



SUMMER 2018

Summer Safety

This issue provides a clear chart as to when to contact Public Partnerships and when to contact your Support Coordinator. Links to updated and new resources are included and an article on how two PPL Employers handle background checks. Also Support Broker, Rena Wilbarger, is featured as our Self-Directed Success Story.

News & Announcements

Receive Vouchers from IRS?

If you received a payment voucher from the Missouri Department of Revenue, they were sent in error and can be ignored. Public Partnerships tax department has already been in contact with the Missouri Department of Revenue to ensure that future payments vouchers will not be sent to your home address. As your fiscal agent, Public Partnerships is responsible for filing and paying all employer related taxes and is currently up to date with your employer related taxes.

A Guide to Monitoring

The [Guide to Monitoring Enrollment Checklists](#) is a great resource to help you resolve any outstanding enrollment paperwork or understand what trainings are needed. Use this guide to help you process packets at 100%.

Speaking of Guides...

There are many more guides to help you be successful getting started with a new Employee on the [Manual & Publications](#) page of the Public Partnerships website. Use this link to find helpful tools such as the Communication Guide, BetterOnline™ User Guide, Guide to Timesheet Pend Messages, and much more. Visit the website often to find new updates.

Coming Soon: Employer Handbook

Be watching for our new Employer Handbook coming by Fall 2018 to help you be the most successful Employer that you can be.

Missouri Self-Directed Supports Newsletter



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CONTACT INFORMATION

Customer Service

1-844-735-7370
csmosds@pcgus.com

Paperwork Contact Information

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mosds@pcgus.com

Website

www.publicpartnerships.com

WE WANT YOUR SUGGESTIONS!

Do you have suggestions for future topics to be included in this newsletter? Would you like to share your success story?

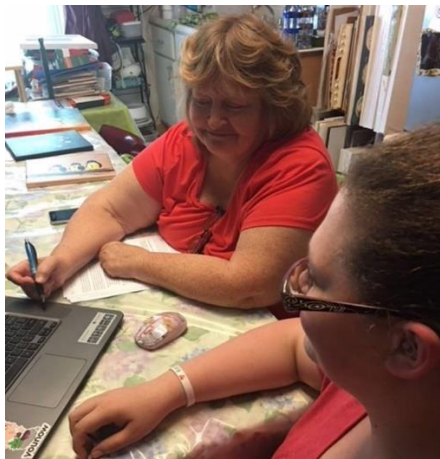
Email us!

csmosds@pcgus.com

Success Story

Rena Wilbarger is a Support Broker in the Rolla region for several individuals who utilize the Self-Directed Services program. A Support Broker provides information and assistance to an Individual and their Designated Representative to fulfill their Employer related responsibilities. Here are two examples from Rena's region of how she helps them move toward independence with Self-Directed Services.

Nathan Lansford and his Designated Representative say that having a Support Broker has made many things easier for his family. He indicated that Rena "helps with giving some written examples of documentation to use as a guide, this way we can make sure that we have included all of Nathan's goals and preferences in our daily notes. Many times, we know what we routinely do with him but may forget to write it all down. Rena also reviews the documentation and helps us to stay within Nathan's budget." They indicated they know that Rena is just a phone call away if they have a question. According to Nathan, it would be a lot more stressful if they didn't have Rena as she assists with the hiring and application process. She also helps with training employees. By having Rena as a Support Broker, they feel it removes a lot of the stress from them.



Gabraelle Witt and her Designated Representative say it is helpful to have Rena available whenever they call. They indicated that Rena "assisted me in finding staff so I could once again attend church in the deaf community in Jefferson City, MO. I was able to attend the deaf week Camp Barnabus this year because staff could take me when my family was not able. Rena helps with finding and hiring new staff, training them on how to write up their notes, scheduling of staff when we hired more than one staff member. Rena also helped us with terminating an employee that never would show up for work. It is difficult to terminate employees and try to resolve conflicts, so it is nice to know Rena is there to help guide us on that. Rena has helped me (Designated Representative) with learning to write the monthly report and learning to read the monthly budget. If we didn't have a support broker, we wouldn't be able to do the self-directed program. Rena has a lot of patience and does not mind showing me something several times until I learn it. We have a

lot of stress, and we don't have to worry as we are reminded by phone calls and messages when it is time to review notes before they are approved for the pay period and also when monthly reports are due. If we have questions, all we have to do is pick up the phone."

Support Broker services are available for Individuals that feel they need a little extra help to be successful as Employers. Support Brokers help you move toward being more independent by guiding you. If you have questions or might be interested in adding a Support Broker to your team, contact your Support Coordinator.

A Tip on Texting

Some Employers, Designated Representatives, and Employees prefer to text their Enrollment Specialist or others at PPL. Please know that when you text, we may not text in response, due to confidentiality laws. Texting is not a secure method of communication, so if your text contains an Individual or Employer's protected information, we will not respond by text. We will either call you or use secure email. We know this may not be as convenient, but this is the law. It is to protect you and your information. If you need to text leave out protected information and we will respond as soon as possible.

What Happens After I Submit the Worker's Registration Form?



The Family Care Safety Registry informs us if there has been any criminal activity with your potential Employee. Not all charges will disqualify a potential Employee from employment. Your regional Enrollment Specialist will contact you to discuss disqualifying FCSR results. You will get a secure email with a copy of the potential employee's Criminal Background Check (CBC) and an Acceptance of Responsibility form for you to fill out and return.

We asked Jessica and Jasmine Malavolti how they have handled these emails as Employers with PPL since 2016, and they said, "We print out the CBC results to read through it thoroughly and to keep these documents for future reference." There is a lot of information on these forms. It tells you what they were doing (Charge Section) if they went to court for it (Prosecution Section), and what the final decision was from the judge (Court Section). You can make it easier on yourself by using a highlighter to mark the Court section, that is the section we look at to decide."

Jessica and Jasmine said, "Next, we assess what the charge is and how long ago it happened. Recent charges are going to be more important to us. People make mistakes. Everyone has a past. You need to assess how it will relate or affect their job performance and the severity of the crime. Some charges may not affect the job and others may be completely unrelated.

"Other charges can sound a lot worse than they are. We find it imperative to talk to the applicant. Always remember you must take the CBC's on a case by case basis. Take into consideration if the applicant brought up the charges before you got this email. Also, consider how long you've known them. You may not be as lenient with someone you just met compared to someone you have known a long time. If you need help, discuss your options with your Support Broker, Support Coordinator, and/or Designated Representative. It all comes down to you and if the applicant will meet your needs. You want them to blend with you and your family."

Once you have made your decision, to proceed or stop the hiring process, you will need to fill out the Acceptance of Responsibility (AOR) form the is emailed to you and send it back into Public Partnerships. We will not give a Good to Go until this form comes in.

[Guide to Monitoring Enrollment Checklists](#) and [What is the Family Care Safety Registry](#) are two resources to help you understand this process better.

When to Contact Your Support Coordinator versus Public Partnerships LLC

Contact Support Coordinator (SC) about: <i>You have 2 points of contact - your SC and the Self-Directed Support Coordinator. Please see information below.</i>	Contact Public Partnerships, LLC (PPL) about: <i>PPL Customer Service #1-844-735-7370</i>
SDS Program Rules https://dmh.mo.gov/dd/progs/docs/gotchoicehandbook.pdf	Forms, guides, and PPL documents http://publicpartnerships.com/programs/missouri/sds/
Information in the Individual's Support Plan (ISP)	Timesheets
Budget information (allocation, hours)	Payroll
Documentation (what should be in a daily note and Monthly Summaries)	Technical assistance with the BetterOnline Web Portal
Services and supports (definitions, what services can be self-directed, etc.)	Employee paperwork
Acceptable training and training resources	Tax information
Regional Office Education (High School) Exemption	How to hire an employee
Who does what: Roles & Responsibilities within the SDS program https://dmh.mo.gov/dd/progs/docs/rolesandfunctionswithinselfdirectedsupports.pdf	Training expiration dates
Monitoring your Self-Directed Supports/Services	Workers Compensation
Missing the Current Budget in BetterOnline Web Portal	CBC (Criminal Background Check) Findings
Change in demographics for the individual receiving services	Change in demographics of an Employee

Electronic Visit Verification (EVV): What is it?

What is EVV?

There are many types of EVV options. Some EVV products work with a cell phone app to record your worker's start time, end time and location. The use of EVV can reduce fraud and help to ensure that members receive consistent services.

Why do we need to use EVV?

In December 2016, Congress passed the 21st Century Cures Act. The Cures Act set new rules for Personal Care Services (PCS) in self-direction programs. EVV must be in place in self-direction programs by January 1, 2019.

How does EVV work?

EVV works by using a cellphone or tablets GPS (Global Positioning System) to record the worker's location. Location capture happens when a worker clocks-in and when they clock-out using the app. Location information is not captured during the worker's shift but only when the worker clocks-in or out.

How can I use it?

The Time4Care app is how Public Partnerships LLC will be implementing EVV. Have your Employees download the app on their smartphones or any tablet and begin using it. This will help them get used to it before it is mandatory. And it is very easy to use. For any questions on how to use Time4Care, call Customer Service or view [the guide](#) on our website.

Stay Connected

- It is important that you stay connected through the Public Partnerships Missouri Self-Directed Supports webpage. When you are enrolling a new employee, changing an employee's pay rate, or need any other documents, please check this website for the most accurate and up-to-date paperwork. Visit the website at:

<http://www.publicpartnerships.com/programs/missouri/sds/index.html>.

- Don't forget about the Missouri Department of Mental Health, Division of Developmental Disabilities web page. It provides important information about the Self-Directed Support program. <http://dmh.mo.gov/dd/progs/selfdirect.html>
- You can also stay connected in-person! Public Partnerships offers in-person sessions with your regional Enrollment Specialist and Self-Directed Supports Coordinator. These meetings are for you to work directly with the Enrollment Specialist and the Self-Directed Supports Coordinator for technical support related to Public Partnerships' technology and Self-Directed Supports.

Helpful Hints

- If you have a demographic change of any kind, including hospital stays, contact your Support Coordinator.
- Ways to Speed Paperwork Processing:
 - When emailing or uploading multiple-page documents, avoid sending page-by-page. Instead, scan all the pages as one document.
 - There's a free app available in Android and iPhone formats that can scan documents. It's called "Adobe Scan." You can use a tablet or phone to scan images and change them into PDF format. Another suggested app is "Tiny Scanner."
 - Keeping multiple-page documents in numerical order helps, too.
 - If you are emailing, send the documents as attachments, not copied into the body of the email.
 - Keep different Employees documents separate: use one attachment per email. Or, if uploading, upload one Employee's info at a time. Don't mix Employee documents.
- If an Employee no longer works for you—whether they have a Good to Go yet or not—always send in the [Employee Termination Form](#). When we receive that form, we can terminate their access to the BetterOnline™ web portal for you.
- Are you missing out on the information you need from PPL? Don't forget to check your email often.
- If you have a question or need help from PPL, don't hesitate to call Customer Service. Customer Service is open Monday through Friday, 8 AM to 6 PM to answer questions or address any concerns. 844-735-7370.

Upcoming Events

Support Coordinator Training for St. Charles Region, August 10
 New Support Coordinator Training in Cape Girardeau, August 22
 New Support Coordinator Training in Sikeston, August 23
 Annual Survey from Public Partnerships LLC, via email, September

For more information, contact your Support Coordinator or local Regional Office

PCG

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