

Consumer-Directed Service Options

PASSPORT: Consumer Direction Opportunities

allows you, the PASSPORT consumer, more choice and control over the delivery of your home and community-based services. It puts you in the driver's seat! It also allows you or your authorized representative to hire your own direct service workers from a **Choices-Home Care Attendant Service (C-HCAS)** or **Personal Care Service**. You will receive training to assist with learning the necessary skills to direct your services.



Consumer Direction is optional, voluntary and not appropriate for everyone. With both service options, you or your authorized representative must exhibit the capacity and ability to: **advocate** for yourself; **know** your rights; **monitor** quality; **verbalize** your desire to direct the services; **have** open communication and use **problem-solving** skills.

With both options, **you** and **your care manager** agree that a consumer directed service plan is right for you. The two of you, then, develop your care plan. From there, **you, the consumer** do the **recruiting, hiring, training and educating** of your workers. You also **manage scheduling, supervising and firing** your workers, and are responsible for resolving worker or service issues with your worker directly. You and your care manager collaborate with the financial management service to track service hours and payroll. The care worker cannot be a parent, step-parent, spouse, guardian or power of attorney or DPOA.

The **C-HCAS** option offers this advantage: You train the worker on initial service tasks and provide ongoing training. Additional training can be required, if needed. You negotiate your worker's hourly pay rate with care manager input.

The **Personal Care Service** option offers this advantage: The worker must be certified as an STNA, HHA, or have completed a 60-hour ODA-approved training program and 12 hours of continuing education, annually. The worker works for the state-contracted hourly pay rate.

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Ohio | Department of Aging
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