



# SDWP

## Self-Direction Handbook

Including simple tips on being an employer and directing your own care

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## Introduction

This handbook tells you about Self-Direction in the SDWP program. It includes some tips on how to hire your own workers and direct your own supports. You'll get more information and training from your Supports Broker.

## What is Self-Direction?

**Self-Direction** is a way of getting some of the kinds of home care you need. Home care services are sometimes called **Home and Community Based Services** or HCBS.

Self-Direction gives you more choice and control over WHO supports you and HOW they support you. To make these choices, you must accept the responsibility of being an employer.

In Self-Direction, **you** actually employ the people who support you —they work for you (instead of an agency provider). This means that you must be able to do the things that an employer would do. These include things like:

- Find, interview and hire workers to provide care for you
- Define workers' job duties
- Develop a job description for your workers
- Train workers to provide support based on your needs and preferences
- Provide a safe working environment
- Set the schedule at which your workers will provide your support
- Make sure your workers use the timesheet system to record time worked
- Make sure your workers provide *only* as much support as you are approved to receive
- Make sure the no worker provides more the 40 hours of support each week
- Supervise your workers
- Evaluate your workers' job performance
- Address problems or concerns with your workers' performance
- Fire a worker when needed
- Decide how much your workers will be paid (from a range of rates set by the State)
- Review the time your workers report to be sure it's right
- Ensure there are good notes kept in your home about the supports your workers provide
- Develop a back-up plan to address times that a scheduled worker doesn't show up (you can't decide to just go without services)
- Activate the back-up plan when needed

## Help you'll receive in Self-Direction

You or your representative will have help doing some of the things you must do as an employer. The help will be provided by **Consumer Direct Care Network Tennessee (CDTN)**. There are 2 kinds of help you'll receive:

- CDTN will help you and your workers with paperwork and payments.
  - They'll help you fill out the paperwork you must complete to be an employer.
  - They'll help your workers fill out the paperwork they must complete to be your workers.

- They'll provide training for you, your Representative, and the workers you pick.
- They'll make sure the workers you pick are qualified to deliver your support, and that they pass a background check.
- They'll pay your workers for the approved care they give.
- They'll withhold, file and pay all required payroll taxes.
- CDTN will hire or contract with a Supports Broker for you. A Supports Broker is a person who will help you with the **other** kinds of things you must do as an employer. These are things like:
  - Find and interview workers
  - Write job descriptions
  - Train workers
  - Schedule workers
  - Develop a back-up plan to address times when a scheduled worker doesn't show up
  - BUT, your Supports Broker CAN'T supervise your workers. You or your Representative must be able to do that by yourself.

When you decide to be in Self-Direction, your DIDD Case Manager will tell CDTN. Once they do, CDTN will assign a Supports Broker to you within 5 days. Your Supports Broker will contact you to get started in Self-Direction.

After you start getting services through Self-Direction, your Supports Broker will call you at least once a month to see how things are going. They'll visit you in your home at least twice a year. They may call or visit more often to make sure you're getting the support you need. You can call your Supports Broker if you have questions about Self-Direction.

Besides helping you with the things listed above, CDTN is required:

- To report any suspected abuse, neglect or financial exploitation by your workers, your Representative for Self-Direction, or others.
- To report and investigate:
  - Severe injuries that occur while you're getting care through self-direction
  - Mistakes your workers make giving you medicine (if you elect to self-direct health care tasks)

DIDD will pay CDTN for the supports they provide.

## Being an Employer in Consumer Direction

### Writing a job description

Before you start looking for a worker to provide support for you, it's a good first step to write a job description. It's a good idea even if you plan on hiring a friend or family member. A job description helps you decide what kinds of support you need, and what you're looking for in a worker. It also helps your workers know what you expect.

You can use the job description as a guide when screening or interviewing applicants. You can make sure applicants are willing and able to give the kinds of help you need. You can also use it

to help you train the workers you hire, and to monitor their performance. Are they doing the things you hired them to do?

The job description should include:

- A summary of basic job duties
- Qualifications the person must have
- Specific information on how you want the job performed
- Days and times you need help

You should discuss the job description with your workers and make sure they agree to perform the support you need. Have them sign a copy of the job description or attach it to your Service Agreement.

If your needs change, you can update the job description. Review the job description with your workers any time it changes and at least once a year.

### **Deciding how much to pay your workers**

There are several rates that can be paid for **most** of the services available through Self-Direction. These rates are set by the State and listed in your Individual Support Plan. For **most** services, you can decide which rate you'll pay each worker for the services they provide. You can pay different workers a different rate, but you can only set one rate for each worker. How do you know which rate to pay? Here are some things you may want to think about:

- How much experience does the worker have providing care for you or for others?
- Will care be provided during "normal" work hours? Or, will the worker provide care in the evenings or on weekends?
- What kinds of tasks will the worker perform? Are they simple tasks, or do they require more skill and effort? Is there heavy lifting involved?
- Will the worker be helping you with your medicine?
- Will the worker be going with you or transporting you into the community?

Your Supports Broker will talk with you about the rates you can choose to pay.

### **Minimum requirements for workers**

A person must meet all of these requirements to be a worker in Consumer Direction:

- 18 years of age or older
- Not the Person Supported spouse, Conservator or Power of Attorney (unless the court order says you can)
- Able to perform all of the services (including tasks) needed by the person supported
- Able to provide care at the schedule needed by the person supported
- Has basic reading and writing skills
- Valid Social Security number and authorized to work in the United States
- Pass a criminal record check or has been granted an exception, and does not appear on the Office of the Inspector General, abuse, sexual offender registries, and other applicable registries.
- Complete all required training (including CPR and First Aid)

- Complete all required paperwork to provide care through Self-Direction
- Sign a Medicaid Agreement and obtain a Medicaid provider number
- Have a valid driver's license and proof of insurance (if they'll drive you places)

### **Hiring friends and family**

You may already know who you want to hire to provide your support. It could be a friend or family member. BUT, you can't hire your spouse, Conservator or Power of Attorney (unless the court order says you can) to provide care.

### **Finding workers**

If you don't already know who you want to hire, there are lots of ways to find workers. Be sure friends and family members know you're looking to hire someone to help you. You can make a flyer or advertisement. You can post it on bulletin boards at local employment offices, grocery stores, churches, colleges or social service agencies—any place you think you may find people looking for work. Call first or talk with someone to find out about rules they may have for posting flyers.

You can also run an ad in the employment section of local college or community newspapers. If you run an ad, be sure to ask how much it will cost first. If it's a daily paper, Sunday ads probably cost more than weekday ads. It's OK to ask for help trying to keep the cost as low as possible. It's also OK to call around and check prices before you decide where to place your ad. In making an ad or flyer, be careful to not include too much information. Never include your home address. It may be best to have interested people respond by phone. That way, you can screen them first.

### **Screening people you may want to hire**

Once you identify people interested in working for you, you may want to screen them first. Screening means that you ask some questions to find out more about that person. It will help you decide if you want to interview that person. Screening is usually done over the phone, but it could be done through email or other ways too.

Screening helps the applicant understand what you're looking for in an employee and what to expect. You can use the job description as a guide. Tell each applicant you screen that you're required by law and TennCare rules to conduct a criminal background check, and that you *will* be checking references. You may also want to mention the rate (or range of rates) you're willing to pay, and make sure the applicant is still interested.

Ask and answer *only* job-related questions during the screening. Don't ever give out personal information, except what the person must know in order to decide if they can deliver the care you need.

### **Here are some quick tips and reminders about screening applicants:**

- Call people back as soon as possible.
- Provide basic information about the job and ask if it sounds like something they're

interested in and able to do.

- Ask a few questions:
  - Why are you interested in this kind of work?
  - What training or experience do you have?
  - Are there any parts of the job you may not be able to do? You may want to ask specifically about things like lifting, transfers, help with bathing or toileting, or medication. If you need someone to accompany or transport you into the community, you may want to ask about that too.
- Be organized and take notes. It will be difficult to remember each applicant's responses.
- You may want a family member or friend to help you. You can also ask your Supports Broker.
- Don't answer any personal questions.

If, at the end of your screening, you think you'd like to interview this person, you can set a time while you're on the phone. If you're not sure, you can politely end the conversation by saying, *"Thank you for your time. I'll be making my final selections by (date) and will contact my top choices to set up an interview. Thanks again, good-bye."*

Remember...you don't have to interview anyone. Let each person know you'll call them back if you decide to interview them.

## **Interviewing**

Once you've screened applicants, you're ready to interview applicants you may want to hire. A face-to-face interview gives you the chance to learn as much as you can about the person applying for the job. It also gives the applicant a chance to learn about the job—what you need and expect—so both of you can make a good decision. This works best if you're prepared.

It's a good idea to have questions ready that you want to ask. Here are some examples. Pick those that make sense for you. Add other questions about the kind of help you need.

- Tell me a little about yourself.
- Tell me about your work experience.
- What do you like best and least about the work you have done in the past?
- Do you have any training or experience helping someone who has a disability? Give me some examples.
- Are you comfortable around people with disabilities?
- Are you prompt and reliable?
- How much notice would you need if I need extra help?
- Would you be able to help me with lifts or transfers using the right equipment?
- Can you think quickly on your feet? Give me some examples.
- How do you handle differences of opinion with an employer? Can you give an example?
- How do you handle constructive criticism? Can you give an example?
- How do you deal with another person's anger or frustration?
- Do you feel comfortable bathing someone?
- Do you feel comfortable helping with toileting?
- Are there things you don't feel comfortable doing?
- Do you have reliable transportation to and from work?

- Describe your best qualities.
- Describe your worst qualities.
- What's your pet peeve?
- Do you prefer/require lots of supervision, or just a task list?
- Do you have any questions/concerns about the job?

### Questions you CAN'T ask during a screening or interview

When you're an employer, you must be fair to all of the people who apply to work for you. To help you treat people fairly, there are questions you shouldn't ask during a screening or interview, or use as reasons to hire (or not hire) someone. It's against the law to not hire a person for any of these reasons:

- **Marital/Parental Status**

- Don't ask applicants if they're **married, pregnant** or **planning to become pregnant**.
- Don't ask if applicants **have children**, the number or age of their children, or about **childcare**.
- You may ask if a person can work the hours you need help, but you must ask all applicants (men and women) the same question.
- Don't ask the applicant about the **names of family members** or **where they work**.

- **National Origin or Native Language**

- Don't ask about a person's **birthplace or citizenship**. You can ask, "If hired, can you provide proof that you're eligible to work in the U.S.?" But, you don't *need* to ask since all new employees must complete the federal I-9 form and provide that proof. If you decide to ask the question, you must ask all applicants (not just someone you think may not be a U.S. citizen).
- Don't ask the person about their **native (or first) language**. It's OK to make sure the applicant can clearly understand and communicate with you in order to do their job. But, you can't simply ask what language the person speaks.

- **Age**

- Never ask an applicant's **age** except to make sure the person is at least 18 years old, which is required for Consumer Direction.

- **Religion, Schools, and Organizations**

- Don't ask any questions about **religious beliefs**. Don't ask if the person goes to church or where they go to church. It's OK to be sure they understand the work schedule and are able to provide care when you need it.
- Don't ask the person about their **star (or zodiac) sign**.
- Don't ask **where a person goes to school**. But, you can ask about education the person has completed that may help them do the job.
- Don't ask about **clubs or organizations** the person belongs to.

- **Criminal Record**

- Don't ask if the person has ever been **arrested**. But, you may ask about a conviction if it's related to the job. For example, you could ask if the applicant has ever been convicted of driving under the influence if the person you're hiring will be driving you



into the community. Remember, all workers must pass a criminal background check in order to provide care in Consumer Direction.

- **Discharge from Military Service**
  - You can ask about military service, but can't ask about the **type of discharge**. That's because it might be a way to learn about other things you can't ask about—like disabilities or arrests.
- **Race**
  - You can't ask about or discriminate against any applicant based on their race.
- **Disabilities and Health Problems**
  - With the passage of the Americans with Disabilities Act of 1990 (ADA), you must be very careful when asking questions about an applicant's abilities (or disabilities). You can't ask if the person has any **disabilities or health problems**. Instead, describe the requirements of the job and focus on the applicant's ability to meet them. You can ask applicants if they're able to perform all of the required tasks safely.
  - What if an applicant voluntarily discloses a disability or has an obvious disability? If you think it may be necessary to make changes so the applicant can perform the job, you may ask limited follow-up questions to decide what those changes might be. But, never ask questions about the **kind or severity of the person's disability**.
- **Sex**
  - You can't discriminate against any applicant based on their gender.
- **Political Party**
  - You can't ask about their political party the person belongs to or how they vote.
- **Job Attendance**
  - You should tell applicants when care will be needed and make sure they can work the hours that you need them. It's also OK to ask about an applicant's attendance record at previous jobs. (People miss work for lots of reasons, not just illness.) But, you can't ask how many absences at a prior job were due to illness. You can't ask about job-related injuries or workers' compensation claims. Don't ask about the health of family members or others in their life either. Under the ADA, you can't decide not to hire someone because they have a relationship or association with a person who has a disability.
- **Drug Use**
  - It is OK to ask an applicant about *current* use of *illegal* drugs. BUT, you can't ask about *prior* use of illegal drugs or about any prescription drugs they now take. AND, you can't the person if they have any addictions.
- **Finances**
  - You can't ask if the person **owns or rents their home**.
  - You can't ask if the person **owns a car**, *unless* the job includes transporting you into the community, and the person will need to drive their own car.
  - You can't ask the person's **credit rating**.

Set a day and time for the interview that works for you and the applicant. Decide where you'll meet. If you're interviewing in your home, give the person directions to your house. If you prefer not to interview in your home, find another place that works for both of you. Be sure you have each other's phone number in case one of you needs to change the time.

## **When the applicant arrives**

Pay close attention. Do they look neat and clean? Are they dressed appropriately? Do they seem comfortable around you? Do you feel comfortable around them? Find out as much as you can about them. You will be hiring someone who may perform very personal tasks for you. Your decision may be based on just a few contacts. Make the interview count. Your health and safety depend on the choice you make.

- Try to help the applicant feel comfortable. You can ask, "Did you have any trouble finding the house?" Talking about the weather is always safe and helps people relax.
- Have the applicant fill out a job application. (CDTN will give you one.) Then give them the job description. Have the applicant read the job description while you look over the application. Pay attention to:
  - How does it look? Is it neat?
  - Past experience
  - Is it complete? (Does it include work experience and education?)
  - What are the employment patterns? (Are there frequent job changes?)
- Be sure to ask about:
  - Gaps in employment (any time period of over one month)
  - Things that are missing (education, former employers)
  - Inconsistency (information or dates that don't make sense)

(If you have questions about any of the information on the application, ask them during the interview.)

- Explain your disability/needs, as you feel comfortable.
  - Give information that would be important for someone to understand if they were helping you.
  - Review the job description.
- Ask the Interview Questions.

After you finish your questions, ask applicants if they have any questions. The questions they ask can tell you a lot. Be sure not to talk too much—you want to learn about them.

## Things to look out for

- An applicant who:
  - Has alcohol on their breath
  - Appears unclean (dirty hair, dirty fingernails, messy clothes)
  - Is rude or disrespectful
  - Is late
  - Discloses confidential or negative information about previous employer
  - Takes control of the interview
  - Seems to have pity toward you
  - Makes little eye contact (Keep in mind it might also mean the person is shy or from a culture that thinks too much eye contact is disrespectful.)
  - Begins the interview by telling you all the things s/he can't do or all the times they can't work
  - Can't provide references or contact information for former employees (Even someone who just moved should have friends or previous employers elsewhere.)

- Says they just really need a job and will take anything for now
- Looks to a non-disabled person in the room for guidance or directs responses to that person

### Be sure to discuss

- Duties and responsibilities of the job
- Specific hours and days of work
- Rate of pay
- Arranged time off
- How they will be trained
- How their performance will be evaluated
- How much notice is expected from the worker and employer for termination of services

Be sure to take good notes during the interview. You can refer back to your notes to decide who you want to hire. You don't have to do the interview alone. You can ask a friend or family member to sit in on the interview with you. You can also ask your Supports Broker. It may also be helpful to have someone else to compare notes with after the interview.

### Here are some quick tips and reminders about interviewing applicants

- Hold the interview in a place that's safe for you.
- Having a second person sit in is a good idea for safety, and because that person may notice things during the interview that you don't.
- Eliminate distractions. Turn the TV and radio off. Make sure pets and children will not interrupt
  - Recognize that it's natural to feel nervous when interviewing, the prospective worker is probably nervous too.
  - Being prepared for the interview will lower your anxiety level.
  - Having a friend or family member with you may help calm your nerves.
- Be Prepared. Before the Interview, Make Sure You Have:
  - A blank application form (CDTN will give you one)
  - A job description
  - Information about your disability
  - Information about special equipment you use
  - A way to record your impressions (write them yourself, have a tape recorder or ask a friend to take notes)
  - A list of the interview questions you will ask (see list of suggested questions we have included in this handbook)
- Planning the Interview Questions
  - Decide ahead of time what questions you will ask, and write them down.
  - Frame your interview questions to give you the information you need. (At the very least you want someone who is trustworthy, reliable and responsible. Ask questions that will give you that information).
  - By using the same list of questions for each applicant, you will be able to compare their responses more easily.
  - Don't ask illegal questions. (See the "Questions You CAN'T Ask in a Screening or Interview" page.)

## **Narrowing down the applicants**

Once you've completed your interviews, you're ready to choose your top candidates. Review the answers the applicants gave you to the interview questions along with notes you made. If you had a friend or family member with you during the interviews, compare notes with them.

After you've considered everything and picked the best ones, you need to **check references**. This is an important step. Never hire someone without talking with each of the references they provide. You should also call former employers if they're not listed as references.

Keep a list of names and numbers of your other top choices, even if the first one accepts. You may want to hire more than 1 worker. OR, you may want to see if others would be willing to be back up workers when your regular worker can't be there. You may also want to come back to this list if the worker you hire doesn't work out.

## **Making the offer**

Only after these steps have been completed are you ready to make an offer. Call and offer the job to the person you want to work for you. If they accept, you'll need to meet with the worker to fill out the employment packet provided by CDTN. Your workers must complete and submit all required paperwork to CDTN and complete all required training **before** they can begin work. CDTN will let you know when your workers are ready to start.

## **Background and registry checks**

If they accept the offer, then CDTN will do the background check and check the abuse and sexual offender registries. They must pass these checks before they can begin to work for you. What if they don't? You can choose to hire a worker who fails the background check (not the registry checks) IF the worker meets all of the exceptions listed in TennCare rules. CDTN will let you know what those rules are. Think carefully before deciding to do this. If you decide to hire someone with a criminal history, you do so at your own personal risk.

## **Training your workers**

There are different kinds of training your workers must complete. All workers must complete this training, even friends and family. Some of the training will be provided or arranged by CDTN. There's a list of training topics CDTN must cover.

In addition, you must train your workers on how to support you. Schedule a time to orient and train your new worker.

You'll want to review the job description again, but in greater detail. In addition to talking about each of the tasks to be performed, you'll explain how you want each of those tasks performed.

Even if your worker has experience, your situation is unique and different. Set the tone that you are the employer. Even if you talked about some of these things in the interview, it's important

that you do it again. Training a new worker should include:

- A tour of your living space.
  - Show your new worker where supplies and equipment are kept.
- Talk about your disability.
  - Discuss your disability and anything specific your worker should know (i.e., Do you get more fatigued as the day goes on? Are you sensitive to cold? Do you have days on which you can do more for yourself than other days?).
- Explain and demonstrate worker duties.
  - Give an overview of the job duties. Use the job description.
  - Talk about how you want each task to be performed; give step-by-step instructions, including the order in which they should be performed. Be specific.
  - If possible, have someone there who helps you that can help demonstrate the tasks.
- Safety and Security
  - Lifts and Transfers - Review safe procedures for completing lifts and transfers.
  - If you're requiring your worker to lift you, train them in proper lifting procedures to avoid injury to either one of you.
  - Discuss safety guidelines for any disability-related equipment the worker will be expected to use.
  - Reinforce safety guidelines for any household appliances or equipment the worker will be expected to use.
  - Discuss what to do in case of an emergency with your worker.
  - Universal Precautions - Reinforce the importance of washing hands thoroughly before preparing food, and before and after personal care duties. Discuss the use of plastic gloves if preferred.
- Expectations – Review the following topics:
  - Job Description and Performance Expectations. Be sure to stress the following topics:
    - **Confidentiality** - What you say and do in your home should remain confidential. The kind of help being provided by your worker is not to be discussed with their friends, family members or other individuals they may work for. Be specific. Some people think if they are not saying something bad about you, it is not a violation of confidentiality. The worker should be reminded that it is not only disrespectful, but that violating confidentiality can be grounds for termination.
    - **Punctuality** – Make sure your worker understands the importance of reporting to work on time. If late, this can result in your care not being provided as needed. It can also cause problems with the call-in system and your worker's paycheck.
    - **Notice of time off** - What are your expectations?
    - **Mutual Respect** - Let your worker know the kind of behavior you expect and what they can expect from you in return.
    - **Acceptable Behavioral Standards** – Be clear about what you think is appropriate work behavior and what is not (how you speak to each other, dress standards, etc.).
- Review the rate of pay, schedule, and call in/call out requirements with the EVV.

## **General supervision**

Being a good employer requires that you talk with your workers on a regular basis to let them know if they're doing a good job. You should tell them the things they're doing well, and areas where they could do better. If there are problems, you should address them with the worker right away.

Talk with and treat your worker as you would like to be treated. Be clear about job duties and about their performance. Be respectful when giving direction and feedback.

Feedback should also be specific. Say, "You did a good job of cleaning the kitchen yesterday after dinner," rather than just "Good job." Tell your worker, "I need you to give me more time to move from my bed to the chair," rather than "You move too fast."

## **Performance evaluation**

In addition to providing your worker with regular feedback, it's important to formally review their job performance at least once a year. The formal performance evaluation should review the good and bad things you've already talked about with your worker. If there are problems your employee needs to work on, you should talk with them about ways to improve performance, agree on what these are and set a timeframe to re-evaluate.

File the evaluation and your notes of the discussion in the binder CDTN gives you.

## **Signing a Service Agreement**

You or your Representative for Self-Direction must sign a Service Agreement with each worker you employ. It's like a contract that sets out what each of you agree to do.

A worker can't start giving your care through Self-Direction until:

- ✓ They have completed all required paperwork and training.
- ✓ Passed a background check.
- ✓ Been found by Consumer Direct Care Network to meet all other requirements to be a worker in Self- Direction.
- ✓ AND signed a service agreement.

## **Setting and changing your workers' schedule**

Your Individual Support Plan lists the services you need. It also says **when** you need the services and **when** you need the service to be delivered.

Once you hire workers to give your care through self-direction, you must decide the hours that each of your workers will work. The schedule for your workers must match the schedule at which you need services to be delivered that's in your Individual Support Plan. You may choose to have a worker provide more than one service for you.

Once you set your workers' schedules, CDTN will enter them into the system. Workers will then enter into timesheet.

What if you want to change your workers' schedule? You can, but you must contact your DIDD Case Manager first. They will work to change the schedule in your Individual Support Plan.

If your worker has repeated problems with providing support as scheduled it may affect the workers employment in Self-Direction.

### **When Things Don't Work Out – Firing an Employee**

Firing a worker is never easy. The worker may be nice person who is just not meeting your needs.

If you decide to fire a worker, you may want to have another person with you when you tell them. This could be a family member, friend, or your Supports Broker. If you think the worker may become angry or do something to harm you, you should not be alone when you have this discussion.

If possible, do some advance planning. Decide what the final date of employment will be. Try to have another worker ready to provide your support. If not, make sure the people in your back-up plan are ready to provide your support while you find someone.

You should fire a worker right away if your worker has:

- Stolen something from you (this includes using your money or a debit or credit card to buy something without your OK)
- Neglected or abused you, or threatened to harm you
- Done anything that places you at serious risk of harm
- Severely violated your Service Agreement

Any actions that are against the law should be reported to the police.

If you have to terminate your worker's employment:

- Keep written notes of the discussion and your reasons for letting them go. This will protect you in case of a later dispute.
- Keep employment records for a while.
- Make sure you get back any keys or other items the person has.

If there are things the worker does well, you can offer to write a letter of reference highlighting those skills.

### **Protecting Property and Personal Safety**

When you receive support at home, it's a good idea to take a few simple steps to protect your safety and your property.

#### **To protect your property:**

- Make an inventory of valuable items in your home, the date of purchase and the price. Give a copy of the inventory to your insurance agent or a family member. If you have a loss it will help you file a claim.

- Mark valuable items so that if they are stolen they are easier to recover.
- Consider buying homeowner's or renter's insurance to help recover items in case of theft or other loss.
- Check your phone bill and credit card bill to ensure that charges are not being made by someone else.
- Make sure you get keys back from any ex-employee. Change your locks if any keys are not returned by ex-employees.

#### **To protect your personal safety:**

- If anyone threatens you, notify police as well as neighbors and family/friends. Make sure neighbors and family/friends are aware if you fire an employee.
- Always dial 9-1-1 in an emergency.

#### **Meeting Your Needs While You Get Started in Consumer Direction**

It may take a while to get your support started through Self-Direction. You must complete required paperwork and training. Then, you must find workers to hire. They must complete required paperwork and training and pass a background check.

### **Withdrawal from Self-Direction**

#### **Deciding you don't want to be in Self-Direction anymore**

What if you decide you don't like hiring your own workers? You can withdraw from Self-Direction at any time. You can keep getting some support through Self-Direction and decide to use provider agencies for other supports. OR, you can start getting all of your support through provider agencies. It's up to you.

To end Self-Direction of any or all supports, call your Case Manager. They will work with CDTN. After you contact your DIDD Case Manager, you will need to let your workers know that you will no longer need their support after a certain date. Work closely with your DIDD Case Manager to be sure you allow enough time to get provider agencies in place before you stop getting support through Self-Direction.

#### **When DIDD decides it's not safe for you to be in Self-Direction anymore**

If your DIDD Case Manager or your Supports Broker feels it is unsafe for you to continue getting care through Self-Direction, you may not be able to stay in Self-Direction. This includes things like:

- Your Representative isn't able to help you anymore and you don't have anyone else.
- You can't find or keep workers to provide your support.
- Your back-up plan isn't working.

Your DIDD Case Manager or Supports Broker can recommend that you stop being in Self-Direction, but the final decision is made by DIDD. Before your Self-Direction ends, you'll get a letter. That letter will say how to appeal if you think it's safe for you to stay in Self-Direction.



If you stop getting care through Self-Direction, you'll get the support you need from agency providers. Your DIDD Case Manager will work with you to update your Individual Support Plan and help you choose agency providers.

## Appendix

### Sample Job Description:

#### **Personal Assistance services needed for a 35-year-old female with physical disabilities.**

**Duties include:** assistance with bathing, dressing, personal hygiene, toileting (including bowel and bladder care), eating, and range of motion exercises. Accompany into the community as needed. Give medication during hours care is provided.

**Education and Experience:** No degree required. Prefer someone with experience providing attendant services in the home for a person with disabilities.

**Salary Range:** \$10.00 to \$12.50 an hour depending on experience.

**Hours:** 5 hours per day, Monday, Wednesday and Friday, from 7:00 a.m. to noon and some weekend hours.

**Other Requirements:** The person selected should be prompt, reliable, able to work independently and have good personal hygiene. The person selected must submit to a criminal background check.

### Sample Want Ads:

**Wanted:** Female to work full-time as a respite worker for a person with a physical disability. Some light housekeeping and cooking required. Wages based on experience. Call Deborah at (XXX) 555-XXXX.

**Need dependable person** to provide personal assistance for a person with a disability. 6 p.m. to 9 p.m. M-F. Salary \$8.00/hour. Call Bill at (XXX) 555-XXXX.

## Worker Backup Planning

Having a backup plan in case an employee cannot make it to work is very important for the care of all SDWP Persons Supported.

Reasons employees might miss work:

- Sick Day
- Inclement weather
- No call/No show
- Family Emergency
- Vacation
- Holidays
- Personal Time Off

If one of the above occurs, all participants in the SDWP program must be prepared with a backup employee who would be able to care for the Persons Supported needs.

Your Support Broker from PCG will assist you with coordinating a backup employee emergency plan. You will need to consider:

- If the backup employee will be paid or unpaid
- If the backup employee is willing to work for Person Supported
- If the backup employee is typically available during hours that main employee works

The Support Broker will need the following information for the backup employee:

- Name
- Relationship
- Phone number
- Email

*Helpful Hint: keep all emergency phone numbers and back up employee information on the fridge for easy reference.*

## SDWP Worker Training Record

Name of Worker: \_\_\_\_\_

Name of Person Supported: \_\_\_\_\_

Course Name	Date Training Completed	Grade	Date of Refresher	Date of Refresher	Date of Refresher	Date of Refresher
SDWP Program Overview						
Roles and Responsibilities within program and CDTN						
Supporting older adults and people with disabilities						
Self-direction of healthcare tasks						
Universal precautions and blood-borne pathogens						
Reporting requirements						
Time Entry – Electronic Visit Verification and the Care Attend App						

Signature of Worker: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Employer: \_\_\_\_\_ Date: \_\_\_\_\_

## PERSONAL PROFILE

### Person's Name:

#### Information and Training Specific to the Person

Employee Name:

Training Date:

Annual

Instructor(s):

Update      Section

Update      Section

#### I. What you must know about me first. What people admire about me.

#### II. How do I communicate?

*What is Happening?*

*What Does do?*

*What we think it means*

*What others should do*

#### III. Relationships: (Relationship Map Tool)

Family and Friends:

Paid Staff:

Others:

#### IV: What supports/services do I need to have a Good Day? (Good Day/Bad Day Tool)

#### V. Things I really like to do and places I enjoy going.

#### VI: What supports do I need for Activities of Daily Living and what do they look like for me?

#### VII: How to keep me safe in the event of a fire or natural disaster.

#### I have implementation or staff instructions that need to be followed (Please mark all that apply and provide the date the instructions were trained)

Speech and Language/Hearing Instructions/Equipment Plan

Mealtime Instructions

Behavior Support Instructions/Plan

Nutritional Instructions

Adaptive Equipment Instructions

Physical Therapy Instructions

Occupational Therapy Instructions

Other

Signature of Employee:

Signature of Instructor:



**Person Supported  
Outcomes**

**Outcome 1:**

**Outcome 2:**

**Outcome 3:**

**Outcome 4:**

## Self-Determination Waiver Program Daily Log

*(Please write legibly)*

Person Supported Name:	What outcomes were addressed during services?
<b>Worker Name:</b>	•
<b>Date of Service:</b>	•
<b>Time In:</b> am/pm (Circle one)	•
<b>Time Out:</b> am/pm (Circle one)	•
	•

Daily Notes with Actions & Outcomes	
<b>What did the Person Supported learn about? What worked well? What did the Person Supported like about the activity?</b>	
<b>What did you learn about? What did not work well? What did the Person Supported not like about the activity? What needs to change?</b>	
<b>Who was there?</b> (Family, Friends, Supporting Personnel, Visitors, Etc.)	
<b>Overall Comments on the Person Supported's Day:</b> Was it a good day? Was it a bad day? Why?	
<b>Other Important things about the Day:</b> (Behavioral Incidents, Reportable Incidents, Medical Concerns/Symptoms, Complaints, Etc.)	

**Worker Signature:** \_\_\_\_\_

**Employer Signature:** \_\_\_\_\_

# Self-Determination Waiver Program (SDWP)

## Transportation Logs

<b>Person Supported Name:</b>		<b>Person Supported ID:</b>	
<b>Worker Name:</b>		<b>Worker ID:</b>	
<b>Date Of Service:</b>	<b>Location:</b>	<b>Worker Signature:</b>	<b>Person Supported Signature:</b>

- Individual Transportation services are:
  - For transport of a Person Supported
  - Not for emergency transport
  - For transport to and from approved activities. The activities are listed in the Individual Support Plan (ISP) for the Person Supported.
  - Offered to enable individuals and their personal assistant (as needed), to gain access to:
    - Community life
    - Activities
    - Resources

The ISP lists which of these are accessed.

- All vehicles used must be insured. Car insurance must meet what the state requires for minimum insurance.
- These logs should be kept in the home of the person supported



All employers are required to post the following posters per federal and state regulations. CDTN advises that workplace posters be posted in a visible location where work is performed by your employees. The posters provide general information about workplace safety, minimum wage regulations, unemployment insurance procedures, discrimination policies, and employee leave regulations.

Questions?

If you have any questions regarding the payroll service, or about workplace posters, please contact CDTN. Thank you for your attention.

Sincerely,  
Consumer Direct Care Network Tennessee (CDTN)  
2 Vantage Way  
Suite 250  
Nashville, Tennessee 37228

Website: [www.consumerdirecttn.com](http://www.consumerdirecttn.com)  
Email: [InfoCDTN@consumerdirectcare.com](mailto:InfoCDTN@consumerdirectcare.com)

CDTN's phone number for Amerigroup services: 1-888-398-0664 CDTN's phone number for BlueCare services: 1-888-450-3240  
CDTN's phone number for United services: 1-888-444-3109