AAA7 Initiatives Using Consumer Direction as a Strategy to Address the Workforce Shortage
Examine all possibilities of consumer direction

- Family, neighbor, church family, friends, etc.
- Pro
  - The participant’s whole support system is examined which brings others involved in the care and support.
- Con
  - Maintaining support for long term.
Examine all informal support for technology usage

- Web checks/web portal for timesheet approval
- **Pro**
  - Most family members/friends have cell phones/tablets capability to assist two times/month with timesheet approvals.
  - Participant socialization.
  - Electronic timesheet submission vs. faxing timesheet.
- **Con**
  - Broadband access in some areas of the state.
Locating intended provider

- Examine all current supports to hire as provider.
- Provide current provider list from PIMS provider referral report and Medicaid provider directory listing.
- Teach individual how to safely recruit a provider if no informal supports available.
Having intended provider hire on at an agency

• **Pro**
  • Agency has availability of staff.
  • Intended provider obtains training/BCII from agency.
  • Participant receives services while awaiting provider approval.
  • Unemployed/underemployed gain employment.
  • Participant has care from someone they know and trust.
  • Agency can provide skilled service while using same staff and consumer capitalizes on all coverage. Medicare/Medicaid state plan.
  • Agency maintains staff while provider is also providing consumer direction service.

• **Con**
  • Agencies have no-compete clause on hiring.
  • **Low** agency rates to maintain staff at a living hourly rate.
What’s needed for future-recommendations

• State-wide broadband
• Participants having smart phone/tablets provided with web access that are set up to complete consumer direction responsibilities (FMS/EVV).
• State agencies consider streamlining consumer direction provider application process:
  • Free online provider training
  • Lean provider application process
Contact us with questions—we love to talk about our Participant Direction work!

• Becky Simon, LSW, Long Term Care Programs Manager, AAA7 - 1-800-582-7277, ext. 23311, bsimon@aaa7.org

• Debbie Gulley, RN, Director of CM Services, AAA7, 1-800-582-7277, ext. 21102, dgulley@aaa7.org