



MAY/JUNE 2017

Missouri Self-Directed Supports Newsletter



IN THIS ISSUE--HIGHLIGHTS

Success Story	2
General Information	3
Enrollment Updates.....	4
Grievance Form.....	4
Helpful Hints/Stay Connected/Events	5

Welcome!

Public Partnerships and the Missouri program team are pleased to be sending out our second newsletter. This newsletter covers activity through May and June 2017. Our April newsletter was a great success! Approximately 1,900 people opened the April newsletter from our email campaign. This in turn generated 283 first time users to the Public Partnerships Missouri program web page, where we make available various program forms, instructions, and user guides. [Click Here](#) to go to the Public Partnerships Missouri program web page.

CONTACT INFORMATION

Customer Service

1-844-735-7370

csmosds@pcgus.com

Paperwork Contact Information

Fax: 1-855-391-0696

mosds@pcgus.com

Website

www.publicpartnerships.com

WE WANT YOUR SUGGESTIONS!

Do you have suggestions for future topics to be included in this newsletter? Email us!

csmosds@pcgus.com

News & Announcements

- **User Guides:** We are in the process of updating all our BetterOnline™ and Time4Care™ user guides to reflect recent changes. These updates will continue to occur each month.
 - In April, we announced the posting of an updated Monthly Summary guide; which will be posted on **Monday, July 3rd**. The guide will include additional updates that occurred during the month of May.
- **Caregiver of the Year:** Do you know someone who puts their life on hold to care for an ill family member or friend? If so, the Department of Health and Senior Services invites you to nominate that person for Caregiver of the Year.
 - In April, the Division of Senior and Disability Services began featuring stories and photos of Missouri caregivers on its website. By December, an overall Caregiver of the Year will be selected. The nomination form is available at <http://health.mo.gov/seniors/caregiver.php> or for more information, please call (573) 526-4542.

Additional Resources

Missouri Department of Mental Health
Division of Developmental Disabilities

<http://dmh.mo.gov/dd/>

Missouri Highlights- Success Stories

In this month's Newsletter, we are featuring a success story from one of our program members. We will be featuring pictures of Missouri each month, including Individuals and their families! If you would like to be featured or have taken a great photo of Missouri that you would like us to use in future newsletters, please email us.

Success Story

Nick Ward and Personal Assistant, Ayoob

Hi, I am Karen. Nick and I were asked to share our Self-Directed Support (SDS) success story. My 13-year-old son, Nick, started using SDS in April 2016. It has been a wonderful transformation for our family. I was always worried about Nick. It was very important for me to find ways to keep him calm so he did not hurt himself or others.

We started going to the gym and riding bikes. His demand to do these activities was non-stop. I had to stop working and stay at home to ensure Nick would be taken care of and his needs met. Meanwhile, the bills kept coming. There were no additional government or agency supports provided to help Nick.

Nick started saying, "I am a man." He wanted to do manly things and he wanted me to do those things with him, but I was unable. That's when I contacted my friend's son, Ayoob who became Nick's Personal Assistant. I was shocked at how Nick and Ayoob interacted. With Ayoob, Nick got the attention of a male figure and could act like other men and do 'man things.' This was the beginning of a better life for Nick. Thanks to Ayoob's support, Nick is calmer and our home is better. Nick now attends church; he can remain calm and not disturb others. I am back to work and I do not have to worry whether Nick's needs are being met.

It is very important that Nick continues using SDS. Losing this service would destroy everything Nick has achieved. This service is like having occupational, physical, speech and behavior therapy, all in one.

Thank you
Karen and Nick Ward



General Information and Update

A. Roles & Responsibilities

Knowing and Understanding Self-Directed Supports Roles and Responsibilities

When you selected the option of Self-Directed Supports (SDS) as a means of support, you decided to take on a role which enables you more control and authority over your services. There are many roles within the option of SDS. It is very important that you understand not only your role but the role of others who are there to ensure the quality of service meets your needs.

The role and responsibilities of Individual(Ind)/Employer(EOR) and Designated Representative(DR) are defined within the SDS "Got Choice" Handbook. [Click Here to view the Got Choice handbook](#)

In addition to the roles and responsibilities, Individual/Employer and Designated Representative must agree to the terms and conditions described in the Employer Services Agreement before receiving services through the SDS program. [Click Here to view the Employer Services Agreement](#)

When participating in Self-Directed Supports you have supports from other team members which includes the role of Support Coordinator(SC), Support Broker(SB), Self-Directed Support Coordinator(SDSC) and Financial Management Service(FMS).

To better understand each of the additional roles you will find additional information as defined in the Missouri Division of Developmental Disabilities, Roles and Functions within Self-Directed Supports. [Click Here to view the Roles and Functions within Self-Directed Supports document.](#)

Everyone who self-directs their supports uses a Fiscal Management Services (FMS). The FMS performs as the agent for the employer and assists in managing some of the financial responsibilities of being an employer.

The Missouri Office of Administration contracted with Public Partnerships to perform Financial Management Services (FMS) on behalf of the Missouri Department of Mental Health (DMH), Division of Developmental Disabilities (Division of DD) and the Self-Directed Services (SDS) program.

PCG Public Partnerships (PPL) performs the following activities on behalf of the employer:

- Assist Individual/Employer new to SDS and their employee(s) through New Referral Enrollment
- Collects and processes required enrollment paperwork
- Coordinates and assists with enrollment paperwork corrections
- Conducts a background screening on employee candidates
- Collects documentation to ensure employees meet and maintain training and certification requirements
- Notifies the employer and employee when the employee is "Good-to-Go" and eligible to provide services
- Processes electronic (BetterOnline™) and mobile (Time4Care™) time sheets
- Processes employees' payroll and the associated employment taxes
- Maintains Service Documentation
- Maintains a backup electronic system (BetterOnline™ and Time4Care™) for individuals/designated representatives to enter time and service documentation

Enrollment—New Employee Hiring Guide

The Public Partnerships Missouri program team has developed an instructional guide to help employer's or designated representative's and new employees easily complete the employee packet to ensure a smooth enrollment process. The New Employee Hiring Guide highlights the overall process, do's and don'ts, key details of the forms, and what to expect after you have submitted your packet.

This New Employee Hiring Guide was vetted by the Public Partnership Missouri Advisory Committee as well as other vested stakeholders from across the state. We have focused in on key elements users have identified as needing additional information to be more successful.

The New Employee Hiring Guide is located on the Public Partnerships Missouri program web page. [Click Here](#) to view this guide.

Grievance Form

The Public Partnerships Missouri program team has developed a new form and process to manage and respond to grievances. The Grievance Form is located on the Public Partnerships Missouri program webpage. [Click Here](#) to view this form.

We still encourage all program stakeholders to report concerns and issues to our Customer Service or Enrollment Specialists so that we may address and work through resolving matters quickly.

Stay Connected

It is important that you stay connected through the Missouri Self-Directed Supports website. Our website is constantly being updated with new and improved enrollment forms, user guides, and other information. When you are enrolling a new employee, changing an employee's pay rate, or are in need of any other documents please check this website for the most accurate and up-to-date paperwork.

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 designed 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.



- Documents sent by email must be sent as an attachment
- Employees must receive the “Good to Go” email before they can begin providing services
- The Employee Handbook and Employee Terms and Conditions Services Agreement are found at:
<http://www.publicpartnerships.com/programs/missouri/SDS/index.html>
- Documents need to be separated by type of document and sent separately for each person

Events

Date	Audience	Location
June 27, 2017 12:30pm-6:00pm	Sikeston Regional/Cape Girardeau Informational Event Self-Directed Supports and Integrated Supports and Services	471 Siemers Drive Cape Girardeau, Mo 63701