

Consumer Directed Community Supports Roles and Responsibilities

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

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