

# Self-Determination: Yes, you can do that!

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An Introduction to the Who, What, Where, When, Why, and How of Self-Determination and Self-Directed Services.



**COMMUNITY  
MENTAL HEALTH**  

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**OTTAWA COUNTY**

February 2024

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# Self-Determination PREFACE

Self-Determination demonstration projects (“Self-Determination” and “Cash and Counseling”) were developed in the late 1990s in 19 states with grants provided by the Robert Wood Johnson Foundation. Michigan was one of these states. In 2005, these demonstration programs led to two authorized avenues for States to offer self-direction as an option under Section 1915 (i) and Section 1915(j) of the Deficit Reduction Act. On March 23, 2010, the President signed the authorization for section 1915(K) of the Affordable Care Act to offer self-directed services. Every state now offers Self-Determination and Self-Directed services. In 2019, there were over 260 self-directed programs nationwide with over 1.2 million individuals with disabilities self-directing their services and supports. ([www.appliedselfdirection.com](http://www.appliedselfdirection.com))

“Self-Determination: Yes, You Can Do That” was a collaboration by The Arc Michigan, Partners Advancing Self-Determination (PAS) workgroup for Community Mental Health of Ottawa County (CMHOC). This workgroup was comprised of staff from CMHOC, family members of individuals receiving services through CMHOC, the Michigan Department of Health and Human Services/Behavioral and Physical Health and Aging Services Administration, Lakeshore Regional Entity, Ottawa Area Intermediate School District, Fiscal Management Services (Community Alliance, GT Independence), and the Michigan Developmental Disabilities Institute at Wayne State University.

Principles of Self-Determination	Self-Directed Outcome
<b>Freedom</b>	Deciding how to live a good life
<b>Authority</b>	Controlling a targeted amount of dollars
<b>Support</b>	Organizing resources in ways that are life-enhancing and meaningful
<b>Responsibility</b>	Using public funds wisely
<b>Confirmation</b>	Having a role in redesigning the service system

Self-Determination is the right of all people to have the power to make decisions for themselves. Rooted in the same principles, Self-Direction is the act of selecting, directing, and managing one’s services and supports. Individuals who self-direct their services get to decide how to spend their CMH services budget with support.

Self-direction asks,

**“What can we do to support you in living the life you want?”**

# Get Help

# CONTACT INFO

<b>Community Mental Health of Ottawa County</b>	<b><a href="http://www.miottawa.org/Health/CMH">www.miottawa.org/Health/CMH</a></b>
<b>Self-Directed Services Coordinator</b>	616-494-5446 cmhsd@miottawa.org
<b>Access Center</b>	616-393-5681 877-588-4357 cmhaccesscenter@miottawa.org
<b>CMH Customer Services</b>	616-494-5545 cmhcustomerservices@miottawa.org
<b>Recipient Rights</b>	616-393-5763 bfowler@miottawa.org

If you are in crisis:  
**Call the Crisis Intervention Helpline at 866-512-4357 or 988.**  
 Available 24 hours a day, 7 days a week, 365 days a year.

<b>Lakeshore Regional Entity</b>	
<b>Customer Service Toll-Free</b>	800-897-3301

<b>The Arc Michigan</b>	<b><a href="http://www.arcmi.org">www.arcmi.org</a></b>
<b>Jill Gerrie, Project Coordinator</b>	517-487-5426 jill.gerrie@arcmi.org
<b>Partners Advancing Self-Determination</b>	517-492-5028
<b>Person-Centered Planning Quality Improvement Help Desk</b>	<a href="https://arcmi.org/projects/pcpqi/pcpqi_sdhelppdesk">https://arcmi.org/projects/pcpqi/pcpqi_sdhelppdesk</a>

# The WHO



## You

Any person with a mental health, cognitive, developmental or substance use disorder and receiving services from Community Mental Health of Ottawa County.

Individuals who qualify for Community Mental Health can have Medicaid, Healthy Michigan Plan, MI Child, Medicare, no insurance or be underinsured.

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## Employer of Record

When using Self-Directed services, the Employer of Record is you. You control your budget, hire support workers of your choosing, and make decisions on how to manage your life.

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## Prepaid Inpatient Health Plans (PIHP)

Prepaid Inpatient Health Plans (PIHP) are the regional entities that manage the services provided under a contract with the Michigan Department of Health and Human Services (MDHHS). There are 10 PIHPs in Michigan. A PIHP is a managed care organization that provides Medicaid services and funding to the Community Mental Health Service Providers to pay for specialty mental health services and supports in an area of the state.

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## Centers for Medicare and Medicaid Services (CMS)

The Centers for Medicare and Medicaid Services (CMS) is part of the U.S. Department of Health and Human Services (DHHS). They oversee Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and the state and federal health insurance marketplaces.



## **Michigan Department of Health and Human Services (MDHHS)**

Michigan Department of Health and Human Services (MDHHS) is the state agency that provides Medicaid services and supports. The Department provides public assistance, child and family welfare services, and oversees health policy and management, including mental health and substance use services.

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## **Community Mental Health of Ottawa County (CMHOC)**

Community Mental Health of Ottawa County (CMHOC) is the Community Mental Health Services Program for behavioral health services to adults with severe mental illness and children with emotional disturbance, substance use disorder services, and services and supports for individuals with an intellectual or developmental disability.

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## **Lakeshore Regional Entity (LRE)**

Lakeshore Regional Entity (LRE) is one of the 10 regional Prepaid Inpatient Health Plans (PIHP) under contract with the Michigan Department of Health and Human Services to manage all Medicaid specialty services provided by the following counties: Allegan, Kent, Lake, Mason, Muskegon, Oceana and Ottawa.

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## **Financial Management Service Provider (FMS)**

A Financial Management Service (FMS) is an organization or person independent of the CMH system that assists employers to manage the funds in Self-Directed budgets.



## **Supports Coordinator (SC) OR Case Manager (CM)**

A Support Coordinator (SC)/Case Manager (CM) is the person who helps write an Individual Plan of Service (IPOS) and makes sure the services are delivered. The SC/CM's role is to listen to you, help you create your goals, and help find the services and providers inside and outside the local community mental health services program that will help achieve your goals. This can be provided by CMHOC staff or an independent agency.

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## **Supports Coordinator Aide (SCA)**

A Supports Coordinator Aide (SCA) is an employee of CMHOC who makes sure your services are being delivered. The SCA will help you make connections with supports and services in the community to help you meet your goals.

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## **Supports Broker (SB)**

A Supports Broker (SB) is an independent contractor that helps you find your needed services and supports in your Individual Plan of Service (IPOS). The SB has a clear focus on helping you identify and meet your goals to increase independence and improve your quality of life.

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## **Independent Facilitator (IF)**

An Independent Facilitator (IF) is an independent contractor. The IF cannot have any other role within the PIHP or CMH. You may choose one to facilitate your Person-Centered Planning process. The IF assists in all pre-planning activities, facilitates the planning process, keeps the focus on the person, and collaborates with the SC/CM to develop the IPOS.

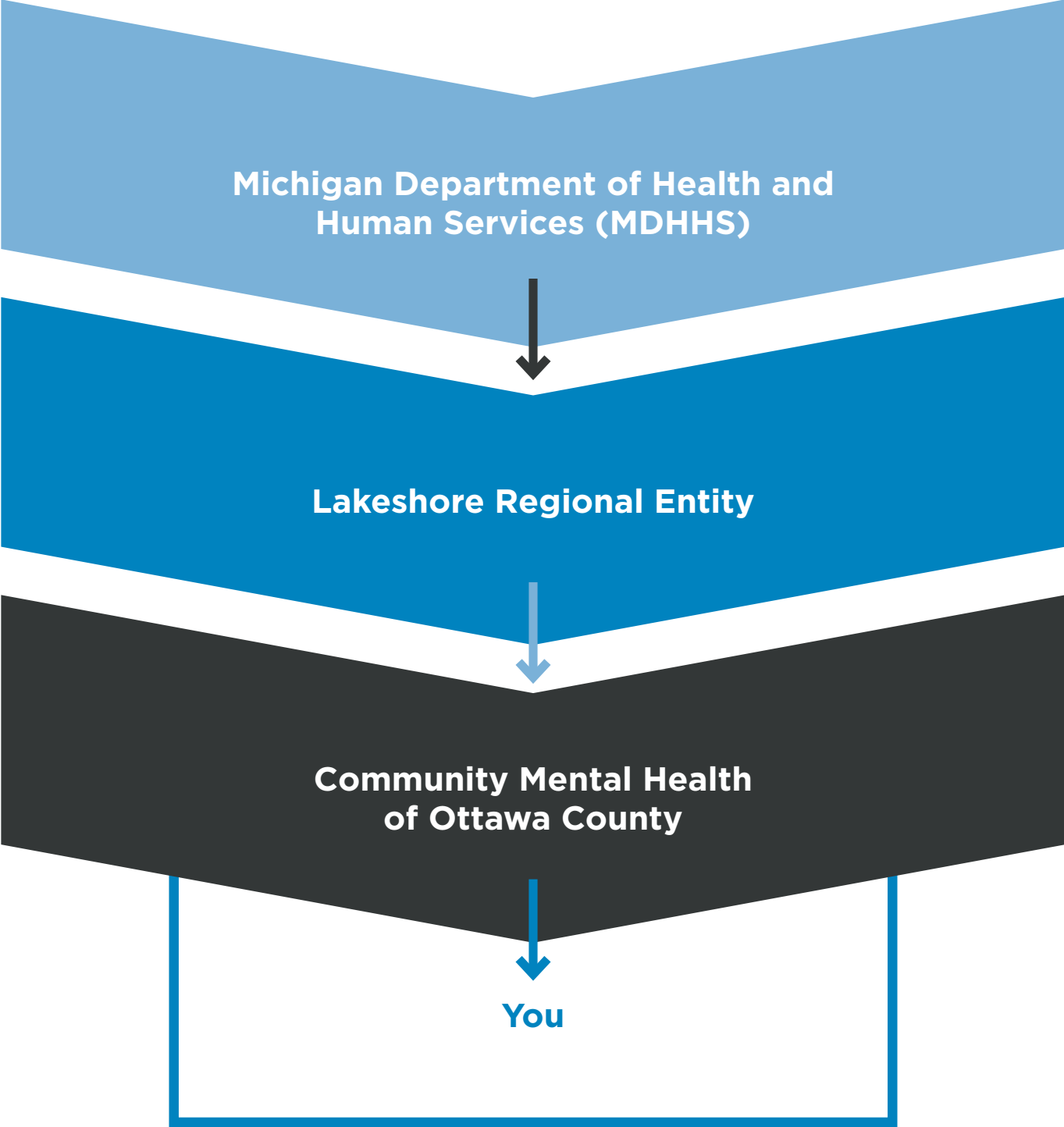
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## **Provider of Choice**

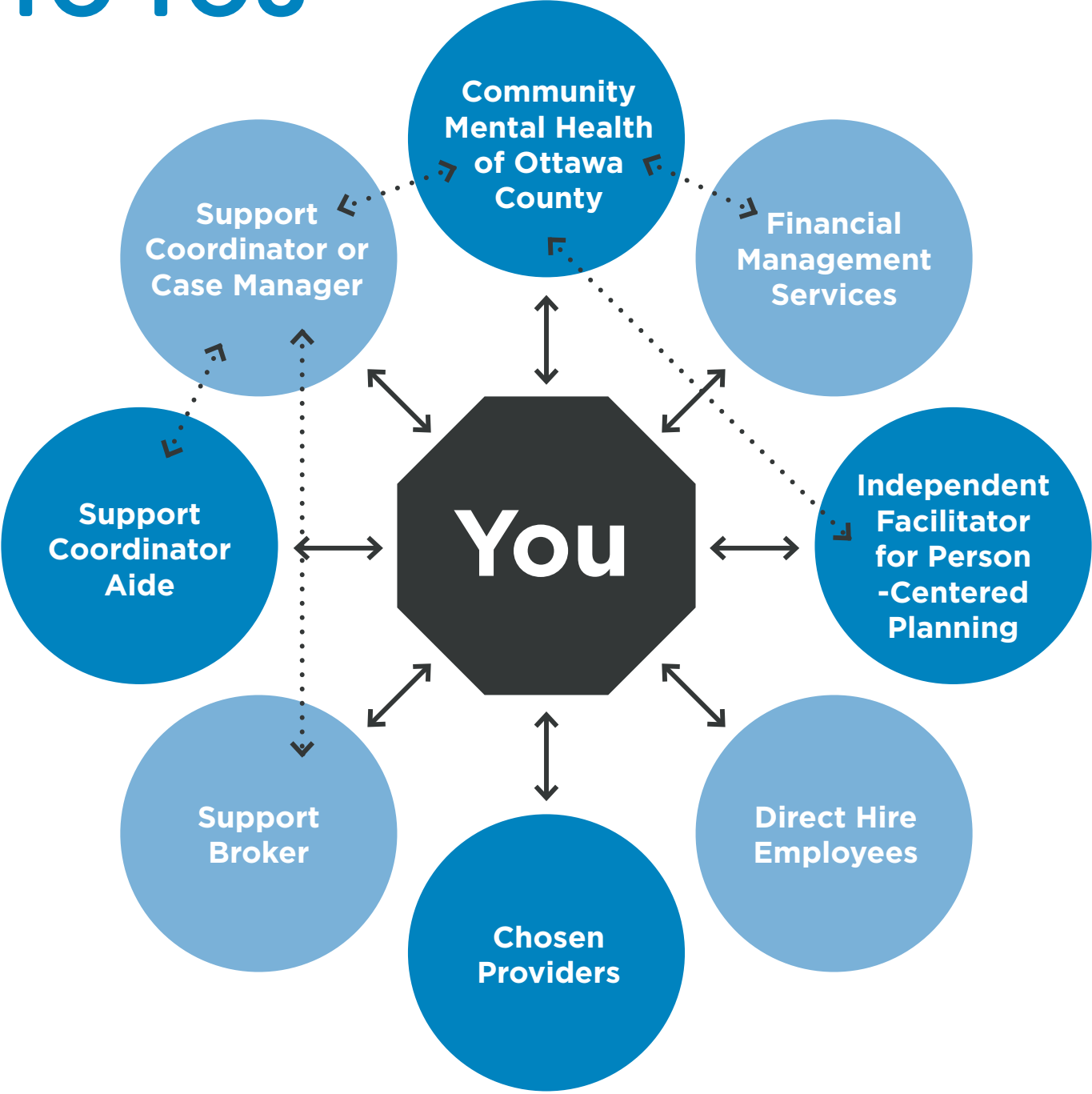
You have the right to hire anyone who meets the provider qualifications. This could be a service agency contracted with CMHOC, a family member who is not your guardian, a community member, a friend, or a neighbor.

# How The 'WHO' Are **CONNECTED AS A SYSTEM**





# How The 'WHO' Are **CONNECTED** **TO YOU**



↔ A solid arrow is how **YOU** will work with the **Who**

⋯↔ A dashed arrow is how the **Who** work together to support **YOU**

# The WHAT

## **Person-Centered Planning (PCP)**

Person Centered Planning (PCP) was added to the Michigan Mental Health Code, the state laws governing the provision of CMH services, in 1995. Person-Centered Planning (PCP) is a collaborative, person-directed process during which you will be asked what your hopes and dreams are. PCP enables you to identify and achieve your personal goals. It is a way for you to plan your life in your community, set the goals you want to achieve, and develop a plan for how to accomplish your goals. Through PCP, you will identify the support, services, or treatment you need to achieve your goals, who you would like to provide this service, how often you need the service, and where it will be provided.

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## **Self-Determination (SD)**

Self Determination (SD) is the right of all people to make decisions for themselves; to have free will. The goals of Self-Determination are to promote full inclusion in community life, to have self-worth, and increase belonging while reducing the isolation and segregation of people who receive services.

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## **Self-Direction**

Self-direction is a method for moving away from professionally managed models of supports and services. It is the act of selecting, directing, and managing one's services and supports. People who self-direct their services are able to decide how to spend their Individual Plan of Service budget with support, as desired.

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## **Individual Plan of Service (IPOS)**

The IPOS is the Individual Plan of Service developed using PCP which outlines the approved Medicaid services and funding you receive to pay for those services.

## Individual Budget

An individual budget is the amount of money from CMH authorized to pay for behavioral health and intellectual/developmental disability services and supports as listed and approved in your IPOS. By using an individual budget, you have the power to make meaningful choices about how you control your services and live your life. This is called budget authority.

Budget items could include staff wages, payroll costs, and funds to purchase other services.

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## Home and Community Based Services (HCBS)

Home and Community Based Services (HCBS) are Medicaid services for all people with disabilities to help them live in their own homes and communities. HCBS ensures individuals who have disabilities have the same access to the community as individuals who do not have disabilities.

“The self-determination path has been the right fit for our family. Through job postings and networking, we’re able to access a larger pool of prospective support personnel and manage our son’s budget in a way that offers the most flexibility.”

**—Family member of a person receiving Community Mental Health of Ottawa County services**

# The WHERE

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## **Where do I apply for services?**

Community Mental Health of Ottawa County (CMHOC) Access Center welcomes applicants for service, provide screening, and determines eligibility for services.

**Where are my services provided?** Anywhere in your community and/or home.



**By phone:**

**616-393-5681**

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**In-person:**

**12265 James Street,  
Holland MI, 49424**

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**1111 Fulton Street,  
Grand Haven MI, 49417**

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**Online:**

**[www.miottawa.org/health/cmh](http://www.miottawa.org/health/cmh)**

# The WHEN

## **When Can I Start Receiving Services?**

- You can apply for services at any time and at any age.
- After you have been determined eligible for services, you will start the PCP process to determine your needs and supports.

## **When Can I Start Self-Directed Services?**

- When you are at the start of receiving services.
- At any time throughout your plan year.
- After you have been trained by CMH on the Self-Directed Service model and have completed the necessary paperwork.

“If a man does not keep pace with his companions, perhaps it is because he hears a different drummer. Let him step to the music which he hears, however measured or far away. It is not important that he should mature as soon as an apple-tree or an oak. Shall he turn his spring into summer?”

—Henry David Thoreau, *Walden*

# The WHY

## Self-Determination empowers you to:

- Access and use all available resources effectively and creatively.
- Honor your values and history with support from people you care about.
- Grow and learn through individualized home and community activities.
- Build your network of family, friends, and community members to help with your supports.
- Prepare and plan for your future.
- Promote your self-advocacy.
- Make decisions on how you want to live your life.

“The conventional view serves to protect us from the painful job of thinking.”

—John Kenneth Galbraith

# The MAP

Let our Team Map guide you through the process of Self-Determination and on to Self-Directed Services with a life using the principles of Self-Determination.

Freedom

Authority

Support

Responsibility

Confirmation

## OTTAWA PAS TEAM MAP



“To be yourself in a world that is constantly trying to make you something else is the greatest accomplishment.”

—Ralph Waldo Emerson

# The How

- Receive training and education by CMHOC on how to manage, control and direct self-directed services and your budget
- Sign a Self-Determination Agreement
- Choose a Financial Management Service (FMS)
- Decide which services to self-direct
- Ask for help when you have questions

## WELCOME

- The Supports Coordinator/Case Manager, Independent Supports Coordinator, Supports Coordinator Aide, or S-D Coordinator meets with you/family throughout the process.
- Explanation self-directed services and the benefits.
- Training on Self Direction including the services and supports you can control.

## PRE PLANNING

- Before planning, an independent facilitator is available to assist with process.
- Select FMS and Supports Broker
- Identify strengths, gifts, talents, needs, goals for life.
- Decide on FMS & Broker

## PERSON-CENTERED PLANNING MEETING

- Verify strengths, gift, talents, needs, and how to reach goals.
- Decide services & supports and which to direct.
- Explore community resources.
- Budget developed.

S-D AGREEMENT

## MEET WITH FMS

### FISCAL MANAGEMENT SERVICES

- Before meeting, employer & FMS contract paperwork is sent to employer/family member.
- Meeting then held to review paperwork & answer questions.
- You can begin recruiting employees with help from family, friends and supports brokers
- FMS does the background check.
- After passing background check, a start date is chosen.
- FMS pays bills & employees.

## ONGOING MONITORING OF SERVICES & SUPPORTS

- **CMH:** Individual Plan of Service (IPOS), budget, employer training needs, documentation.
- **EMPLOYER:** time sheets, payroll, budget, IPOS, training needs, employee schedules & services, documentation.
- **FMS:** Time sheets, payroll, other expenses, budget, training needs.

## ONGOING TRAINING

- **CMH:** Employer Training.
- **EMPLOYER:** Employee Training.
- **FMS:** Tracks employee training and keeps employer updated; lets employer and CMH know of any issues.

CELEBRATE & EVALUATE



# The RESOURCES

## **“You Can Do That” - A slide presentation by Robin E. Cooper from the National Association of State Directors of Developmental Disabilities Services (NASDDDS)**

[www.appliedselfdirection.com/sites/default/files/You%20Can%20Do%20THAT%20Slides.pdf](http://www.appliedselfdirection.com/sites/default/files/You%20Can%20Do%20THAT%20Slides.pdf)

## **The Arc Michigan has several documents available for your research:**

- A Guide to Hiring and Managing Direct Care Workers
- Partners Advancing Self-Determination

<https://arcmi.org/>

## **Michigan Department of Health and Human Services “Self-Direction Technical Requirement Implementation Guide” – Version 2.2 January 2022**

[https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder50/Folder7/Self-Direction\\_Technical\\_Guide.pdf?rev=6c8a86ad45c346d2b5c86026040b6b8a](https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder50/Folder7/Self-Direction_Technical_Guide.pdf?rev=6c8a86ad45c346d2b5c86026040b6b8a)

## **Centers for Medicare and Medicaid Services “Home and Community Based Services – Self Directed Home and Community Based Services” (October 2015)**

<https://www.cms.gov/files/document/hcbs-consumer-directed-care-booklet-102815pdf>

## **Centers for Medicare and Medicaid Services explanation of Self-Directed Services**

<https://www.medicare.gov/medicaid/long-term-services-supports/self-directedservices/index.html>

## **Lakeshore Regional Entity Provider Manual**

<https://www.lsre.org/cmhoc>

## You have the right to:



### Privacy

Send and receive mail, and communicate privately with friends, family, and staff.



### Connect

Visit with friends and family, AND have visitors.



### Belong

Be free of discrimination or isolation due to your disability.



### Access

Have reasonable access to your own personal property and money.



### Advocate

Influence policies that affect your services and supports.



### Choose

Freedom to practice the religion of your choice.



### Respect

Be treated with dignity & respect, with no abuse (physical, sexual, emotional, verbal or exploitative) or neglect.



### Fair Pay

Receive fair pay for your work and not to be expected to perform work that is not in your plan of service.



### Speak Up

Make a complaint if your rights have been violated, or file a grievance if you don't like something about your services.



### Quality

Receive appropriate mental health services suited to your condition. Medications are not used for convenience of staff.



### Consent

Participate in discussions and give consent for all mental health services, including medication.



### Participate

Participate in team meetings and individual service planning every year. Receive mental health services in the least restrictive setting.



### Notification

Be given notice and a reason if your mental health services are denied, terminated reduced, or suspended.



### Permission

Choose whether or not you want to be photographed or recorded.



### Security

Have all your information kept secure and confidential.



People receiving mental health services cannot be treated differently. You have the right to ask for assistance in reading, understanding, and exercising your rights. Contact the Community Mental Health of Ottawa County Office of Recipient Rights at 616-393-5763.

