

RECOVERY SUPPORT SERVICES:

Self-Directed Care

Target Population	<p>Adults with serious mental illness and/or a substance use disorder who are actively in recovery; transitional aged youth with severe emotional disturbance and/or a substance use disorder who are actively in recovery and in need of such services; families of adolescents with serious emotional disturbance and/or a substance use disorder who are actively in recovery.</p>
Expected Outcomes	<p>Individuals receiving Self-Directed Care (SDC) should demonstrate the following:</p> <ul style="list-style-type: none"> • Independently managing his/her personal finances and developing/applying a plan for financial stability • Living in his/her own residence • Working for pay or in school/taking classes • Developing and using a plan for accessible transportation • Managing his/her physical health • Managing increased choices about how to live and demonstrating responsibility for the choices that he/she makes. • Increased understanding of the harm caused by past use/actions • Increased comfort in social settings • Increased optimism that recovery is possible
Service Definition	<p>Self Directed Care Support is a service in which an individual learns how to do and then leads/participates in the following activities:</p> <ul style="list-style-type: none"> • Decision-making for establishing a person centered and self-directed recovery plan • Managing finances and debts • Choosing, contracting and accessing needed services, supports and goods for the purpose of handling the tasks of daily living and to improve their quality of life. <p>Self-Directed Care Support optimizes choice and control of individual’s personal recovery. The system informs consumers so that they can assess their own needs, determine how these can be met and ensure a high quality in those services. Self-Directed Care results in improved recovery outcomes. It is intended to support movement to maximum independence, resiliency and social inclusion.</p>

<p>Service Requirements</p>	<p>The Financial Intermediary should engage in the following activities:</p> <ul style="list-style-type: none"> • Paying claims and processing vouchers • Acting as an independent, third party administrator for bill payment • Managing provider network • Developing an individualized budget and spending plan • Establishing mechanisms for receiving, holding, authorizing, distributing and accounting SDC funds and managing individuals • Communicating with program participants, advisory board and provider • Cleaning audit records • Administering the program’s purchasing policy • Developing a quality management plan <p>The Support Broker should engage in the following activities:</p> <ul style="list-style-type: none"> • Defining needs, preferences and goals • Managing and monitoring individual budgets • Developing back-up plan in case of emergency, if services cannot or will not be offered • Identifying and obtaining services, supports and resources • Recruiting, hiring and managing workers and negotiating rates • Making decision about the purchase of goods and services • Assessing the quality of services received • Developing a quality management plan • Assisting the development of a person-centered plan • Ensuring a plan is implemented and modified (if necessary) • Helping to navigate community resources and form connections • Helping to orient, train and, if necessary or requested, supervise the service recipient and/or service provider • Discharging service providers, if requested • Helping develop and implement emergency plans, if services can’t or won’t be offered • Assisting Financial Intermediary with billing
<p>Staffing Requirements</p>	<p>There are two provider roles that are included in this service: a Financial Intermediary and a Support Broker. An individual provider may be certified to perform one or both of these roles.</p> <p>A Financial Intermediary must comply with state requirements for SDC financial services, which may include SDC readiness review checklist. Many</p>

entities certify Financial Intermediary credentials, including colleges/universities, larger non-profits, managed care organizations, insurance groups or disability services cooperatives.

A Financial Intermediary must have the following competencies:

- Understanding of financial management, such as billing and paying payroll taxes
- Knowledge of up-to-date Medicaid rules and regulations related to self-directed care
- Ability to develop individual budgets, and assist individuals in understanding how to develop and manage budgets
- Education in and understanding of the purchasing of public and private sectors resources
- Ability to manage and direct the distribution of funds contained in the individual-directed budget; act as the individual's agent in facilitating employment for the individual and family by processing payroll, withholding and filing federal, state, and local taxes, and making tax payments to appropriate tax authorities; and performing fiscal accounting and making expenditure reports to the individual and/or family and state authorities.
- Must meet the states' requirements as a Financial Intermediary, i.e. knowledge of the state and local tax and labor requirements and how they relate to their self-direction program

A Support Broker must comply with state requirements for delivering SDC service activities. These state requirements vary, but may necessitate that Support Brokers engage in educational or credentialing programs that develop specified core competencies.

A Support Broker must have the following competencies:

- Understanding of interpersonal skills and counseling
- Ability to understand, accept and apply person-centered planning process and self-directed principles
- Understanding of facilitation skills, budgets and recovery plan development
- Ability to teach the individual the following skills:
 - How to purchase services, goods and supports
 - Basic math
 - Individual budget development
 - Incorporation of budget management into recovery plan implementation
- Coaching skills that guide the individual through financial management

	tasks
Location Requirements	<p>Financial Intermediaries should perform activities in a place where confidentiality will not be violated, i.e. an office, home settings, recovery community center, drop in center, etc.</p> <p>Support Brokers should perform activities in any place where the individual is comfortable receiving the service, i.e. home, office, natural supports.</p>
Recommended Duration	An individual should receive this service for 30 days before an initial review is conducted, and subsequent reviews should be conducted every 90 days.
Service Exclusions	Activities that are not deemed necessary or appropriate in the self-directed plan should not occur within this service. It is important to note that the Financial Intermediary should not be the representative payee, and the individual will retain overall responsibility of his/her money.
Documentation Requirements	<p>The documentation required includes:</p> <ul style="list-style-type: none"> • The chart of account • The recovery plan • Progress notes • Receipts • Contracts for services, supports and goods • Evaluation of services, supports and goods received • Goal attainment