agency experienced surplus during COVID pandemic
- Unique opportunity to use remaining funds to serve consumers in their homes in a different way

What is the Participant Directed Care program?

- “Self-Direction” - Employer and budget authority
- Mirrors CHOICES Home Care Attendant duties from ODA waiver
- Removed Training Requirements / No State Certification
- Can utilize authorized rep to help direct care
- Fiscal Intermediary (Morning Sun)
- Works with designated care manager and enrollment coach
- Addition to Levy Program to help secure care & pay caregivers quickly

How is our program different from Medicaid waiver consumer direction?

- Levy funded – offers flexibility with implementation
- Waive training requirements
- Does not need to be certified with the state under consumer direction process
- Offer more competitive rates to caregivers

What Can A Participant Directed Aide Do?

- Personal Care/ ADL's
- Housekeeping
- Laundry
- Meal Prep
- Shopping and Errands
- Money Management
- Transportation and Escort To Appointments
- Respite
- Heavy Household Chores
- Replacement of Furnace Filters
- Seasonal Yard Work
- Assistance with Self-Administration of Medication

Benefits of Participant Direction Program

- Autonomy to hire own caregivers
- More reliable service - minimal missed services compared to agency providers
- Reduced need for agency home health providers
- No training requirement or certification prior to enrollment
 - Traditional certification through the state can take 3-4 months; PDC takes 2-3 weeks
- Caregivers are getting paid quickly for the services they are already providing

Caregiver Data

- 70% Female; 30% Male
- 61% Family provider; 39% Non-family provider
- 24% of consumers utilize authorized rep
- 4 caregivers are working for multiple consumers
- PDC caregivers make an average of \$15.18 employee wage, compared to \$14.32 under CHOICES Home Care Attendant for Medicaid Waiver Programs

Eligibility and Enrollment

- Must meet ComCare criteria for enrollment
 - Not Medicaid eligible
 - ILOC or PLOC
 - 60+ and reside in Montgomery County
 - Caregiver in place or ready to hire
 - Able to self-direct care or work with authorized rep
 - Caregiver must agree to undergo Background Check (BCI) and work with fiscal intermediary
 - **Referral Sources:** Front Door & Current ComCare membership

Discovery Process

- Our inspiration
 - PSA-1
- Our process of implementation
 - Creation of guidelines, handbook, referral process
 - Connecting with fiscal intermediary
 - Creation of new positions

Roles

Case Manager

- Initial and quarterly contact
- Initiate services/verify understanding of program
 - Create outline and other documents as needed
- Assist with timecard issues
- Submits changes to fiscal intermediary
- Interacts more with Caregivers

Enrollment Coach

- Checks database
- Meets with consumer & caregiver to complete employment paperwork and provide BCII information
- Submits employment paperwork to fiscal intermediary once BCII is received and uploads documents to M-Files
- Is also clinical support specialist

Roles Cont.

Provider Relations Administrator

- Contact with BCII
- Enters caregivers into PIMS for service plans
- Oversight - Completes compliance visits with consumers & caregivers
- Updates Handbook as needed

Implementation

- Goals and Expectations
 - Enroll 60 consumers in 2022
 - 1st enrollees were from traditional ComCare enrollments
 - Currently have 76 enrolled
 - Consumer/Employer requirements
 - Meet the eligibility requirements, keep open communications with AAA staff, notify with changes in services, notification of incidents, maintain employment records securely, direct care and hire train, discipline, and terminate provider, allow access to records, establish pay rate, participate in compliance visits

Implementation Cont.

- Caregiver/Employee Requirements
 - Be at least 18 y/o, have valid ID and SSN, pass BCII (and complete every 5 yrs)- cost being covered by AAA, legal guardian, POA, spouse, A/R can be considered, but must be approved by AAA.
 - Deliver services as authorized, comply withal program, handbook and agency service requirements, report abuse, neglect, exploitation within 1 business day, report changes to contact information, provide 30-days if terminating services, cannot subcontract services unless authorized by consumer, agrees to annual compliance visits

Handbook

- Participant Direction Overview & Definitions
- Requirements of All Parties
 - Employer, Employee, Agency, Rate of Pay Authorization
- Participant Directed Care Provider Code of Ethics
 - Following Ohio Administrative Code 173-39-02
- ComCare Participant Directed Care Handbook Signature Page
 - Handbook has been received, reviewed, and stating agreement with all requirements in the handbook

Successes

- Staff
 - Enrollment Coach reduced wait time from referral to SOC from 6 wks to 11.25 days on average
- Process
 - Many changes since inception
- Fiscal Intermediary
- Consumers
 - 5 who have been on PDC for over a year
- Providers
 - Some have offered to work with other consumers as well as their family member
- Fewer incident reports – only one incident of fraud since inception.
 - No theft
 - No abuse
 - No neglect

Challenges

- Recordkeeping
 - State and Federal laws apply
 - Increased tracking/authorizing service units
 - Timecards
- Family dynamics and relationships
 - 30-day termination notice
 - Distrust of family members
 - Changing of caregiver/employer
- Delays in enrollment
 - BCII
 - Poor communication – not answering phone nor returning calls or not reporting hospitalizations, missed services
- Billing
 - PDC has more flexibility than PIMS allows; created new way to submit billing

The Future

- Depends on funding under ComCare Program
- Expansion to further replicate model to other funding streams, specifically for AAA2 Older Americans Act funding contracts.
- VISION: Expansion to further increase the number of consumers receiving needed assistance

Questions

