

**Consumer Directed Community Supports  
 Roles and Responsibilities**

<b>Participant</b>	<b>Lead Agency Case Management (e.g., county case manager or health plan care coordinator)</b>	<b>Flexible Case Management (e.g., counselor, support planner, support broker)</b>	<b>Fiscal Management Services (e.g., Fiscal Support Entity, Fiscal Support Services)</b>
<p>Source: Lead Agency Operations Manual: pgs. 5-7; p. 61</p> <ul style="list-style-type: none"> <li>• Decides whether to use CDCS</li> <li>• Develops community support plan (CSP) within budget allowance</li> <li>• Minimally assumes managing employer duties; may assume common law employer role</li> <li>• Establishes a service relationship with fiscal support entity (FSE) and/or flexible case manager (FCM)</li> <li>• Submits CSP to lead agency for approval</li> <li>• Defines worker qualifications and training requirements</li> <li>• Selects, hires, trains, and supervises workers</li> <li>• Outlines and implements a plan to monitor service implementation and quality</li> <li>• Develops emergency backup plan</li> <li>• Determines if criminal background check is needed</li> <li>• Signs and submits timesheets and invoices to FSE per established policies</li> </ul>	<p>Source: Lead Agency Operations Manual: p.12; p58</p> <p><i>Every waiver and Alternative Care Program participant receives lead agency support.</i></p> <ul style="list-style-type: none"> <li>• Provides participant with information and education about all aspects of the service needed to make informed choice/decision about CDCS option</li> <li>• Provides participant with the maximum budget allowance <i>and</i> assessment summary information that must be addressed in the CSP including health and safety needs</li> <li>• Facilitates the person-centered planning process</li> <li>• Informs participant about other comparable services (e.g., PCA Choice, Consumer Support Grant)</li> <li>• Educates participant about quality considerations for services</li> <li>• Educates participant about FSE and FCM support services</li> <li>• Assures access to and choice of fiscal support entities and flexible case managers; provides list of service providers to participants</li> <li>• Reviews and takes action on the CSP</li> </ul>	<p>Source: Lead Agency Operations Manual p.59</p> <p><i>This is an optional service.</i></p> <ul style="list-style-type: none"> <li>• Provides more detailed information about CDCS, employment of workers, and service planning options</li> <li>• Uses a person-centered planning process to facilitate the development of a CSP that can be approved and implemented</li> <li>• Provides information about service parameters</li> <li>• Monitors and assists with CSP revisions communicates/problem solves with the FSE and lead agency on the participant's behalf</li> <li>• Trains and assists the participant in employing workers (e.g., recruiting, training, monitoring, etc.)</li> <li>• Facilitates community access and inclusion (e.g., opportunities, services, information)</li> <li>• Assists the participant develop and manage the individual budget (provides clarification about program allowables and documentation/record keeping requirements)</li> <li>• Provides information about participant responsibilities, rights, risks, and concepts of self-direction</li> <li>• Instructs and guides participant in problem-solving, decision making, recognizing and reporting critical events</li> </ul>	<p>Source: Lead Agency Operations Manual: p 64-71</p> <p><i>There are three models for this service: Fiscal Conduit; Fiscal Agent, and Agency of Choice</i></p> <ul style="list-style-type: none"> <li>• Umbrella organization providing a range of fiscal support services</li> <li>• Submits claims for waiver/AC) funding or obtains other program funding for individual budgets</li> <li>• Pays bills and workers according to approved CSP/budget and timesheets and invoices submitted by participant</li> <li>• Can be the common law employer</li> <li>• Can manage all employment and payroll taxes; broker and/or pay workers compensation premium; verify citizenship status of workers; and, conduct criminal background checks on the participant's behalf</li> <li>• Maintains records and issues monthly spending reports to participant; quarterly summaries to lead agency, etc.</li> </ul>

Key: (CDCS) Consumer Directed Community Supports; (CSP) Community Support Plan; (FCM) Flexible Case Manager; (FSE) Fiscal Support Entity

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<ul style="list-style-type: none"> <li>• Manages spending and service outcomes; modifies the CSP and worker tasks as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Under fee-for-service (FFS) system, creates Service Agreement (SA) in MMIS; takes action; letters with SA information sent to consumer and FSE provider</li> <li>• Monitors and evaluates the implementation of the entire CSP as it relates to the assessed needs of the participant</li> <li>• Manages overall waiver and Alternative Care Program (AC) spending within the county's allowable waiver and AC allocation.</li> <li>• Provides feedback and technical assistance on service implementation, budget and fiscal records management and takes corrective action if needed.</li> <li>• Investigates reports related to vulnerability or misuse of public funds as applicable</li> <li>• Provides quality assurance to all waiver/AC consumers on CDCS</li> <li>• Retains responsibilities for adult and child protection</li> <li>• Conduct reassessments annually or when there are significant changes</li> </ul>	<ul style="list-style-type: none"> <li>• Serves as an independent advocate for the participant</li> <li>• Assists the participant monitor expenditures and service outcomes, and with any budget adjustments</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies participant and lead agency when monthly spending significantly deviates from the approved amounts</li> <li>• Assists the participant with compliance with state and federal labor and tax requirements when employing workers</li> </ul>