



Individual Orientation & Skills Training

Self-Directed Option

Prepared for:
NJ Division of Developmental Disabilities

PCG | **Public Partnerships**
Supporting Choice. Managing Cost.™

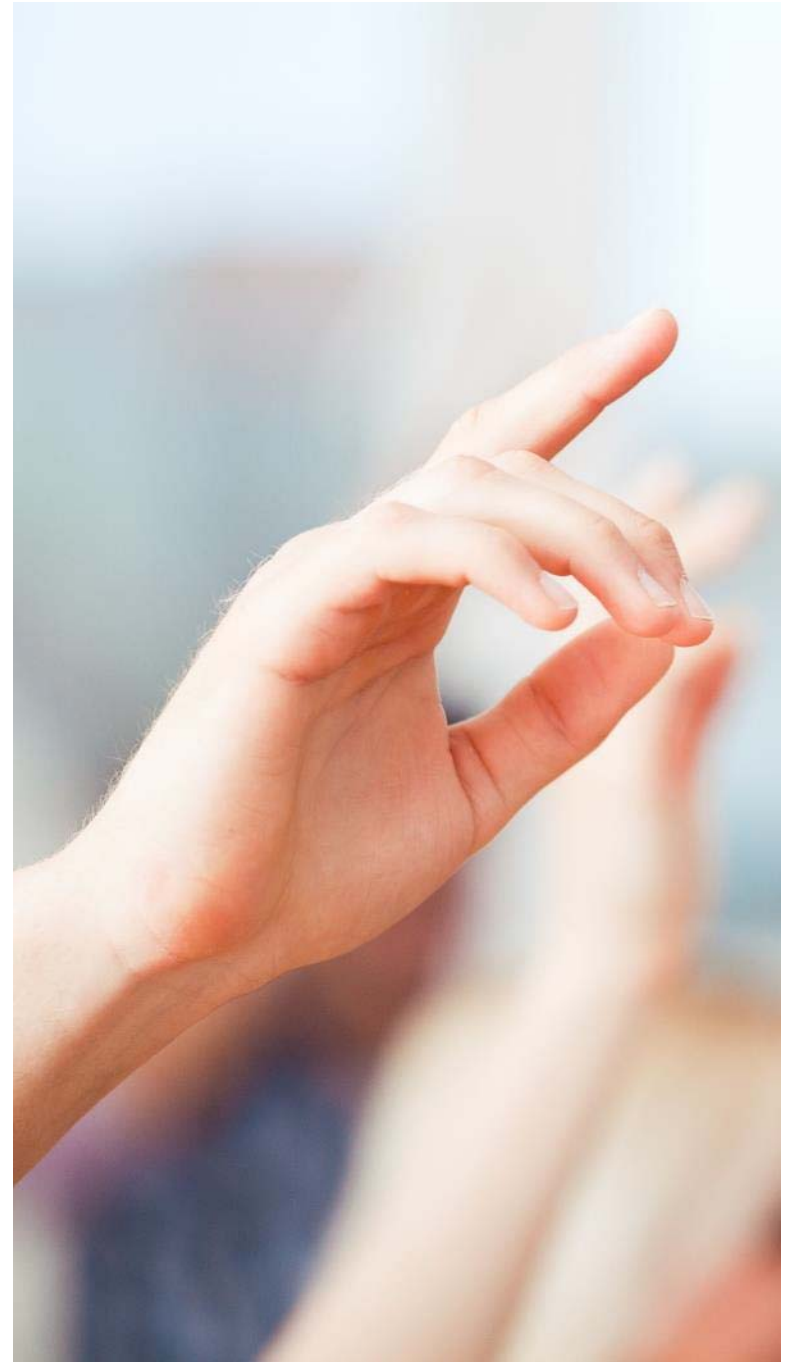
MyChoice
New Jersey

Freedom. Choice. Self Direction.



Agenda

- About Us
- New Self-Directed Option
- Becoming an Employer
- Enrolling an Employee
- Managing Your Services
- Submitting Timesheets
- Safeguards & Rights
- Recruiting Tips
- Contact Info



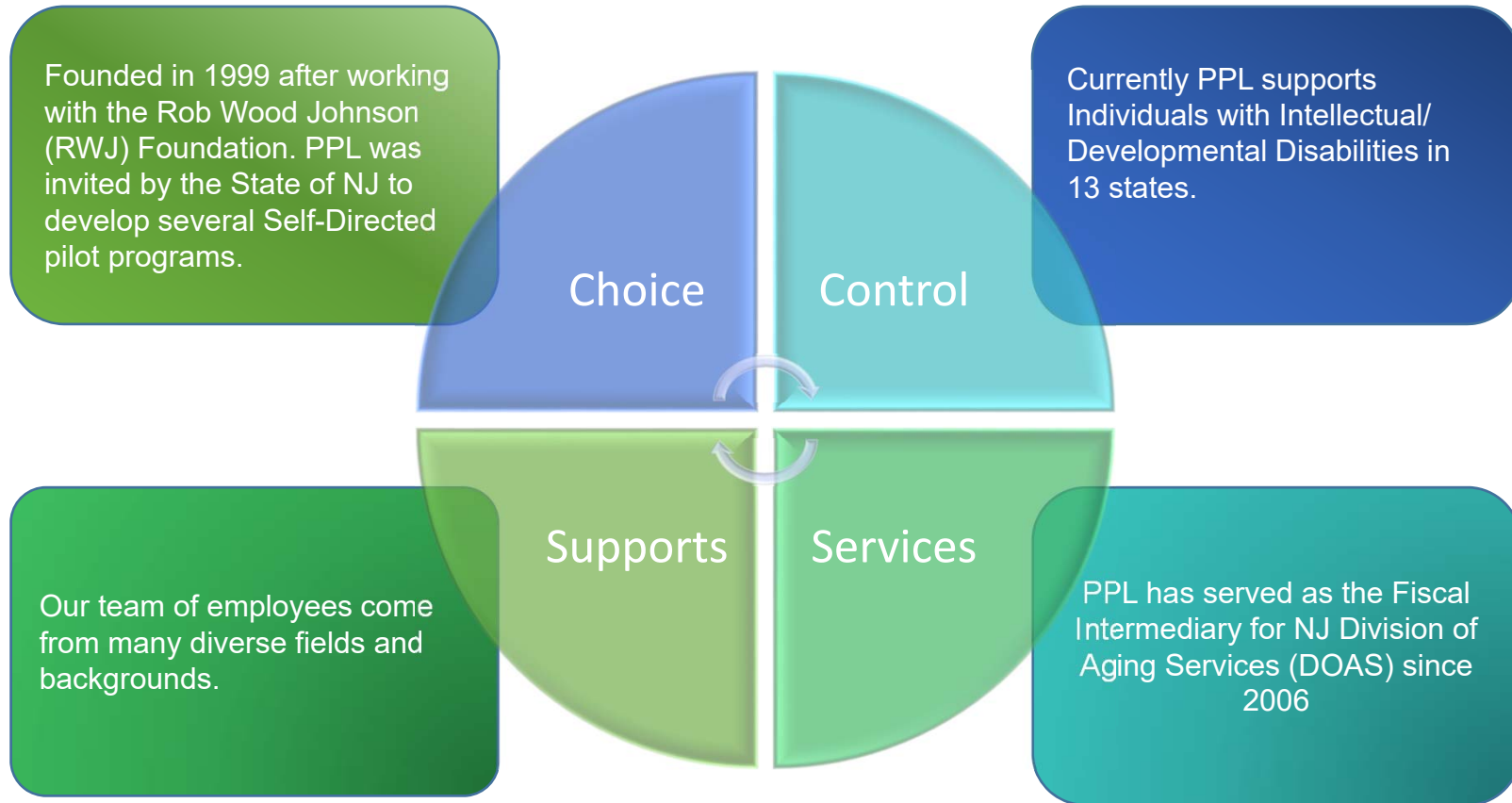
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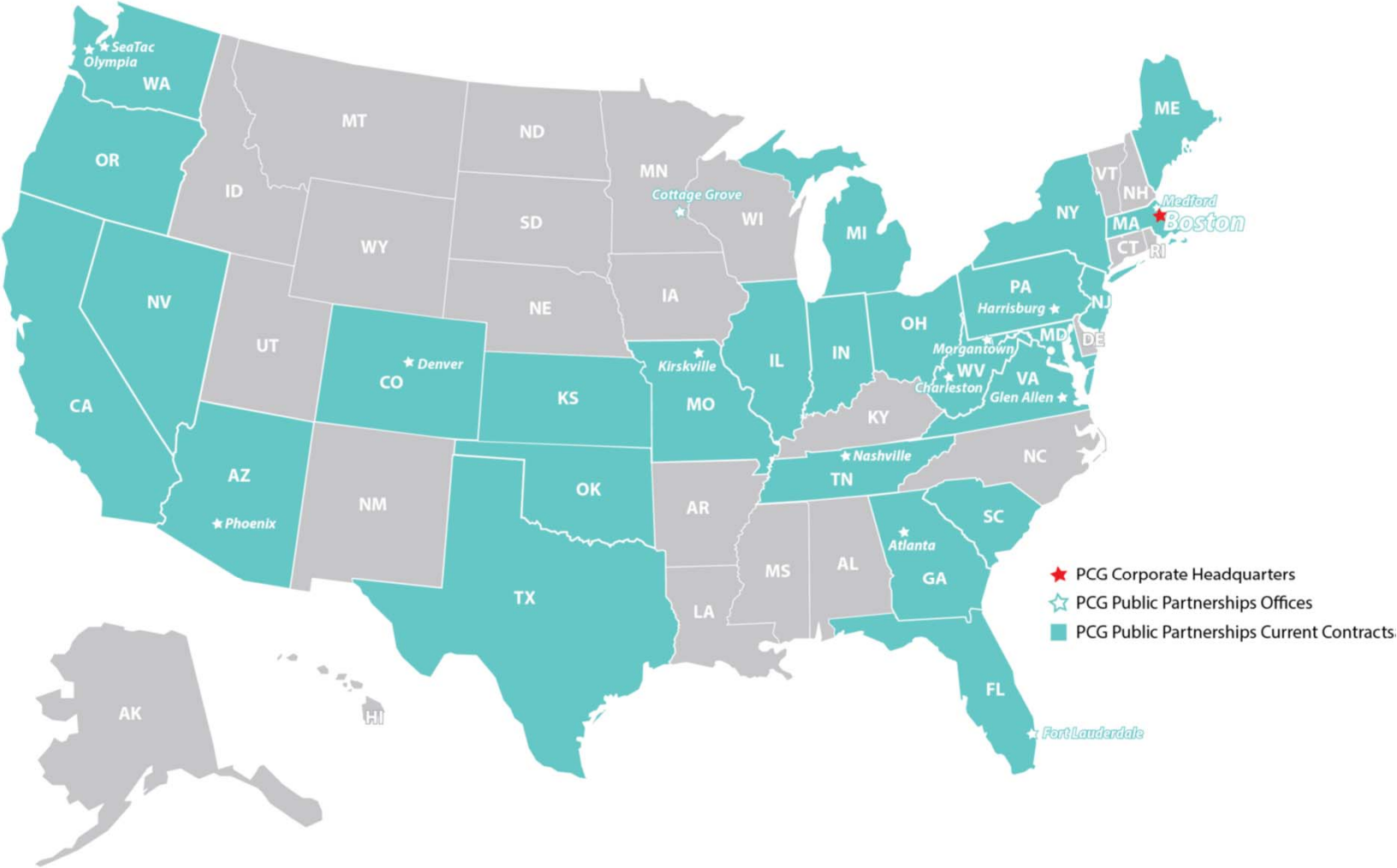
Freedom. Choice. Self Direction.



Who We Are



National Experience



Overview of the New Self-Directed Option

Changes in Self-Direction Model

- Based on significant feedback from the I/DD community over the past several years, the Division approved a shift from an Agency with Choice model to a Vendor Fiscal/Employer Agent model.
- Individuals and families expressed their desire for maximum control and choice over their support services.
- CCW Fee-For-Service was recently approved on 3/31/17 by the Center for Medicaid Services.
- Individuals currently funded through the Interim Supports Program will transition to the Supports Program throughout FY18 (7/1/17 - 6/30/18).

What will change?

- Public Partnerships will replace Easter Seals as the fiscal intermediary
- The individual will be the employer
- Employers can offer a wage above the previous \$15/hr cap
- Self-Directed Employees are required to participate in professional development trainings provided by College of Direct Supports
- Public Partnerships will manage the Workers' Compensation process
 - Workers' Compensation is required by the State of New Jersey
 - An annual premium of \$92.00 will be deducted from the employee's budget

Responsibilities of a Fiscal Intermediary

- Support individuals and employees through the enrollment process
- Process employer and employee enrollment documentation
- Complete federal and state employer registrations
- Ensure required background checks on employees are completed
- Broker Workers' Compensation
- Process employee payroll
- Withhold, file and pay employer and employee taxes
- Process provider payment vouchers
- Issue W-2s and 1099

Timeline

April/May

- Welcome and Introduction of Public Partnerships to all stakeholders
- Individual & Family Orientation & Skills Training
- Individual/Employer and Employee Enrollment
- Self-Directed Employee Enrollment and Credentialing
- Agency/Vendor and Independent Contractor Enrollment and Credentialing

June

- Payments begin for enrolled employees and providers

Note: All new enrollment with Easter Seals will stop on April 30th, timesheet processing will be continued to be paid through Easter Seals until Public Partnerships notifies the Employer.

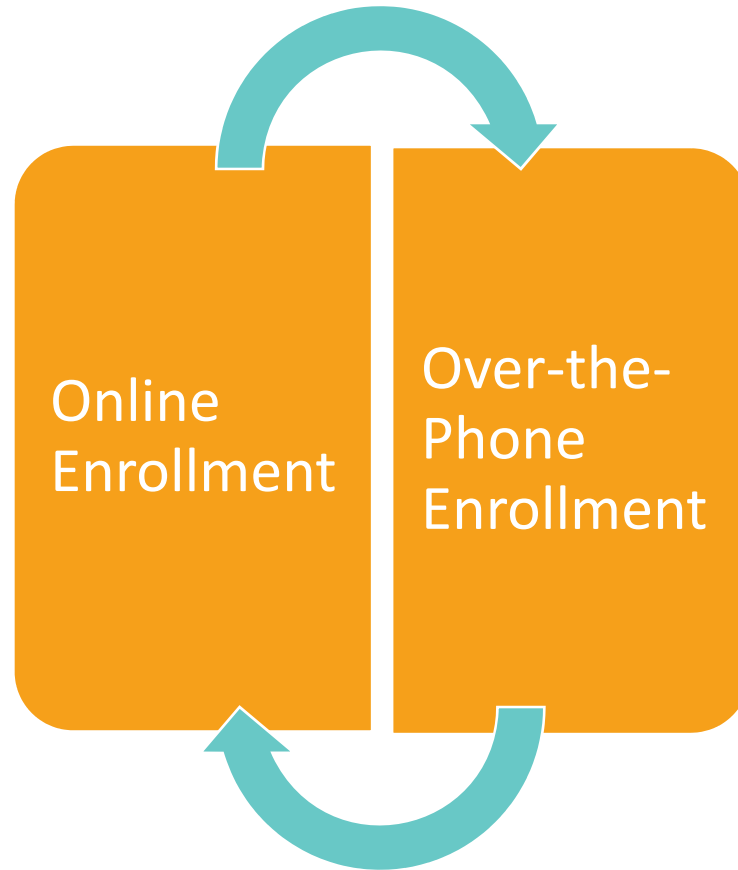
Becoming an Employer

Roles and Responsibilities of the Employer

Major responsibilities of the employer:

- Recruit and hire Self-Directed Employee(s)
- Set pay rate for employees
- Develop schedule for employees
- Manage authorized services according to the Individual Service Plan
- Review and approve timesheets
- Ensure that employees complete the required trainings
- Provide supervision for employees
- Use the back-up plan when an employee is unavailable
- Notify the Support Coordinator of any changes in service needs

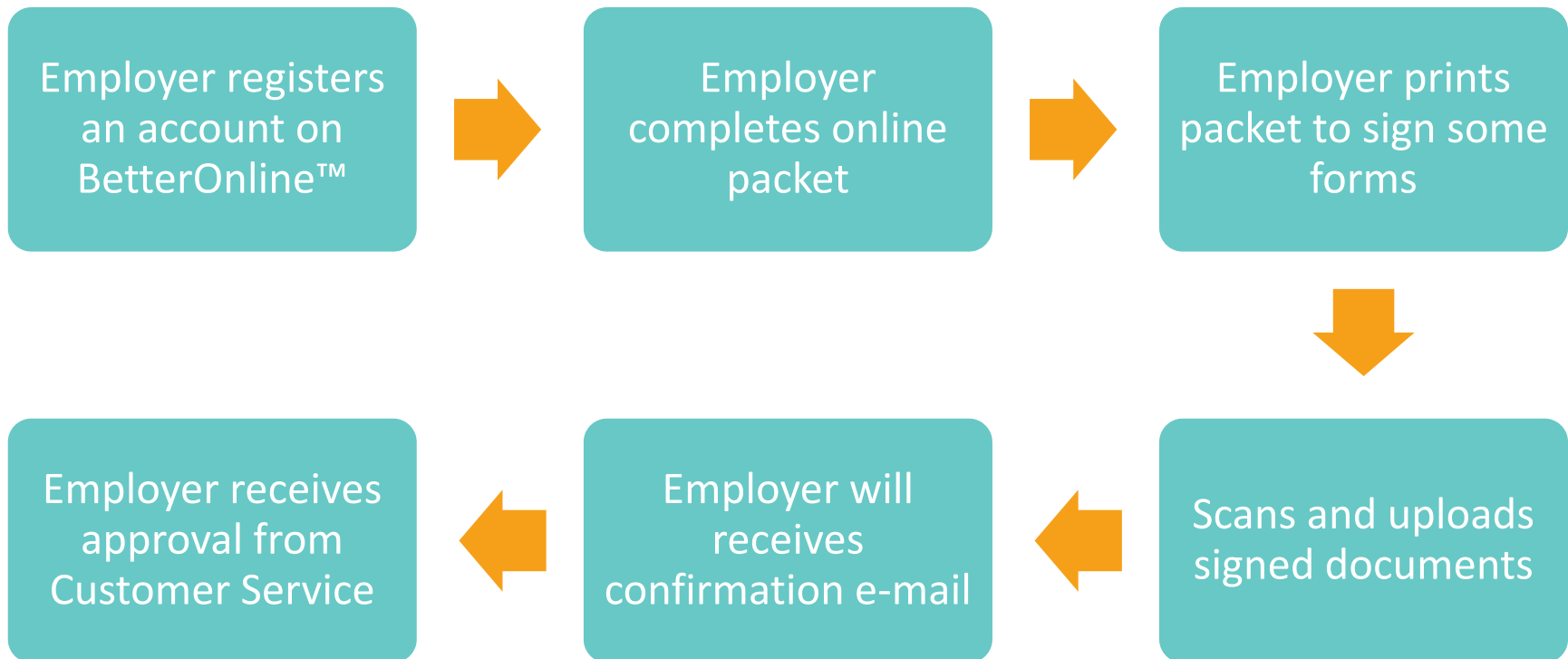
Employer Enrollment with Public Partnerships



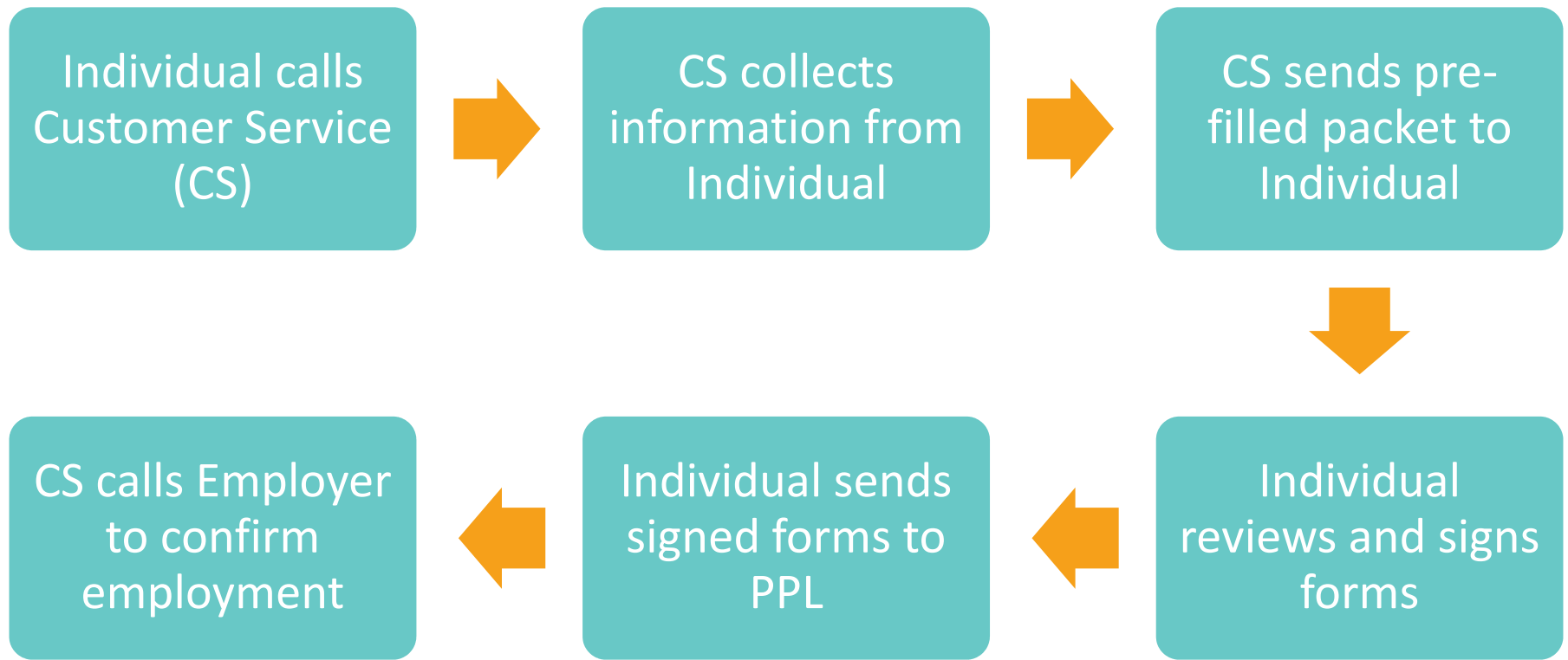
Online Enrollment

- Online enrollment ensures documentation is properly completed in real-time.
- Individuals will need an e-mail address and need access to:
 - Computer
 - Internet connection
 - Printer
 - Scanner/Smartphone App (TinyScanner)

Online Enrollment Process



Over-the-Phone Enrollment



Employer Forms

All Employer Tax Forms are pre-filled so the Employer simply needs to sign and date!



Authorized Representative

Individuals may designate an Authorized Representative.

Responsibilities

- Understand the needs, goals, and preferences of the individual
- Assist with employer administrative responsibilities
- Know the individual's schedule, routines, and medical needs
- Be physically present in the individual's home when needed

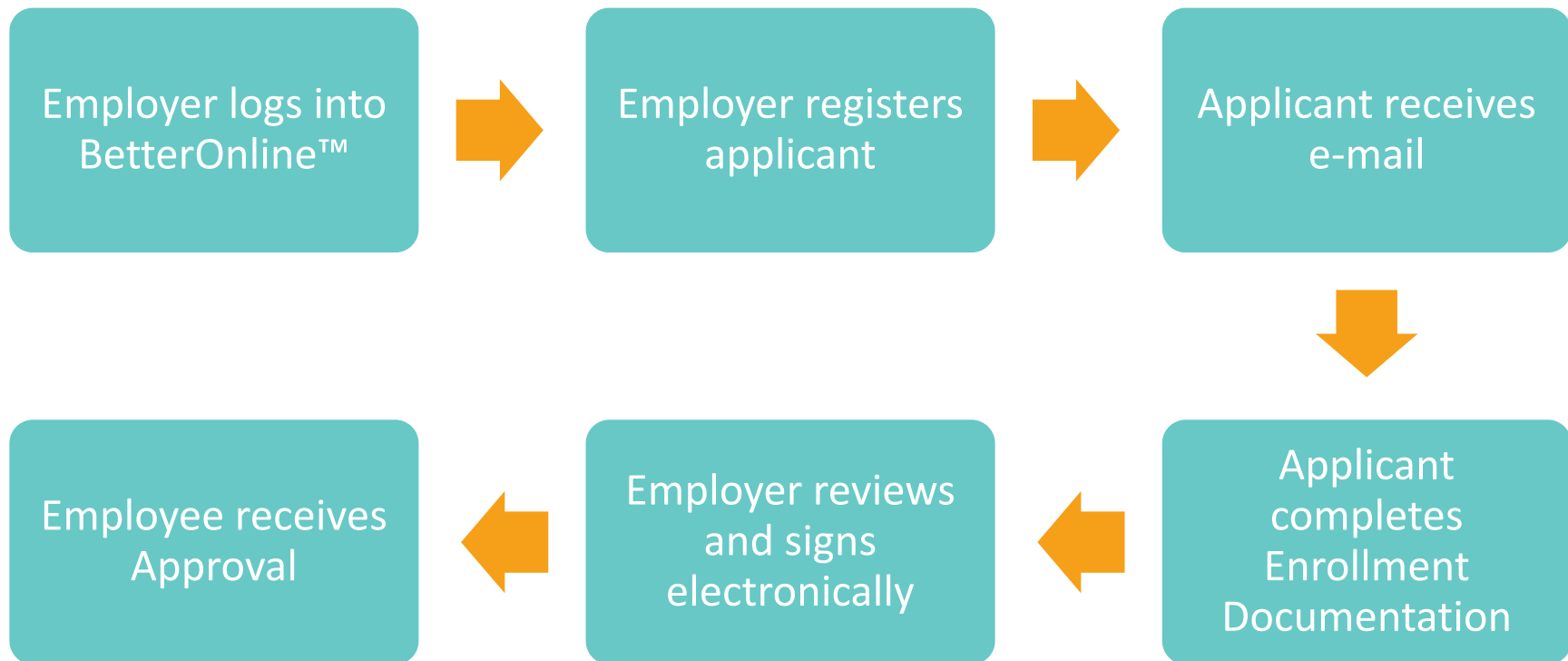
Guidelines

- An Authorized Representative is not required for enrollment
- Serving as an Authorized Representative is not a paid function
- The Authorized Representative cannot serve as a Self-Directed Employee
- The ISP should identify the individual's Authorized Representative

Enrolling an Employee

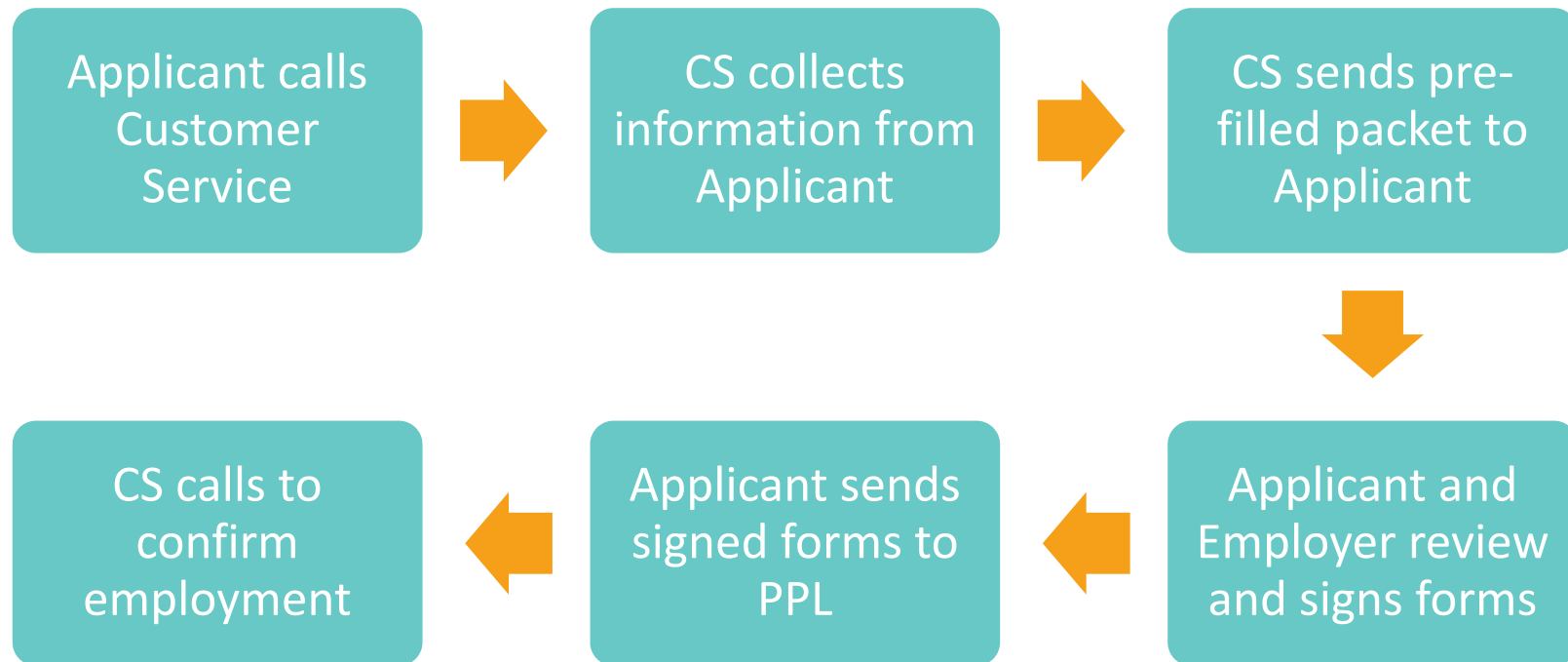
Employee Enrollment with Public Partnerships

Online Enrollment



Employee Enrollment with Public Partnerships

Over-the-Phone Enrollment



Background Checks

Transitioning ESNJ Employees

Self-Directed Employees transitioning from Easter Seals will not need to be fingerprinted.

New Employees

New employees will have to pass the following background checks before they can provide services to the individual:

- Office of Inspector General
- NJ Central Registry of Offenders
- State/Federal Fingerprinting Background Check
- Complete the NJ Universal Fingerprinting Form to schedule and attend an appointment at MorphoTrust to be fingerprinted.
- Employees providing transportation services will need to provide a valid driver's license and consent to have a Driver's Abstract History Report conducted

Employee Training Requirements

- The trainings must be completed within the first 6 months of hire
- Most of the trainings will be provided online, and self-guided through the College of Direct Support
- CPR/First Aid training is classroom based and recertification is required every two years
- NJ DDD will pay for training hours and fees
- Public Partnerships will register the employee for the College of Direct Supports Trainings

NJ DDD Required Training Bundle

- CPR/First Aid
- Preventing Abuse, Neglect, & Exploitation Training
- Danielle's Law
- Medication Training (if applicable)
- Behavioral Support Plan Training (if applicable)
- Training specific to the Employer's Individualized Service Plan (ISP)

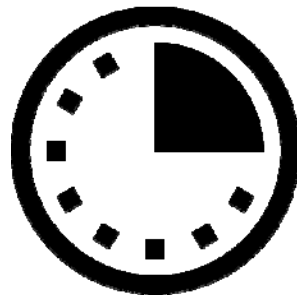
Managing Your Services

Individualized Service Plan (ISP)

- Individuals/Employers should have a copy of the ISP and be familiar with the following:
 - Plan ID
 - Outcome Numbers
 - Service Numbers
 - Service Descriptions
- These four pieces of information will be required on each timesheet.

Individualized Service Plan (ISP)

- The ISP contains Units authorized which are also presented as weekly hours.
- It is critical to schedule employees for number of hours authorized.
- While unused hours do carry over from week to week, the plan was built based on the individuals needs.
- Scheduling more or less hours that authorized on a regular basis may require a needs reassessment and meeting with the Support Coordinator.



Individualized Service Plan (ISP)

If a situation arises that forces scheduling changes, the Individual/ Employer, should consider if the event is a short term/long term issue that changes their level of need temporarily or permanently

SDE Absence

An individual has two SDEs and one calls out sick for the week

The Employer will need to ask the other SDE to cover or ask a natural support

Short Term Issue

The individual falls down the stairs and will need additional assistance during the day for the next month

Contact the Support Coordinator and discuss the change in need

Long Term Issue

The individual's chronic medical condition deteriorates

Contact the Support Coordinator immediately to discuss the change in need, and re-assess the service options

Scheduling Rules

- Employees are not permitted to work more than 40 hours in one week
- Individuals should hire additional employees as needed.
- Employees with different rates for the same service should only work their agreed upon hours.
- Scheduling the higher rate employee more than agreed upon hours will result in plan dollars being used up before the end of the plan year.
- Public Partnerships is not authorized to pay for any service not approved and authorized in the ISP, or any request that exceeds the Individual's budget.

Submitting Timesheets

BetterOnline™

An Individual can use BetterOnline™ for the following:

- ✓ Monitor individual budget spending
- ✓ Approve web-based timesheets

A Self-Directed Employee can use BetterOnline™ for the following:

- ✓ Create web-based timesheets
- ✓ Review timesheet payment status
- ✓ View paystubs

Online User Registration

1. Select **Online User Registration** on the Web Portal.
2. Once on the **New Use Registration** screen, select **New Jersey** as the state.
3. After the state is selected, the **Program** (NJ DDD) and **Role** (Individual or Self-Directed Employee) fields will appear. Select the correct information from the dropdown menu; incorrect information will not be verified.
4. Verify the following credentials: **PPL ID, Last Name, and Date of Birth.**
5. User Information page is where the individual actually registers themselves. Following information will be required to fill out this page: **Username, Password, Confirm Password, Email Address, and Security Question.**
6. Once all the information is entered, click the **Submit** button

Timesheet Submission

- Employees can submit their timesheets electronically through the BetterOnline™ or on a paper based timesheet that must be faxed or mailed
- Payments are made on a bi-weekly schedule
- Timesheets should be submitted promptly after the end of the pay period
- The Employer reviews and approves each timesheet

Safeguards & Rights

Fraud

Fraud – an act of wrongful or dishonesty intended to end in financial or personal gain.

Examples of fraudulent behavior:

- Employer of Record approves a timesheet that they know is incorrect
- Self-Directed Employee fills in days/hours on their timesheet that they did not actually work

These examples are considered to be misuse of program funds.

Abuse, Neglect, and Exploitation

- Abuse an act of aggression by one person intended to inflict harm on another person
 - Physical Abuse, Sexual Abuse, and/or Verbal/Psychological Abuse/Mistreatment
- Neglect means the failure of a paid SDE or an unpaid person to provide the needed services and supports to ensure the health, safety, and welfare of the Individual
- Exploitation means any willful, unjust or improper use of an Individual's property/funds, for the benefit or advantage of another; condoning and/or encouraging the exploitation of an Individual by another person

Unusual Incident Reporting

“**Unusual Incident** means an occurrence involving the care , supervision, or actions of a service recipient that is adverse in nature or has the potential to have an adverse impact on the health, safety, and the welfare of the service recipient or others. Unusual incidents also include situations occurring with Department staff or contractors/consultants or affecting the operations of a program.” - *DHS Division Circular #14: Reporting Unusual Incidents*

- If someone you know is 18 years of age or older, living in the community and is the subject of abuse, neglect, and/or exploitation, it *must* be reported to NJ DDD or the Support Coordinator. The county APS office will be contacted by NJ DDD as applicable,

Complaints and Grievances

- Grievance – a concern or disagreement that was not able to be addressed in the complaint process
- If any employer or employee are ever dissatisfied, they may submit a complaint or grievance for resolution and/or response.
- Call Public Partnerships Customer Service at 1-844-842-5891 or email at njdd-cs@pcgus.com and indicate that you would like to file a formal grievance.

Recruiting Tips

Recruiting: Writing a Job Description

Consider the following responsibilities and requirements when writing a job description:

- Proven experience
- Respectful and compassionate
- Good time management skills
- Good communication and interpersonal skills
- Strong ethics
- Physical endurance

Hiring Restrictions

- Employees may not be a parent, spouse, or legal guardian
- Employees must be 18 years or older

Recruiting: Advertising Tips

- Consider family members, trusted neighbors, or friends
- Advertise through social media, community centers, or a local newspaper



Recruiting: Interview Tips

- Interview each candidate
- If you are not comfortable interviewing in your home, plan to meet somewhere in the community
- Ask clear questions and make notes about each candidate (positives and negatives)
- Ask each candidate for references and call the references

Recruiting: Compensation

Determining a Pay Rate

- Individuals may negotiate a pay rate with each employee
- Only one rate may be set for each Self-Directed Employee
- NJ DDD has set a wage range for hourly services



Contact us

Customer Service:
Customer Service
E-mail:
TTY:

1-844-842-5891
njddd-cs@pcgus.com
1-888-360-5899

1-844-564-5978
njddd@pcgus.com

Hours of Operation

Monday-Friday
8:00AM-6:00PM
Eastern Time,
Excluding NJ Holidays

Si tiene alguna pregunta, por favor llame al servicio al cliente Public Partnerships a 1-844-842-5892. También nos puede enviar un correo electrónico a njddd-cs@pcgus.com.



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