

## **Self-Directed Care Program**

**Governance:** 394.9084, Florida Statute

**Description:**

Self-Directed Care is a systematic approach to self-determined community-based mental health care. SDC participants exercise choice in the purchase of specific behavioral healthcare and support services. Participants make purchases through a Life Coach/Broker who facilitates purchases and connects the participant to the resources of their choosing.

To ensure the implementation and administration of this program, the Network Service Providers providing SDC services shall adhere to the staffing, service delivery and reporting requirements described in this Incorporated Document.

SDC program(s) shall:

1. Provide useful and informative orientation sessions to prospective applicants on a quarterly basis or more frequently, as necessary
2. Avail certified recovery peer specialist to the participants by purchasing peer services or provide services through CRPS hired by network service provider.
3. Devise and implement a system where the Life coach/Broker can meet with participants on a quarterly basis to assess participants' progress toward goals and assure that their budgeted purchases are in line with stated goals
4. Assure that the manner in which participants' identifiable health information, including both electronic and paper participant files, is recorded and maintained in compliance with HIPAA regulations (e.g.; keep all records, paper and electronic, secured, i.e., locked file cabinets and password and/or encrypted computers; develop Authorization and Revocation of Authorization Forms to allow release of protected health information).
5. Serve low-income individuals who meet the SDC program's eligibility guidelines regarding annual income, regardless of their health insurance status

**Client Eligibility:**

The Network Service Provider shall enroll consumers into the SDC program who meet all of the following criteria:

1. Are eligible for publicly funded substance abuse and mental health services pursuant to s. 394.674, F.S.;
2. Must be at least eighteen (18) years of age;
3. Has been diagnosed with a severe and persistent mental illness

**Administrative Requirements:**

The Network Service Provider shall:

1. Manage record keeping and documentation for the program to ensure compliance with oversight monitoring in accordance with applicable contractual, statutory and regulatory guidelines.

2. Offer technical assistance to program participants, the advisory council and Life coaches/Brokers to ensure compliance with all applicable regulations.
3. Facilitate the retention of qualified and trained Life Coach/Broker by program participants.
4. Provide all Life coaches/Brokers with ongoing training at least monthly, to ensure that they engage in best practices and operate proficiently. For example: regular in-service training on SDC values and practices including on-the-job trainings observation by program director, regular refresher training, and topic-specific training (e.g. SMART goal setting, motivational interviewing).

### **Programmatic Requirements**

The SDC program(s) shall include the following activities, tasks and provisions:

1. Consumer allocations: The Network Service Provider shall establish a Purchasing Policy outlining standard allocations per consumer per month in addition to a policy and procedure identifying the determination of consumer eligibility for each allocation. This policy is subject to pre-approval by the Managing Entity prior to implementation. Changes to the policy, allocations, or procedure must be approved by the Managing Entity in advance of implementation.
2. Purchasing Guidelines: The Network Service Provider shall revise current policies and procedures for monitoring, approving and regulating purchases by participants. In developing these guidelines, the Network Service Provider shall solicit input from stakeholders including SDC participants and the advisory council. These guidelines are subject to review and approval by the Managing Entity prior to implementation. Changes to the guidelines, policies, or procedures must be approved by the Managing Entity in advance of implementation.
3. The Network Service Provider shall develop discharge criteria that promote the transition of participants out of the program and back to whatever services are needed from the traditional service system. Given that the SDC program is intended to help the participants achieve independence and not dependency, their stay in the program should not be construed as permanent. The Network Service Provider shall develop an appeals process for when the consumer is uncomfortable with the discharge.
4. The Network Service Provider shall assist participants in developing their SDC Life Action Plans using the S.M.A.R.T model of goal setting, which assures that goals are specific, measurable, attainable, realistic and time-limited. Goals so defined will enable the program to track and document the progress or lack thereof toward individual participant goals.
5. The Network Service Provider shall seek grant funding to help support the cost of the program.

### **Administrative Tasks:**

#### Staffing Requirements

1. The SDC Program must include the following:
  - a. SDC Program Coordinator
    - i. The Program Coordinator will oversee the development and implementation of the Florida Self-Directed Care program in Circuit 4: Clay, Duval and Nassau counties. The Program Coordinator is responsible for providing management, oversight and supervision to all Life Coaches/Brokers in the Self-Directed Care

Program. The Program Coordinator is responsible for ensuring that each Life Coach/Broker is performing the required functions and tasks of their position, as specified by the Department of Children and Families, and ensuring the accuracy, quality and timeliness of required reports. The Program Coordinator is also responsible for guaranteeing that empowerment of the Participant is met through high service quality and customer service orientation. The Program Coordinator must possess cultural sensitivity and be aware of the critical factor that culture can play in the recovery of mental illness

- ii. Must possess and maintain a valid driver's license and a safe driving record.
- iii. Must have advanced math, reading and writing abilities.
- iv. Must be able to follow oral and written instructions
- v. Must be able to prioritize, use effective time management skills and multi-task.
- vi. Must be able to follow company, client and traffic policies, rules and regulations.
- vii. Must be able to perform other such duties as may be assigned.
- viii. Must display an understanding of and ability to operate a program that exemplifies the concepts of empowerment, cultural sensitivity and person-centeredness in providing services to persons with mental illness of diverse cultural backgrounds.
- ix. Must possess organizational skills and the ability to ensure that Life Action Plans are easy to follow, measurable and attainable.
- x. Must be able to anticipate and begin to meet Participant's needs before they become problems.
- xi. Must have experience providing services in community settings and the ability to supervise others who are providing services in such settings
- xii. Must possess strong written and oral communication skills.
- xiii. Must have experience and knowledge of Microsoft Office applications; and have the ability to quickly grasp the concepts of new computer software and applications.
- xiv. Must recruit and retain an adequate number of qualified, experienced Life Coaches/Brokers to provide choice to the Participants.
- xv. Must be able to provide program oversight to Life Coaches/Brokers.
- xvi. Must ensure that Life Coaches/Brokers participate in Department of Children and Families sponsored training events.
- xvii. Must ensure that Life Coaches/Brokers provide new Participant orientation and education within fifteen (15) days of enrollment.
- xviii. Must ensure that a Life Action Plan containing S.M.A.R.T goals is completed by each Participant within ten (10) days of orientation to the program.
- xix. Must ensure that full-time Life Coaches/Brokers handle a self-determined caseload appropriate to their capacity.
- xx. Must ensure that each Life Coach/Broker is submitting monthly progress reports to the Department of Children and Families in a timely manner.
- xxi. Must be able to collaborate with mental health care service providers on behalf of Participants for eligible expenditures.
- xxii. Must arrange for purchasing on behalf of the Participant, directly with service providers.
- xxiii. Must ensure that each Participant receives an account of expenditures made and balances remaining in their individual budgets on a monthly basis.

- xxiv. Must be able to maintain and assist in providing to the Department information relating to the Florida SOC Provider Network and Life Coaches/Brokers.
- xxv. Must maintain the Florida SOC Provider Network for Circuit 4 and enroll new providers at the request of SDC Participants.
- xxvi. Must be able to recruit a wide range of service providers to participate in the Florida SOC Provider Network in order to promote adequate choice and access to care for the Participants.
- xxvii. Must ensure compliance with the Department of Children and Families and performance objectives.
- b. Life Coaches/Brokers
  - i. The Life Coach manages mental health and claims data to foster service coordination that promotes the recovery of adults with serious mental illnesses. This involves helping participants create and manage self-directed recovery plans, goal statements, and individual budgets. In coordinating care, the Life Coach/Broker applies knowledge of a wide array of psychiatric, rehabilitation, and health promotion services/supports/products to participants within the SDC Program's Provider Network.
  - ii. Responsible for recruiting, consenting, and enrolling adults with mental illnesses into the SDC program.
  - iii. The Life coach/Broker orients people to the program and completes initial program paperwork. The Life coach/Broker helps participants to complete their self-directed Life Plan and individual budget. The Life coach/Broker helps participants to complete a Crisis Plan to address after-hour emergencies.
  - iv. Once the Life Plan and budget are approved, the Life coach/Broker helps participants to meet their personal goals by identifying and linking them to natural, community, and multi-system services and supports. The Life coach/Broker helps participants evaluate the quality of services/supports/products they receive from providers in the network. The Life coach/Broker helps participants to secure and discharge providers as needed.
  - v. The Life coach/Broker is well-informed about the SDC Program's purchasing policy. The Life coach/Broker is responsible for collecting, verifying, and monitoring participants' purchases/receipts. The Life coach/Broker assists the participants with billing and other purchasing paperwork.
  - vi. The Life coach/Broker is responsible for convening or leading mandatory monthly meetings with participants (although some people will need to meet more frequently, especially at the initial stages of program participation). At these meetings, the Life coach/Broker reviews and updates goal statements and individual budgets with participants as required. Once each quarter, the Life coach/Broker helps participants to complete their Quarterly Progress Reports.
  - vii. The Life coach/Broker is responsible for maintaining proper files, records, and documentation about the program and the participants in accordance with state and federal policies. The Life coach/Broker completes and submits all reports and paperwork in a timely fashion. The Life coach/Broker accepts and responds to supervision regarding program management and research responsibilities if applicable. The Life coach/Broker attends team and other meetings to maintain the SDC program.
  - viii. The Life coach/Broker works with the SDC Coordinator to ensure that the SDC program maintains a high level of fidelity to the SDC model, as defined by the

project's fidelity scale in accordance with Centers for Medicare and Medicaid Services (CMS). The Life coach/Broker provides all information needed to rate program fidelity to evaluators on an ongoing basis. S/he engages in any corrective actions needed to enhance fidelity to the model.

#### Reporting Requirements

The Network Service Provider shall track and assess participants' process.

#### **Program Performance Outcome measures: the DCF Data System Guidelines mental health outcomes**

For the acceptance of deliverables, the Network Service Provider shall monitor:

1. Average annual days worked for pay for adults with severe and persistent mental illness
2. Percent of adults with serious mental illness who are competitively employed
3. Percent of adults with severe and persistent mental illnesses who live in stable housing environment
4. Percent of adults with serious mental illness who are in school or attending classes for which they have registered

In the event the Provider fails to achieve the minimum performance measure, the Managing Entity shall apply appropriate financial consequences.

#### **Participants Performance Evaluation Methodology:**

For the performance measure – the network service provider shall adhere to the FARS, Self-Sufficiency Matrix, and SWOT analysis as the methodology in by which to determine program effectiveness.

- a. Quarterly goal accomplishment: achieved, not achieved, maintained, not maintained.
  1. Mental wellness
  2. Physical wellness
  3. Work wellness
  4. Financial wellness
  5. Social wellness
  6. Community wellness
- b. Self-sufficiency matrix
- c. Functional Assessment Rating Scale - FARS
- d. Strengths, Weaknesses, Opportunities, Threats - SWOT

#### **Method of Payment:**

Network Service Provider shall be reimbursed under the Incidentals covered service for all expenditures related to purchase of Life coach/Broker services in addition to direct consumer purchases. When billing for incidental expenses, the Network Service Provider shall follow F.A.C. 65E-14.021(4)(k)4.b.(V). Reimbursement shall not exceed a pro-rated monthly share of the total award. In support of the invoice submitted for these services, the Network Service Provider shall submit completed reporting template (provided by the Managing Entity and subject to revision) containing information for individuals served in the program. All expenditures are subject to audit and verification by the Managing Entity.

**Appendix:**

Texas Self-Directed Care Fidelity Assessment  
University of Illinois at Chicago NRTC SDC Fidelity Measure  
November 2010, Version #6  
Funded by NIDRR, USDOE, and CMHS SAMHSA under Cooperative Agreement H133B050003