



ROLES AND FUNCTIONS WITHIN SELF-DIRECTED SUPPORTS

Support Coordinator	Support Broker	Fiscal Management Services (FMS)	Division of DD Self-Directed Supports Coordinator (SDSC)
<p>Assists the individual, family, or designated representative in understanding the choice of self-directed supports and transitioning from provider driven services to self-directed services.</p> <p>Completes the Individual Support Plan (ISP) with the required self-directed information and paperwork and submits to the Utilization Review Committee for approval.</p> <p>Amends the ISP based on the needs of the individual.</p> <p>Conducts a 30 day follow up after services begin with the Individual and Designated Representative to ensure the services are being carried out as written in the individual service plan, reviews timesheets, progress notes, monthly summary, and answers any questions.</p> <p>Monitors services and supports face to face no less than quarterly.</p> <p>Assists the Provider Relations team with any follow up that is needed on the self-directed provider reviews.</p> <p>Participates in “Improvement Plans” in order to amend ISP if needed and provide monitoring to ensure needed changes take place.</p>	<p>A Support Broker provides information and assistance (I&A) for the purpose of directing and managing supports as specified in the ISP. SB does not do these activities for the individual/DR but provides I & A to assist in doing their employer related task independently.</p> <p>May include training in:</p> <ul style="list-style-type: none"> Establishing work schedules for the individual’s employees based upon their ISP; Helping with managing the budget and employee rate setting; Seeking other supports or resources outlined by the ISP; Defining goals, needs and preferences, identifying and accessing services, supports and resources as part of the person centered planning process which is then gathered by the support coordinator for the ISP; Implementing practical skills training (recruiting, hiring, managing, terminating workers, managing and approving timesheets, problem solving, conflict resolution); Developing an emergency back-up plan; Implementing employee training; Promoting independent advocacy, to assist in filing grievances and complaints when necessary. <p>Assists the Provider Relations team with any follow up that is needed on the self-directed provider reviews.</p>	<p>The FMS is a “Fiscal Employer Agent” (F/EA). As authorized under IRS Revenue Procedure 70-6 for the purpose of payroll and payroll reporting services, the F/EA will file quarterly taxes and reports on behalf of the Employer/FEIN Holder.</p> <p>Provides the Employer/Designated Representative (DR) with an Enrollment Packet, Employee Packet(s) and Employee Training Materials.</p> <p>Completes payroll for the Employer/DR’s employees and provides the employee with Federal and State tax withholding information on his or her paystub for each pay period and issues the W-2 after year end.</p> <p>Covers all employees with Workers’ Compensation insurance.</p> <p>Completes employee background checks.</p> <p>Maintains all employee education and training records.</p> <p>Starting February 2016 maintains all service documentation.</p> <p>Provides Spending Reports to the Employer/DR, Support Broker, Support Coordinator and SDSC.</p>	<p>Provides technical support and training regarding the policy and procedures related to self-directed supports.</p> <p>Meets with the individual and designated representative within 90 days of services starting to complete an initial review to ensure services have started and are being implemented as written in ISP, the Individual/Designated Representative are meeting SDS program requirements and answer any questions. May review the progress notes, timesheets and monthly summaries.</p> <p>Assists the Provider Relations team with Self-directed Provider Reviews to ensure service delivery is consistent with Medicaid Waiver requirements, State Rules, Division of Developmental Disabilities Policy, and Best Practices.</p> <p>Works with the Fiscal Management Service to coordinate enrollments, budget information, and problem solve issues/concerns, complete paperwork for high school exemptions.</p> <p>Facilitate improvement plan.</p> <div data-bbox="1564 1352 2011 1425" style="text-align: right;">  <p>Improving lives THROUGH supports and services THAT FOSTER self-determination.</p> <p><small>www.ddmh.mo.gov MISSOURI DEPARTMENT OF MENTAL HEALTH</small></p> </div>



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Individual/ Designated Representative (DR) Employer

- Complete and submit for processing all required employer paperwork to establish the person serviced as an 'employer of record' and send to the FMS (PPL);
- Recruit your employees; interview your employees and review their references.
- Once selected, have each potential employee fill out an Employment packet found on <http://www.publicpartnerships.com/programs/missouri/SDS/program.asp> . Review packet before sending it to FMS organization (PPL)
- Receive "Good to Go" notice from the FMS organization (PPL) that your employee candidate has passed the criminal background check before hiring him or her and allowing them to do any work for you;
- Hire your employees;
- Train your employees based on the ISP;
- Establish a work schedule for your employees. Employees working more than 40 hours per week cannot be billed to the Medicaid program. Time worked over 40 hours per week is the responsibility of the employer/Designated representative to pay and must be paid through the FMS (PPL) in order to ensure employer related taxes are withheld.
- Establish a list of tasks to be performed by your employees that is based on your ISP
- Manage your employees;
- Review your employees' performance and provide feedback either to acknowledge good performance and/or point out areas that may need improvement;
- Fire your employees when necessary and report to the FMS (PPL);
- Review, approve and submit your employees' on-line time sheets and service documentation to the FMS (PPL) organization; if you feel a time submitted does not correctly reflect the authorized hours worked, you must report any differences to the FMS organization (PPL); and work with your employees to correct any errors;
- Ensure that your employees complete all on-line Service Documentation.
- Complete the Mandatory Monthly Summary on the PPL website. This form describes the progress you (individuals receiving services) have made towards achieving ISP goals and objectives and provides an overall picture of how things are going for you, and that you are tracking your SDS Individual Budget Allocation.
- Make sure your employees have received and keep up with all required training and send to the FMS (PPL), who will help you track this. If trainings and certifications are not maintained, the employee will not be able to enter time, any hours worked during an expired certification are the responsibility of the employer/Designated representative to pay and must be paid through the FMS (PPL) in order to ensure employer related taxes are withheld.
- The FMS (PPL) will maintain for you a personnel file for each of your employees which contains their training records, contractual agreements, background screening and a copy of their high school diploma or GED certificate;
- Create and maintain an Emergency Back-up Plan (<http://dmh.mo.gov/dd/progs/selfdirect.html>).
- Inform the FMS (PPL) immediately when you have terminated an employee; make sure the employee has been fired in accordance with state department of labor fair firing practices. You must inform the FMS organization (PPL) of the reason for firing so it can be documented in the employee's file.
- Appoint a temporary representative if the Employer/Designated Representative is not capable or available to manage Employees and contact Support Coordinator to evaluate if a new representative must be appointed.

Employee of the Individual/ (DR)

- Listens to their Individual/DR Employer and follows his or her instructions about how and when he or she wants services to be delivered (e.g., meals prepared, bathing schedule, where shopping is done, etc.)
- Complete employment application and return to their employer.
- Maintains required training
- Reviews and complies with [Employee Handbook](#)
- Works with their Individual/DR Employer to complete accurate and timely timesheets and Service Documentation.
- Provides services as specified in the Individual Service Plan (ISP) and according to the preferences of the individual;
- Mandated Reporting: Reports incidents of abuse, neglect, exploitation, and fraud; changes in the individual's functional, physical, or cognitive condition and other events listed in the Employee Handbook to the Support Coordinator or Regional Office as soon as Health and safety is ensured.
- Stops billing if individual is hospitalized
- Agrees to a schedule to report for work and, if unable to complete commitment, calls the individual immediately to determine if the emergency back-up should be arranged