



**Assessing Consumer Readiness and
Ability for Consumer Direction:
Area Agency on Aging District 7**



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**Assessment for Ability to Do Consumer
Direction is an Ongoing Process**

- Some consumers present at the Front Door requesting consumer direction.
- Option is presented when service planning is occurring.
- Assessment continues as part of CM of consumer-directed individuals.

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Helping Consumers Understand Consumer Direction

- What does it mean to have more **Choice** about care and services/supports?
- What does it mean to have more **Control** of care and services/supports?

First Face-to-Face Visit After Enrollment

- Revisit the topic of Consumer Direction
- Written material on the topic
- CM explores interest with the consumer

Sample Introductory Flyer

Consumer-Directed Service Options
For PASSPORT Consumers
Area Agency on Aging District 7




Consumer Direction allows you, the PASSPORT Consumer, more choice and control over the delivery of your home and community-based services.

It also allows you, or someone you name on your behalf, to hire your own direct service workers.

With Consumer Direction, You:

- Are in the driver's seat
- Have more choice and control
- Can choose between multiple consumer service direction options (Home Care Attendant Service or Personal Care Service)
- Will receive training to assist you with learning the necessary skills to direct your services.

Consumer Direction is:

- Optional
- Voluntary
- Not appropriate for everyone

Interested in learning more about Consumer Direction?
If so, please inform your Care Manager who can help answer questions and provide you with more information.

Comparison of Consumer-Directed Service Options	
Home Care Attendant Service	Personal Care Service
Consumer/Authorized Representative must exhibit the capacity and ability to:	Consumer/Authorized Representative must exhibit the capacity and ability to:
<ul style="list-style-type: none"> • Advocate for self • Know their rights • Have open communication skills • Have problem solving skills • Monitor quality • Verbalize desire to direct the services 	<ul style="list-style-type: none"> • Advocate for self • Know their rights • Have open communication skills • Have problem solving skills • Monitor quality • Verbalize desire to direct the services
Consumer and Care Manager agree and develop plan of care.	Consumer and Care Manager agree and develop plan of care.
Consumer completes recruiting, hiring, training, and educating of their workers.	Consumer completes recruiting, hiring, training, and educating of their workers.
Consumer manages scheduling, supervising and firing of service providers.	Consumer manages scheduling, supervising and firing of service providers.
Consumer is responsible for resolving worker or service issues with the worker directly.	Consumer is responsible for resolving worker or service issues with the worker directly.
Consumer works with Care Manager to develop service planning.	Consumer works with Care Manager to develop service planning.
Consumer works with Payroll Agent	Consumer works with Payroll Agent
Worker cannot be a parent, step-parent, spouse, guardian or POA/DPOA.	Worker cannot be a parent, step-parent, spouse, guardian or POA/DPOA.
Consumer trains worker on initial service tasks, and provides ongoing training. Additional training can be required if needed.	Worker must be certified as an STNA, HHA, or have completed 60-hour ODA-approved training program and 12 hours of continuing education per year.
Consumer negotiates worker's hourly pay rate with Care Manager input.	Worker has state-contracted hourly pay rate.

Sample Questions to Ask the Consumer or Authorized Representative

- What tasks do you need assistance with? Could any of the tasks be completed more effectively or more to your liking if you were able to choose your own workers?
- Are you interested in hiring and scheduling your own workers?
- Are you willing to train workers?
- Are you able to tell workers what tasks to do and when to do them?

Sample Questions to Ask the Consumer or Authorized Representative (Continued)

- Do you feel able to handle your daily affairs?
- If not, the CM could follow up with “Is there someone who helps you with these things? Would they be willing to help you with doing consumer direction?”
- Are you able and willing to complete forms and keep organized records?
- What is unique about your care needs?

Repeat Conversation PRN!

- When service planning is discussed.
- We document the conversation in the medical record.
- We do not have an “assessment form” for consumer direction.

Things for the CM to Consider When Recommending Consumer Direction

- Does the consumer want to direct their own care and are they assertive enough to retain control of their care rather than relying on paid caregivers to make decisions?
- Does the consumer understand what tasks their workers are allowed to complete?
- Does the consumer have capacity to manage decisions regarding their daily care?
- Does the consumer have the ability to be the “employer” of record?

CM Considerations (Continued)

- Does the consumer feel they will be able to maintain at least 2 workers (primary worker and back up) ?
- Does the consumer have the ability to recruit, interview, hire, supervise, and terminate employees?
- Does the consumer have problem solving and good communication skills?
- Is the consumer currently managing their own daily activities?
- Can the consumer advocate for themselves and speak up if they are feeling disrespected/threatened?

CM Considerations (Continued)

- Does the consumer have a stable, safe environment?
- Is the consumer willing to work with a Fiscal Management Service?
- Does the consumer have the ability to develop a back-up plan?
- If the consumer does not appear to have the skills needed, do they have a stable support person who could act as an authorized representative for them?

What if the Consumer Lacks Confidence?

- CM can reassure them that:
 - Training will be provided
 - CM will be available for support
 - Financial Management Service handles most of the math!

**Consumers may have
circumstances that present
concerns for Consumer
Direction. Examples.....**

**What can the CM do if they have concerns?
Continue the assessment/discussion to
validate the concerns.**

- Can the concerns be mitigated through care planning?
What specific actions would resolve or limit the specific concerns?
- Consumers should be given the opportunity to self-direct if it is reasonable.
 - Some have handled well even when we had concerns.
 - Can return to traditional services if needed.
 - Some unstable situations have stabilized with consumer direction.
 - Examples...

Consumer Direction Training: First Step

- Initial in-person training takes about one hour.
- Manual or handbook provided.
- Consumer is instructed to notify the CM once the worker is certified.

Consumer Direction Training: First Step (Continued):

- Advocacy training
- CM will maintain contact, but it is up to the consumer to complete the tasks needed to move the process forward.
- When the worker is certified, CM requests that the Financial Management Service packet be sent to the consumer.

Consumer Direction Training: Second Step

- CM completes face-to-face visit to:
 - Review the consumer's understanding of responsibilities (could be a few weeks to a few months since first training).
 - Potential worker background check information.
 - Develops consumer-directed service plan and completes norms worksheet.

Consumer Direction Training: Second Step (Continued)

- During the visit the CM:
 - Educates the consumer with how to develop their employer files.
 - Reviews the FMS paperwork - both employer and employee forms.
 - Visit can take 1-2 hours.

Coordination with the Financial Management Service

- After the second training, CM reviews and submits the FMS paperwork.
- Once the FMS provides the “good to go”, the CM coordinates the start of consumer direction and discontinues agency-based services as appropriate.

Ongoing Support and Monitoring

- Similar to CM provided to all consumers.
- Re-training or education PRN.
- Review of Consumer Direction (employer) files.

Red Flags

- Signs that Consumer Direction may not be working.
- Not automatic disqualifiers, but must be addressed for Consumer Direction to continue.

Red Flags

- Loss of caregiver who has served as the authorized representative.
- Consumer allows the worker to direct the care, set schedules, and complete time sheets.
- Authorized Representative becomes the paid worker.

Red Flags

- The authorized representative makes decisions that are not in the consumer's best interest.
- The consumer suffers an acute health episode and is temporarily unable to direct care.
- The consumer has difficulty finding workers.

Red Flags

- The consumer is unable to maintain workers - i.e., fires multiple workers.
- The consumer starts the training process, but does not exhibit the ability to recruit and hire workers.
- The consumer is inflexible.
- The consumer and/or worker fail to report changes as required.

Red Flags

- Worker is performing work outside the scope of service/violating service rules and the consumer does not address it.
- Consumer's care needs are not met.
- Consumer is not able to submit time sheets correctly.
- Consumer has family members living in the home who interfere with care.

Red Flags

- Consumer's health care provider expresses concerns.
- Consumer is unwilling to work with the CM or FMS.
- Consumer does not maintain personnel files.

How do we encourage consumers to participate and facilitate their success with Consumer Direction?

- Our agency values Consumer Direction and offers it across programs with multiple pay sources.
- Staff who are “champions” of Consumer Direction.
- Updates at staff meetings/newsletters.
- Success stories are shared.

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