



LATE SUMMER 2017

## Hello!

In this issue, we highlight Self-Directed Supports (SDS) experiences and successes from the Mueller family, improvements to our communication process, employee enrollment processing, employee paperwork and guide updates, reminders about employee training, and BetterOnline™ web portal enhancements.

## News & Announcements

### **Secure Email Change**

Public Partnerships is no longer using ZixMail for sensitive email encryption. As of August 12, 2017, we transitioned our email encryption process to Office 365. We sent email notification and instructions regarding this change on Thursday, August 10<sup>th</sup>. Additionally, you can find instructions on how to use the new Office 365 encryption process on our Missouri program page. [Click here](#) to view the instructions.

### **File Review**

Public Partnerships is in the process of reviewing all transfer employee enrollment documents received from the prior Financial Management Services (FMS) vendor. During this review, we are looking to make sure we received and have all the necessary paperwork for transfer employees on file. Any employees missing documentation will be notified and requested to complete and return the missing paperwork.

### **Satisfaction Survey**

Be on the lookout - Public Partnerships will be distributing satisfaction surveys to Individuals in September to gain feedback on our performance.

## Missouri Self-Directed Supports Newsletter



### IN THIS ISSUE – HIGHLIGHTS

Success Story-----	2
Communications-----	3
Enrollment-----	3
BetterOnline™ Updates -----	4
Helpful Hints -----	4
Upcoming Events-----	5

### CONTACT INFORMATION

#### Customer Service

1-844-735-7370

[csmosds@pcgus.com](mailto:csmosds@pcgus.com)

#### Paperwork Contact Information

Fax: 1-855-391-0696

[mosds@pcgus.com](mailto:mosds@pcgus.com)

#### Website

[www.publicpartnerships.com](http://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](mailto:csmosds@pcgus.com)

## Success Story

My son Caleb will be 18 in September. We've been Self Directing supports for about eight years. It is one of the very best choices we ever made for him and the family, as a whole. We knew this was the right fit for us because we always had great people from our who wanted to work with us. Most of the people came from school at first. Over the years we've hired people from universities. For the last four years, everyone we hired came from our church community. What's important to us about this system is that our family is completely in control of the staffing situation. We all get to choose who to hire, Caleb gets to select what he does with them, and we get to be involved in how much they to pay them. Being able to choose who to hire and their pay rate ensures security from excess turnover and assurance of the quality of staff that fits our family. The confidence that the people working for us are happy to be here and find meaning in the work they are doing also gives my husband and I the confidence to work and maintain our home while our son is having a positive experience and learning to be more independent.

Some of the more creative things that Caleb does with Self-Directed-Supports are things like going grocery shopping for his weekly foods, going to volunteer opportunities, walking dogs with friends. Caleb has started spending a lot more time swimming and going to the library. He even went to prom this year with the help of one of his PCA's. A lot of these experiences are helping him prepare for a career as an adult, and we are tracking those experiences to share with his school and his Support Coordinator.

We couldn't be more grateful for the Self-Directed Supports system in Missouri. By continuing to develop flexible, empowering programs like Self-Directed-Supports, Missouri is demonstrating how states can set a good example of fulfilling the new requirements under the recent Medicaid HCBS-Home and Community Based Services criteria.

Georgia & Keith Mueller are parents to Caleb. They live in greater Kansas City where Keith breeds Missouri's best tomatoes, and Georgia works as a Family Resource/Benefits Specialist for Missouri Family to Family.



## Communications

Our Missouri program team recently created a Communication Guide to help all users better navigate and understand where to go, who to go to, and what will be needed when communicating with Public Partnerships. It is important to know who you need to contact with questions and what information you will need to provide so we can assist. The Communication Guide is a tool that will help users connect successfully with our Customer Service team and our local, regional Enrollment Specialist.

The guide thoroughly defines the information you will need to have handy and available to provide to Public Partnerships when you call or email. You will find that we have simplified the information questions we will ask to verify your identity. The adjustments we have made reflect the feedback we received from many program stakeholders across the state. Also, this guide was reviewed and influenced by feedback that our Missouri Self-Directed Supports (SDS) Advisory Committee provided during our August meeting.

Customer Service and our regional Enrollment Specialists are available to provide information, resources, and answers to questions related to Fiscal Management Services (FMS) in Missouri, such as enrollment, payroll, taxes, timesheet entry, and the web portal system. The Communication Guide is located on our Missouri program page, under "Manuals & Publications" tab. [Click here](#) to view the Communication Guide.

## Employee Enrollment

As a part of our regular enrollment process, our program team reviews, tracks, and takes action on employee applications or forms that need correction and follow-up to be processed successfully. In June, we received 201 new employee applications, taking an average of eight (8) days to become "Good-to-Go." In July, we received 165 new employee applications, taking an average of seven (7) days to become "Good to Go." We are committed to ensuring that the processing of enrollment applications and forms occurs as quickly as possible and that the average timeframe for employee "Good-to-Go" continues to reduce! As a part of our commitment, we have developed many guides and instructions for Employers and Employees to use to avoid common mistakes and errors that cause delays. We encourage both Employers and Employees to use these tools. These tools are available online on our Missouri program page, [click here](#) to view this page. Please regularly check our Missouri program page to ensure that you are using the latest and greatest versions.

Below is a list of recommended new and updated tools. Click on the items listed to access the most recent version.

- 📄 New Employee Hiring Guide – New June 2017
- 📄 New Employee Application – Updated July 2017
- 📄 New Employee Sample Packet – Updated August 2017
- 📄 Step-by-Step I-9 Instructions – Recommended for Use
- 📄 Family Care Safety Registry Frequently Asked Questions – New August 2017
- 📄 SDS Pay Rate and Budget Calculator – Updated August 2017

## Employee Training Reminder

As a reminder, all employees must complete both pre-and post-employment training requirements to be eligible for initial and continued employment. All training certifications must remain current, without a gap. Employees who do not complete or maintain on-going training certifications will not be eligible for continued employment or eligible to work during the period where there is a gap.

All employees must complete Abuse and Neglect training for initial and continued employment. Abuse and Neglect is an online based training that Employees must complete every two years. The link for the online Abuse and Neglect training is <http://www.mimhtraining.com/dd/abuse-neglect/>.

Public Partnerships notifies Employers/Designated Representatives and Employees 90, 60, 30 days in advance of expiring employee training certifications and where to submit the renewed certifications once completed.

---

## BetterOnline™ Web Portal

Public Partnerships monitors and tracks employee's initial and continued eligibility for employment, including training that requires renewal, using BetterOnline™. At the beginning of July, we rolled out several enhancements to BetterOnline™ that allows Employers, Employees, and other stakeholders to review and verify employee paperwork and training certifications. Our Missouri program team has created a guide for users to see and understand these enhancements and how to use them to monitor enrollment and training requirements. This guide is for anyone who has access to BetterOnline and will help users understand how to resolve outstanding enrollment paperwork or training that will soon be expiring. The Guide to Monitoring Employee Enrollment Checklists is located online on our Missouri program web page, under "Manuals & Publications." [Click here](#) to view the Guide to Monitoring Employee Enrollment Checklists.

---

## Helpful Hints

- Abuse and Neglect Training Certificates must be sent to Public Partnerships by email, fax, or uploaded through BetterOnline. The document must be attached to the email. We do not receive the certificate when the submit button is selected at the end of the online training test.
- When sending documents to Public Partnerships, they must be attached to the email, fax, or uploaded through BetterOnline. Documents that are copied and pasted into the body of an email may not be processed.
- Documents need to be separated by type and sent separately by each employee or individual.
- Please make sure we have your current contact information (email, phone, address). Public Partnerships uses email as our primary means of communication. Emails with private information will be sent encrypted. Please check out how to access secure email on our program page, [Accessing Office 365 Encrypted Email Messages](#).
- New Employee Enrollment Packet and supporting documentation (I-9 documents, proof of education, proof of required training) should be sent in with the packet to avoid additional processing time.





## Stay Connected

It is important that you stay connected through the Public Partnerships Missouri Self-Directed Supports webpage.

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

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.

Each month we will list the in-person session we are conducting under "Upcoming Events."

### Upcoming Events

9/21-9/22 2017 12<sup>th</sup> Annual Thompson Center Autism Conference, Double Tree, St. Louis, Missouri  
[Click here](#) for more information on this conference.

10/26-10/27 2017 MACDDS Fall Conference Tan-Tar-A Resort and Conferenc Center, Osage Beach, Missouri  
[Click here](#) for more information on this conference.