

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!

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