

# Participant Directed and Managed Services

He M 525

( Consumer Directed Services)

# Participant Directed & Managed Means:

You, the Individual/Your Family and/or  
Representative are **actively involved** in:

1. Designing services
2. Selecting the providers of your services
3. Deciding how funds will be spent (within the approved budget) for your needs identified in the service agreement
4. Performing on-going oversight of services provided
5. Requires a high level of involvement of individual/representative in all areas including; staff vacancies due to sickness etc.

Participant Directed is about directing your own life. It involves important decisions about the choices you make concerning your services. It is also about responsibility and partnerships.

Participant Directed & Managed Services is a way of creating and organizing your services in a way that puts you in charge and helps you achieve the service outcomes you want!

# How Are Participant Directed & Managed Services Funded (paid for):

- Medicaid is the primary source of funding and is a joint state & federal program, which uses a combination of state and federal dollars. Medicaid regulations require that services and supports provided to you need to be based upon your disability.

# What Services & Supports Can Be Paid For In Participant Directed & Managed Services?

Services and Supports that help you to acquire or maintain the skills to:

- ❖ Prepare meals
- ❖ Budgeting
- ❖ Employment: getting or maintaining a job
- ❖ Personal safety
- ❖ And more.....

# What Can Not Be Paid For?

- ❖ Sheltered workshops
- ❖ Services that are not related to your developmental disability or acquired brain disorder
- ❖ If you are under the age of 21, educational services or programs that the school districts are responsible for
- ❖ Custodial Care that only maintains basic welfare and does not promote increased community based opportunities or opportunities for learning and skill building

# Designing Your Services

You will make important decisions about where, when, and how the funds allocated to you are to be spent.

## **Selecting The Providers Of Your Service**

You will need to make decisions about who will provide your services. You are involved in recruiting, hiring, and training the person(s) who is going to support you

The person(s) you choose to hire can be someone who has worked for an agency and comes with recommendations. Or you could decide to hire a friend or neighbor, or a family member.

# What Requirements

## Do The People I Hire Need to Meet?

All persons who you are considering for a position of staff or provider; **or** If you reside in the home of a non-family provider must have a:

NH State Police Criminal Record check and check the state registry of founded reports of abuse, neglect and exploitation as established under 161-F: 49 for:

# Who will Employ The Person I Want to Provide My Services?

The area agency or subcontract agency can hire or have a contract with the person

OR

You may choose to hire or contract with the person

# What If The Agency Does Not Approve Of The Person I want To Hire?

- If the agency does not approve of your choice they must provide in writing the reason why and they must assist you in selecting another person or entity to provide the services.

# If You or Your Representative Choose To Be The Employer....

- The area agency will discuss with you all of your responsibilities related to hiring your employee.

# Who Will Train The Person I Hire?

- You will be responsible to provide your staff/provider with training. You can request that your staff/provider participate in area agency training opportunities.

# DECIDING HOW YOUR FUNDS WILL BE SPENT

# Your Budget Includes.....

- The specific services you are requesting (such as personal care, respite, etc.)
- The frequency and the duration of your services (such as 30 hours of day services per week for 50 weeks.)
- Costs for other items such as advertising for recruitment
- An itemized (list) of the cost of each service

# Budgets.....

- In “Traditional” Services the service provider is paid to recruit, hire, and provide coverage for staff when they are sick, on vacation, or you need to hire to fill a vacancy. In Participate Directed Services this is the responsibility of the individual or their representative. When developing your budget you will want to consider whether you should allocate part of your budget for these activities/services.

# What Are Your Responsibilities To Monitor The Budget?

- The Area Agency is responsible to provide you with a monthly budget report that lists in detail your expenditures, how much remains in your budget, and....
- To assist you and/or your representative to manage your budget

Remember.....

Your budget must reflect services outlined in your Service Agreement and are based on your needs and disability

There are limits to the amount of funds that can be allocated for certain services

# Service Planning

# Who Will Assist Us to Develop Our Services In PDMS?

The Service Coordination will assist you and/or other persons you have chosen to be your representative to:

- Develop a written service agreement in accordance with state rule He-M [503](#)
- Develop your supports and services in accordance with [He-M 525](#)

# What Other Requirements Will We Have to Meet?

If you need assistance taking medication during service hours and the person(s) assisting you are not family members, there are certain medication administration rules that apply to assure that the people administering your medication are knowledgeable.

State Rule He M 1201 or NUR 404 are the regulations that govern the administration of medication to individuals. Your area agency will discuss these with you as you begin developing your services.

# What Other Requirements Will We Have to Meet?

If you live with a non family member for example, in a staffed home or with a home provider(also referred to adult foster care, enhance care provider) the home will have to meet certain safety requirements.

In a staffed home the house will have to meet certain local and state health, zoning, building, and safety needs.

# Other Requirements Continued...

If you live with a home provider who is not a family member, the home will need to have;

- An integrated fire alarm system with functioning smoke detectors in each bedroom and on each floor
- A functioning septic or sewage disposal system
- Safe drinking water
- Two ways to exit the home (means of egress)

# Other Requirements Continued....

Your home provider or staff will conduct a fire safety assessment to identify your response to alarms and instructions, vision, hearing, mobility, or judgment difficulties, and your willingness to participate in safely evacuating the home.

# Continued.....

If you and your family representative have identified in your service agreement that you can have time alone (unsupervised time) and you live with a home provider or a staffed home, the staff or home provider will do a personal safety assessment that shows:

- Response to a fire emergency
- Your ability to understand health issues and seeking assistance for health and basic first aid

# Personal Safety Continued...

- Getting assistance if someone is trying to hurt or sexually exploit you
- Getting around your community safely

*Your Personal Safety plan will include things like: any supports you will need to respond to emergencies, who will assist you, and must be approved by you, your legal guardian, and provider(s)*

# THE CERTIFICATION PROCESS

# The Area Agency Facilitates the Certification Process

- The Area Agency must review your service agreement and documentation to assure that it meets all the requirements in He M 525
- At least 30 days prior to your services starting the area agency sends your proposed service agreement, budget, and any recommendations regarding the certification to the Bureau of Developmental Services

# Certification Continued.....

- The Bureau of Developmental Services(BDS) is responsible for issuing the certification if the requirements in He M 525 are met
- If the requirements are being met, BDS will issue the certification within 14 days

# QUALITY MONITORING

# Quality Reviews

In order to make sure that the services you receive are meeting your satisfaction the service coordinator will:

- If you live with your family or in your own home the service coordinator will document in your service agreement the number of service coordination visits in your home and the minimum number of contacts they will have with you or your representative per year
- If you live in a staffed home or home provider the service coordinator shall visit with you at least twice per year in your home

# What Other Rules Apply That I Should Be Aware Of?

- The individual's services must be provided in a manner which protects the his/her rights. These Rights are outlined in He-M 202 and He-M 310.

# APPEALS

- An individual or guardian may choose to challenge any disagreement with an area agency. To do so, you may file a formal appeal in accordance with the appeals process as outlined in He M 525.11

# For Additional Information

- Insert Area Agency Contact Information  
Area Agency Website
- [WWW.dhhs.state.nh.gov](http://WWW.dhhs.state.nh.gov)