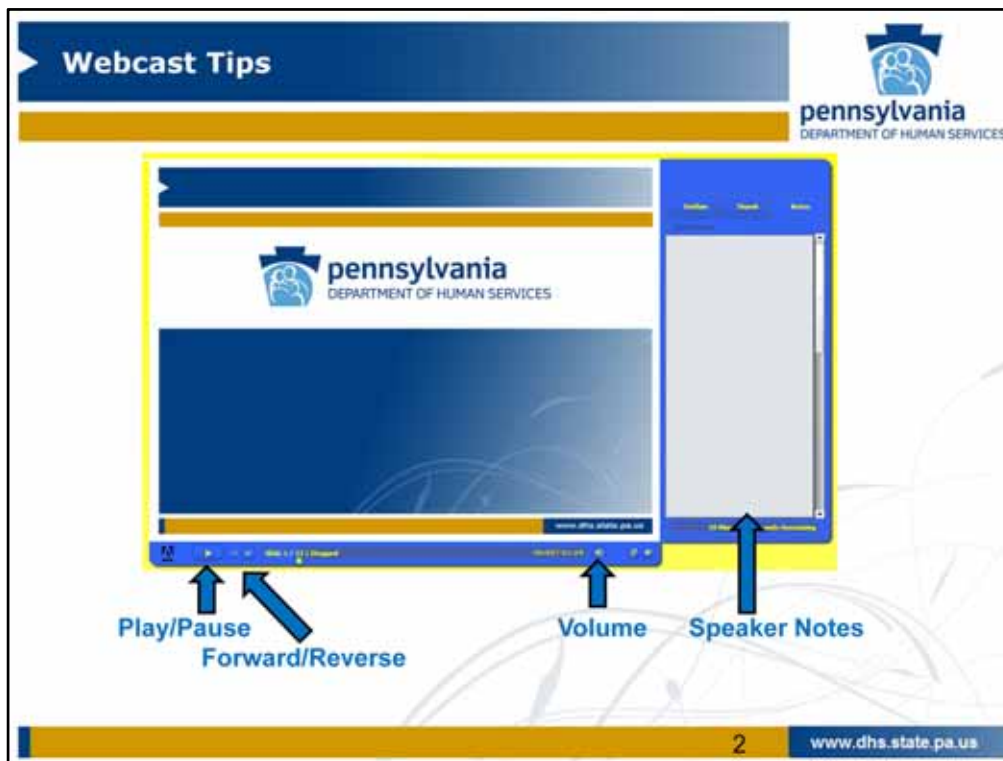


Music only



This webcast includes spoken narration.

To adjust the volume, use the controls at the bottom of the screen. While viewing this webcast, there is a pause and reverse button that can be used throughout the presentation.

The written version of the narration appears to the right of the screen.

Certificates of Achievement

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CERTIFICATE of ACHIEVEMENT

This is to verify that
Your Name Here
has completed the course
Course Name

SCs and SC Supervisors:

- Course requirements include a pre-test and a post-test
- Open, save or print your certificate in order to receive credit for course completion

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Certificates of Achievement will be available to Administrative Entity staff, Providers, Supports Coordinators, and SC Supervisors after completing all course requirements. Please view and then save or print your certificate in order to receive credit for this course.

For SCs and SC Supervisors, course requirements include successful completion of a pre-test and post-test.

The slide features a blue header with the word "Presenter" in white. To the right of the header is the Pennsylvania Department of Human Services logo, which includes a blue shield with a white figure and the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". Below the header is a yellow horizontal bar. The main content area contains a portrait of Ronald Melusky on the left and his title on the right. The title reads: "Ronald Melusky", "Director, Division of Program Management", "on behalf of", and "The Office of Developmental Programs". At the bottom of the slide is a yellow bar with the number "4" and the website "www.dhs.state.pa.us".

Hello. My name is Ronald Meluski. I am the Director of the Division of Program Management in the Office of Developmental Programs. And I'll be speaking today about Participant Directed Services.

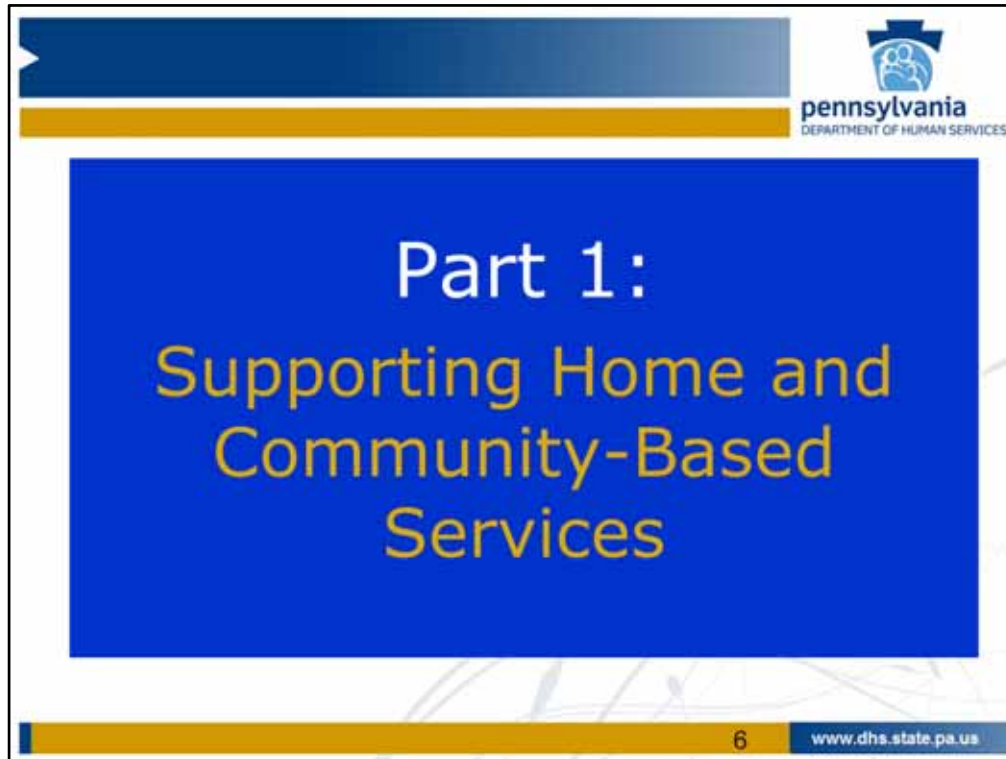
Objectives


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1. Cultivate a high-level understanding of how the Office of Developmental Programs supports home and community-based services.
2. Understand service delivery models available in ODP's Home and Community-Based Waivers.
3. Be familiar with Financial Management Services and how they work.
4. Understand the Participant Directed Supports (PDS) models available to individuals and the circumstances that would lead an individual to select a PDS model.
5. Be aware of Supports Broker services.
6. Know what is expected of Supports Coordinators with regard to participant-directed services.

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This training consists of six sections that are aligned with the following learning objectives, create a high level understanding of how the Office of Developmental Programs supports home and community based services, understand service delivery models available in ODPs home and community based waivers, be familiar with financial management services and how they work, understand the PDS models available to individuals, and the circumstances that would lead an individual to select a PDS model, be aware of supports broker services, and know what is expected of supports coordinators with regard to participant directed services.



We'll now proceed to Part One, Supporting Home and Community Based Services.

Why Waivers Were Created

1980s – Alternatives to institutional care.

- A disproportionate percentage of resources used for institutional long-term care
- At least one-third of persons were capable of living at home or in community residential settings
- An “institutional bias” in the Medicaid benefit and eligibility structure
- Residents in institutional settings frequently reported an unsatisfactory quality of life, and
- A number of court orders to deinstitutionalize persons with developmental disabilities.

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In order to understand participant directed services it's important that we discuss why waivers were created. Beginning in the early 1980's the Federal Government began exploring alternatives to institutional care. The reasons for this included a disproportionate percentage of Medicaid resources were being used for institutional long-term care. Additionally, several studies documented that at least one third of persons residing in institutional settings that were Medicaid funded would've been capable of living at home or in community residential services if additional supportive services were available. It was also found that a contributing cause of unnecessary use of Medicaid institutional care was in an institutional bias in the Medicaid benefit and eligibility structure. Residents in institutional settings frequently reported an unsatisfactory quality of life, and a number of court cases resulted in court order to de-institutionalize persons with developmental disabilities.

Using Waivers to Reduce Institutionalization

The federal government allowed:

- States to “waive” funding requirements for institutional care.
- The money to be used to provide services in individuals’ homes and in community-based settings.

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To address the issue of unnecessary or inappropriate institutionalization the Federal Government allows states to waive funding requirements for institutional care so the money could be used to provide services in individual’s homes and in community-based settings. This is why we use the term waiver to describe these programs.

ODP Waivers

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- **The Person/Family Directed Support (P/FDS) Waiver**
- **The Consolidated Waiver**

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ODP offers two waivers as an alternative to care provided in Intermediate Care Facilities for Persons with Intellectual Disabilities, frequently referred to as ICF/ID, to meet addressed needs. These waivers are the Person/ Family Directed Support or P/FDS Waiver and the Consolidated Waiver.

ODP Waivers

The Person/Family Directed Support (P/FDS) Waiver.

Provides supports for individuals with an intellectual disability:

- To live in their own homes or with their families.
- Receive funding for services up to approximately \$30,000 per fiscal year.

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The P/FDS Waiver provides supports for individuals with an intellectual disability to live in their own homes or with their families. Individuals enrolled in the P/FDS Waiver can receive funding for services up to approximately \$30,000 per fiscal year.

ODP Waivers

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The Consolidated Waiver

- Provides the same supports and services available in the Person/Family Directed Support Waiver (P/FDS)
- Include out-of-home residential care in the community.
- No annual funding limit for individuals' services.

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The Consolidated Waiver can provide the same supports and services available in the P/FDS Waiver, but can also include out of home residential care in the community. Additionally, there is no annual funding limit for individual services.

Base Allocation Funds

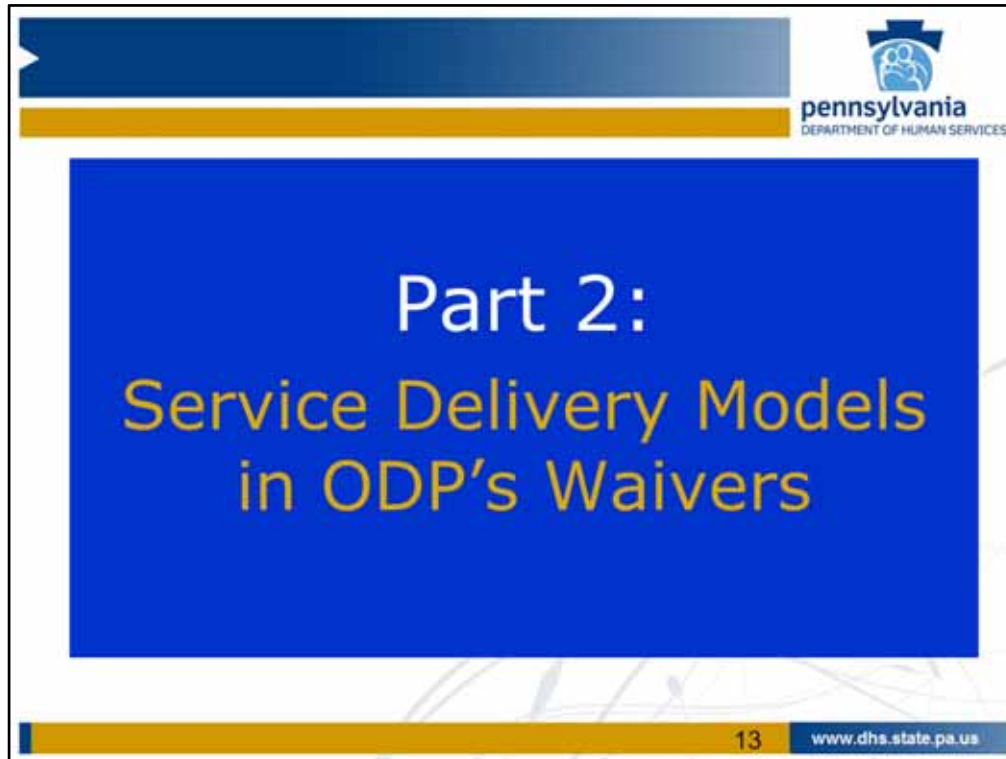
Base Allocation Funds

- Do not have a federal match.
- County Mental Health/Intellectual Disability Offices can spend base funds at their discretion.

**Base funds make up a small amount of total Home and Community Based Services (HCBS).*

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In addition to waivers some services come from base allocation funds. Base allocation funds do not have a federal match, which means that all of the money comes from the commonwealth. County MH/ID Offices can spend base funds at their discretion. Base funds make up a small amount of total home and community based services



Now we're going to discuss service delivery models in ODP's waivers.

The slide features a blue header with the title "Types of ODP Service Delivery Models Available" and the Pennsylvania Department of Human Services logo. The main content area is white with a yellow footer bar. The footer bar contains the number "14" and the website "www.dhs.state.pa.us".

- **The Traditional Model**
- **The Participant-Directed Services (PDS) Model**

There are two ways individuals can receive services in ODP's waivers. They include the traditional model and the Participant Directed Services or PDS model. Individuals may also elect to receive some services via the traditional model and others via the PDS model.

Types of ODP Service Delivery Models Available

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The Traditional Model (Agency Model)

Provider agency is responsible for:

- Identifying and managing individuals' care needs.
- Makes all of the decisions relating to hiring, training and scheduling.
- Individuals have the right to choose which agency will serve them.

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The traditional model of service delivery, sometimes called the Agency Model, is where a provider agency is responsible for identifying and managing individual's care needs and makes all of the decisions related to staffing such as hiring staff, training staff, and scheduling staff. Individuals have the right to choose which agency will serve them.

Types of ODP Service Delivery Models Available

The Participant-Directed Services (PDS) Model

Allows individuals to:

- Manage their own care needs.
- Make staffing decisions (Selecting, hiring, managing, scheduling, and training).

**Individuals who choose the PDS model are usually referred to as "participants."*

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The PDS Model allows individuals to manage their own care needs and make staffing decisions such as selecting and hiring staff, managing and scheduling staff activities, and providing training to staff. Individuals who choose the PDS Model are usually referred to as participants.

Eligibility for PDS

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The Person Directed Supports (PDS) model is not available for individuals who live in:

- Community Homes for Individuals with Intellectual Disabilities,
- Family Living Homes or
- Intermediate Care Facilities for Persons with Intellectual Disabilities.

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The PDS Model is not available in all care settings offered by ODP. It is not available for individuals who live in any of the following settings: community homes for individuals with intellectual disabilities, also called community living arrangements, group homes, or 6400 homes, family living homes also called life sharing or shared living, or in Intermediate Care Facilities for Persons with Intellectual Disabilities.

Waiver Services Available in the PDS Model

Participant-Directed Waiver Funded Service categories:

- Home and Community Habilitation (Unlicensed)
- Supported Employment
- Respite
- Homemaker/Chore
- Home and Vehicle Accessibility Adaptations
- Assistive Technology
- Transportation (Mile) and Public Transportation
- Supports Broker Services
- Specialized Supplies
- Education Support
- Companion Services

**Subject to the participant's approved and authorized Individual Support Plan and existing service or provider limitations.*

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The following is a list of waiver service categories identified as participant directed services. These services are subject to the participant's approved and authorized individual support plan. These services are also subject to any existing service limitation and provider limitations identified in the approved waivers and corresponding service definitions. The services include home and community habilitation, which is unlicensed, supported employment, respite, homemaker chore service, home and vehicle accessibility adaptations, assistive technology, transportation mile and public transportation, supports broker services, specialized supplies, education support, and companion services.

Base-Funded Services Available in the PDS Model

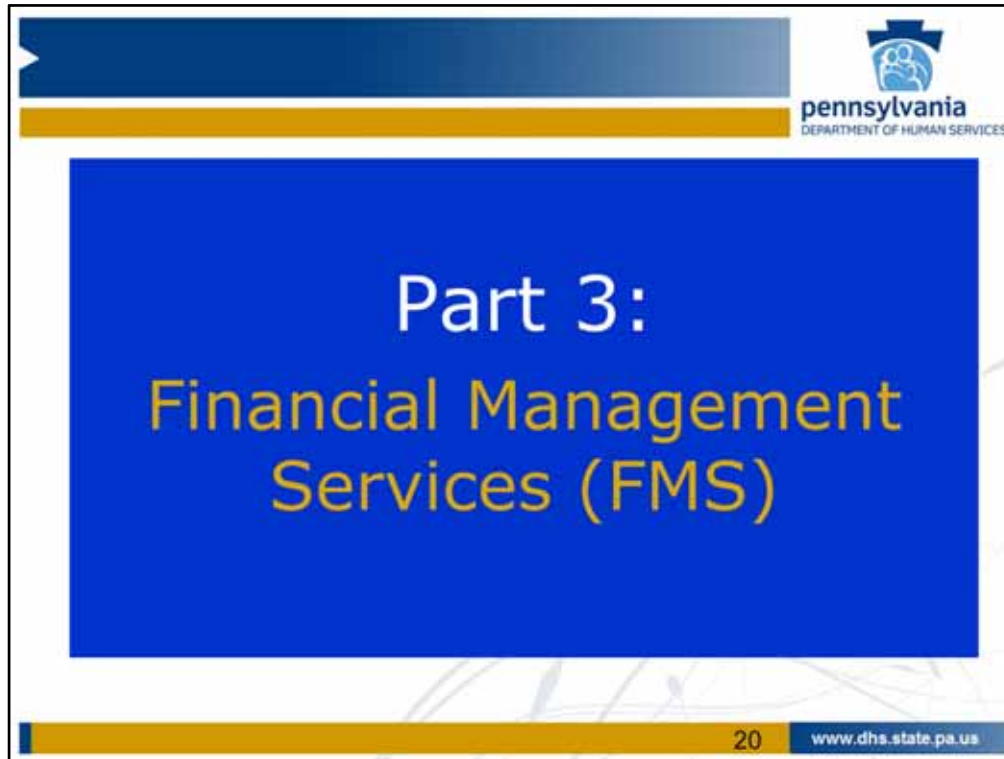
Participant-Directed Base-funded Service categories

- All services listed as a Waiver service category
- Family Aide Services
- Special Diet Preparation
- Recreation/Leisure Time Activities
- Home Rehabilitation
- Family Support Services/Individual Payment
- Support (Medical Environment)
- Respite Care-24 Hours
- Base Services Not Otherwise Specified

Subject to the approved and authorized Individual Support Plan and any existing service or provider limitations for base-funded services.

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The following is a list of base-funded service categories identified as participant directed services. These services are subject to the approved and authorized individual support plan. These services are also subject to any existing service limitations and provider limitations for base funded services. First, all of the services listed as waiver service categories are available. Additionally, family aid services, special diet preparation, recreation and leisure time activities, home rehabilitation, family support services, individual payment, support medical environment, respite care for 24 hours, and base services not otherwise specified.



Now we're going to talk about financial management services.

The slide features a blue header with the text "Financial Management Services" and the Pennsylvania Department of Human Services logo. The main content area is white with the title "Understanding the concept of 'Financial Management Services' (FMS)." in black text. A yellow footer bar contains the number "21" and the website "www.dhs.state.pa.us".

In order to understand the PDS options available to individuals it is necessary to be familiar with the concept of financial management services, frequently referred to as FMS.

**Financial Management Service (FMS)
Providers**

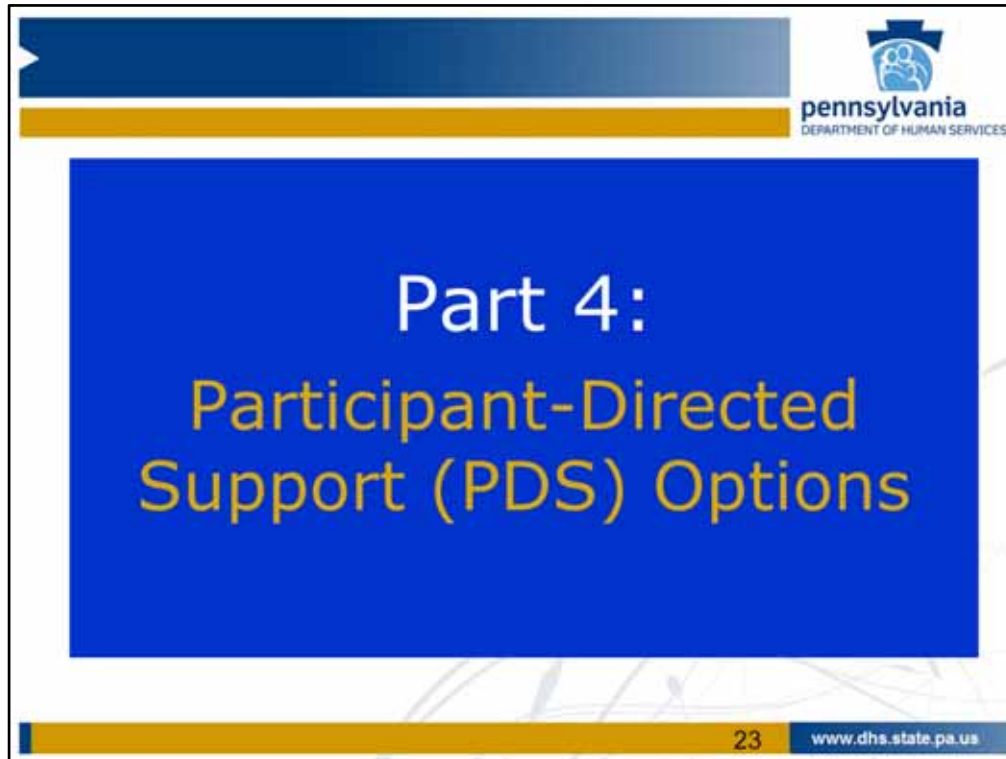
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FMS providers provide administrative services to ensure compliance with federal, state, and local tax and labor requirements.

**FMS providers are used in PDS models only.*

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FMS providers provide administrative services to ensure that supports and services are being provided in compliance with federal, state, and local tax and labor requirements, and paying support staff workers. This reduces employer related work associated with self-directing services and enhances individual choice and control. FMS providers are used in PDS models only.



We've now reached the point where we can discuss participant directed options.

**Financial Management Services (FMS) /
Participant Directed Support (PDS) Options**

**Financial Management Service (FMS)
models**

- **Vendor Fiscal / Employment Agent (VF/EA)**
- **Agency with Choice (AWC)**

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ODP's participant directed services program includes two types of FMS models. The first is vendor fiscal employment agent, frequently referred to as VF/EA. The second is agency with choice, frequently referred to as AWC.

**Financial Management Services (FMS) /
Participant Directed Support (PDS) Options**



Vendor Fiscal / Employment Agent (VF/EA)

A participant serves as or designates a Common Law Employer (CLE). The CLE is responsible for:

- Hiring, qualifying, and supervising the Support Service Workers (SSW) providing care.
- Managing the authorized services and ensuring the services are provided with the agreed-upon frequency.

The VF/EA makes payments for services and manages tax compliance for CLEs.

- The current VF/EA is Public Consulting Group – Public Partnerships (PPL).

People other than participants who serve as Common-Law Employers and Managing Employers are referred to as *Surrogates* in the waivers.

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Let's begin with VF/EA. In this model a participant serves as or designates a common law employer usually referred to as a CLE who is responsible for hiring, qualifying, and supervising the support service workers, SSWs, providing care to the participant. The CLE is also responsible for managing the authorized services and ensuring the services are provided with the agreed upon frequency. The role of the VF/EA is to make payments for services and manage tax compliance for common law employers. The current VF/EA is public consulting group, Public Partnerships referred to as PPL. People other than participants who serve as common law employers and managing employers, which we will discuss when we talk about AWC, are referred to as surrogates in the waivers.

FMS / PDS Options

Agency with Choice (AWC)

- Participant serves as or designates a Managing Employer (ME)
- The AWC and ME are joint employers of SSWs.
- MEs recruit, select, supervise, train, schedule, and even dismiss an employee.
- However, the employee is employed by the agency, not the participant.

AWCs are locally-based organizations providing services to individuals based on the Administrative Entity supporting their county of residence.

People other than participants who serve as Common-Law Employers and Managing Employers are referred to as *Surrogates* in the waivers.

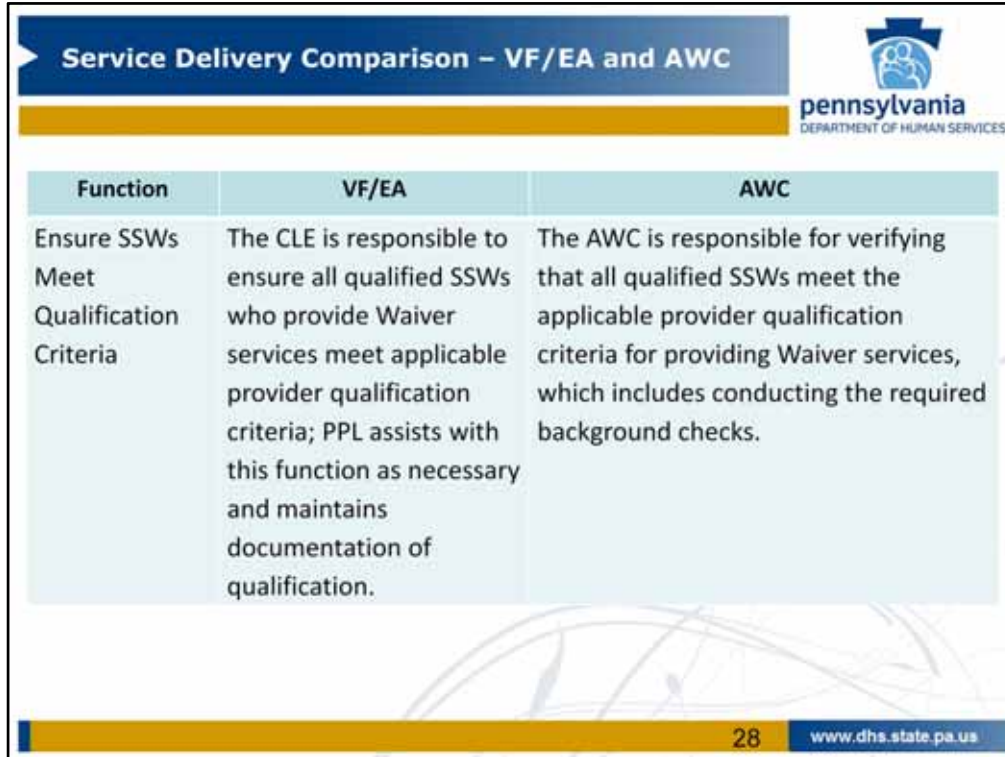
26 www.dhs.state.pa.us

Now let's discuss agency with choice. In this model a participant serves as or designates a managing employer, and the AWC and managing employer are joint employers of support service workers. Managing employers may recruit and select employees, supervise and train the employees, develop the employee's schedules, and even dismiss an employee from their homes. However, the employee is employed by the agency not the participant. AWCs are locally based organizations that provide services to individuals based on where they live. In other words, which administrative entity supports their counties of residence, and as was previously mentioned, managing employers other than participants are referred to as surrogates.

Function	VF/EA	AWC
Hire Qualified SSWs	The CLE recruits, interviews, and hires SSWs.	<p>The ME recruits and interviews SSWs and refers prospective SSWs to the AWC for assignment</p> <p>or</p> <p>The ME selects SSWs referred to them by the AWC.</p> <p>The AWC and the ME are joint-employers of SSWs, but the AWC is the legal employer for human resources, payroll and quality assurance purposes.</p>

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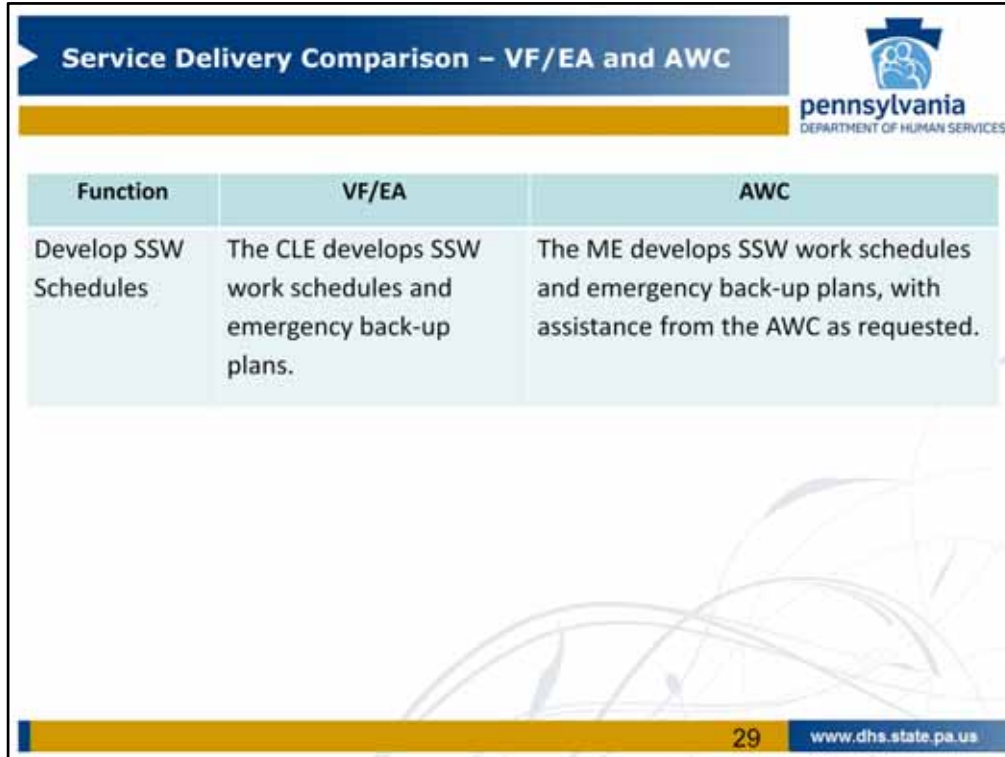
There are subtle but important distinctions between the VF/EA and AWC models. The chart we’re going to discuss now helps to explain these differences. As you can see, it is laid out by function and then a comparison between the two models. The first function, which is hiring qualified support services workers, in VF/EA the common law employer recruits, interviews, and hires support services workers. Whereas, in AWC the managing employer recruits and interviews support service workers and refers perspective support service workers to the agency with choice for assignment. Remember, support service workers in the AWC model are employed by the AWC agency or the managing employer selects support service workers referred to them by the AWC. In AWC the agency with choice and the managing employers are joint employers of support service workers. But the AWC is the legal employer for human resources, payroll, and quality assurance purposes.



The slide features a blue header with the title "Service Delivery Comparison – VF/EA and AWC" and the Pennsylvania Department of Human Services logo. Below the header is a table with three columns: "Function", "VF/EA", and "AWC". The table compares the responsibilities of VF/EA and AWC for the function of ensuring SSWs meet qualification criteria. At the bottom of the slide, there is a yellow bar with the number "28" and the website "www.dhs.state.pa.us".

Function	VF/EA	AWC
Ensure SSWs Meet Qualification Criteria	The CLE is responsible to ensure all qualified SSWs who provide Waiver services meet applicable provider qualification criteria; PPL assists with this function as necessary and maintains documentation of qualification.	The AWC is responsible for verifying that all qualified SSWs meet the applicable provider qualification criteria for providing Waiver services, which includes conducting the required background checks.

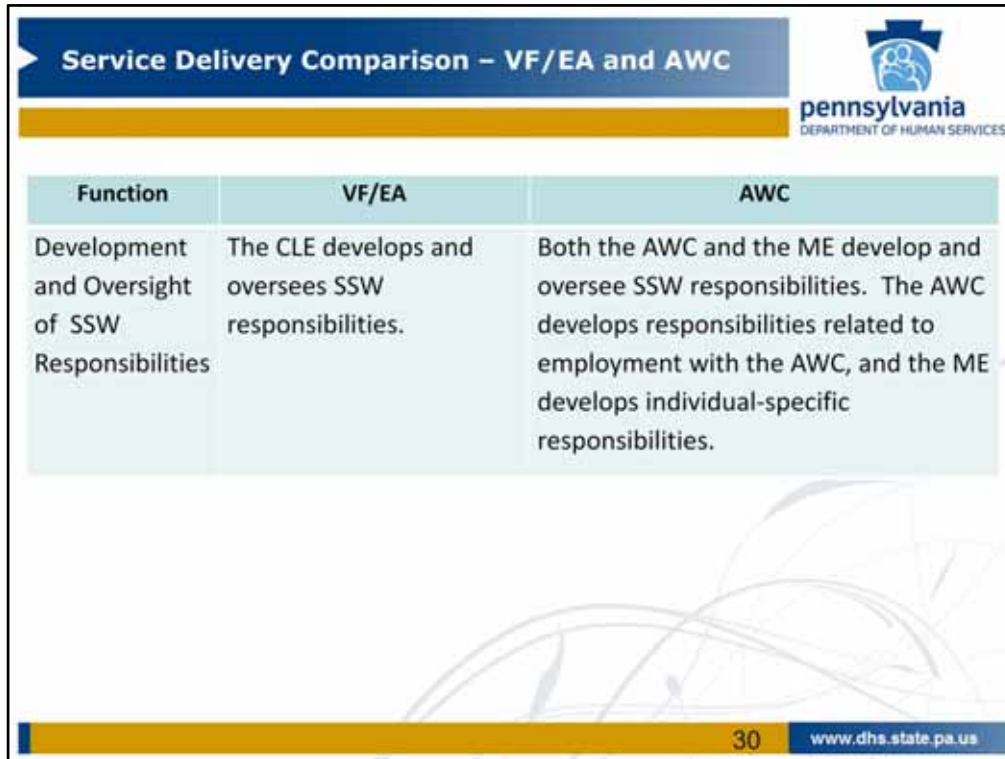
The next function is ensuring that support service workers meet qualification criteria. In VF/EA the common law employer is responsible to ensure that all qualified SSWs who provide waiver services meet applicable provider qualification criteria. PPL assists with this function as necessary and maintains documentation of support service worker qualification. In AWC the AWC is responsible for verifying that all qualified SSWs meet the applicable provider qualification criteria for providing waiver services, which includes conducting the required background checks.



The slide features a blue header with the title "Service Delivery Comparison – VF/EA and AWC" and the Pennsylvania Department of Human Services logo. Below the header is a table with three columns: "Function", "VF/EA", and "AWC". The table contains one row for "Develop SSW Schedules". The "VF/EA" column states that the common law employer (CLE) develops SSW work schedules and emergency back-up plans. The "AWC" column states that the managing employer (ME) develops SSW work schedules and emergency back-up plans, with assistance from the AWC as requested. The slide also includes a footer with the number "29" and the website "www.dhs.state.pa.us".

Function	VF/EA	AWC
Develop SSW Schedules	The CLE develops SSW work schedules and emergency back-up plans.	The ME develops SSW work schedules and emergency back-up plans, with assistance from the AWC as requested.

The third function is the development of support service worker schedules. In VF/EA the common law employer develops SSW work schedules and emergency backup plans. In AWC the managing employer develops SSW work schedules and emergency backup plans with assistance from the AWC as required.



The slide features a blue header with the title 'Service Delivery Comparison – VF/EA and AWC' and the Pennsylvania Department of Human Services logo. Below the header is a table with three columns: 'Function', 'VF/EA', and 'AWC'. The table compares the responsibilities for 'Development and Oversight of SSW Responsibilities' between the two models. The VF/EA column states that the common law employer (CLE) develops and oversees SSW responsibilities. The AWC column states that both the AWC and the managing employer (ME) develop and oversee SSW responsibilities, with the AWC handling employment-related responsibilities and the ME handling individual-specific responsibilities. The slide also includes a footer with the number '30' and the website 'www.dhs.state.pa.us'.

Function	VF/EA	AWC
Development and Oversight of SSW Responsibilities	The CLE develops and oversees SSW responsibilities.	Both the AWC and the ME develop and oversee SSW responsibilities. The AWC develops responsibilities related to employment with the AWC, and the ME develops individual-specific responsibilities.

The final function is the development and oversight of SSW responsibilities. In VF/EA the common law employer develops and oversees SSW responsibilities. In AWC both the AWC and the managing employer develop and oversee SSW responsibilities. The AWC develops responsibilities related to employment with the AWC, and the managing employer develops individual specific responsibilities. For your convenience, a copy of this chart is available where you access this webcast.

Choosing a PDS Model

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Agency Model

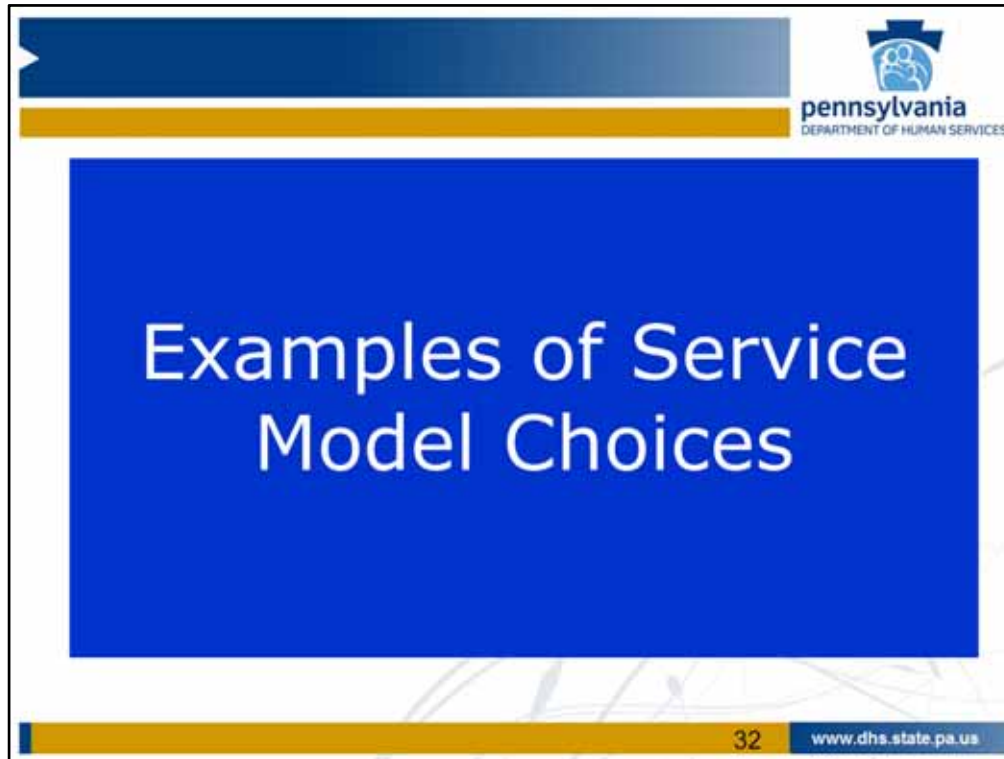
VF/IEA

AWC

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The decision to select one of the PDS models and to direct some or all of the services received should be made based on the amount of control a participant chooses to have over the service delivery process.



The best way to describe how to choose service model choices is to provide examples, which we will do on the following slides.

Example 1 - Carlos

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- Doesn't want to worry about details
- Trusts provider to meet his needs

Agency Model ✓

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The first example is Carlos. Carlos is a waiver participant who does not want to worry about the details of service delivery and trusts his provider to make sure his needs are met. A traditional agency model best matches his wishes.

Example 2 - Jane





- Wants to hire/ train own staff
- Wants help from her cousin

VF/EA ✓

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The second example is Jane. Jane is a waiver participant who wants to be able to hire and train her own staff. Even though she could do this work by herself she asks her cousin, Bob, if he would help. Bob agrees to help her manage the hiring and qualification of her staff. In this case the VF/EA option best matches Jane's wishes.

Example 3 – Darnell

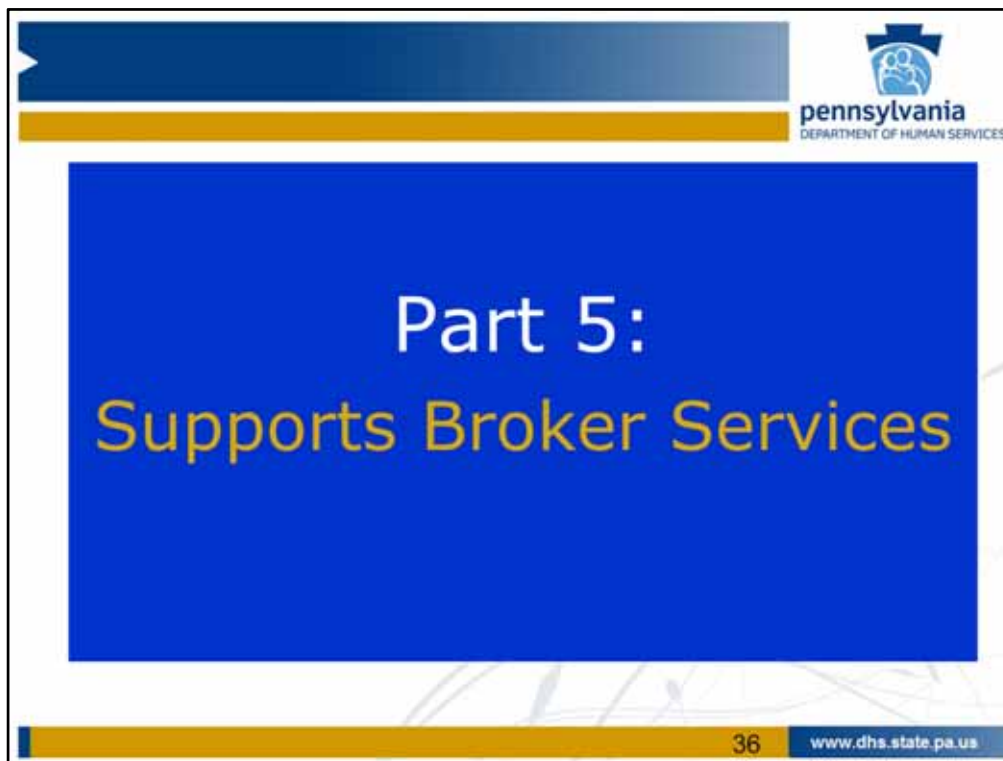


- Doesn't want to hire staff
- Wants to interview and choose staff

AWC ✓

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Our third example is Darnell. Darnell is a waiver participant who doesn't want to do all of the work needed to hire staff, but he wants to take part in picking who will provide his supports and services. He wants to be able to interview staff, and he wants to be able to choose whom he likes. The agency with choice option best matches his wishes.



Now let's talk about supports broker services.

Supports Broker Services

The Supports Broker

- Assists with employer-related functions to self-direct some or all needed services.
- Available in the P/FDS and Consolidated waivers as well as base-funded individuals.
- Limited to PDS participants.
- Up to 260 hours of Supports Broker service per fiscal year, an average of 5 hours per week.

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The Supports Broker service is designed to assist participants or their designated surrogate with employer related functions in order to be successful in self directing some or all of the participant's needed services. This service is available to people in both the P/FDS and consolidated waivers as well as base-funded individuals. But it is limited to PDS participants. Participants can receive up to 260 hours of supports broker service per fiscal year, an average of five hours per week. The service is available to people in both the P/FDS and consolidated waivers as well as base funded individuals, but is limited to individuals who choose to participate in the PDS model.

Supports Broker Services

The Supports Broker

- Performs employer-related functions on behalf of a participant.
- May help coordinate informal* PDS activities

** "Informal" generally means any function that is not performed by a "Traditional" provider or by a Supports Coordinator.*

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So what does a supports broker do? A supports broker performs employer related functions on behalf of a participant. Supports brokers may help put together and coordinate informal PDS activities including coordination with local groups, neighbors, friends, clubs, and support service workers. Informal generally means any function that is not performed by a traditional provider or by a supports coordinator.



Supports Broker Services

Supports Broker Services Offered

- Support completing employer-or managing employer related paperwork.
- Participate in necessary Financial Management Services (FMS) trainings and interactions with the FMS provider.
- Develop effective recruiting and hiring techniques.
- Determine SSW pay rates and scheduling.
- Provide or arrange for worker training.
- Develop, implement and modify back-up plans for:
 - services
 - staffing for emergencies and/or
 - worker absences.
- Schedule paid and unpaid supports.
- Develop effective management and supervision techniques.

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Supports broker services offered include explaining and providing support in completing employer or managing employer related paperwork; participating in financial management services orientation and other necessary trainings and interactions with the FMS provider; developing effective recruiting and hiring techniques for SSWs; determining pay rates for SSWs; and scheduling SSWs; providing or arranging for worker training; developing, implementing, and modifying a backup plan for services; staffing for emergencies and/or worker absences; scheduling paid and unpaid supports; and developing effective management and supervision techniques such as conflict resolution.

Supports Broker Services

Supports Broker Services Offered (Cont.)

- Develop procedures for termination of workers in the VF/EA FMS option
- Communicate with the Agency With Choice regarding the removal of workers
- Review of workplace safety issues and strategies.
- Assist in understanding and/or fulfilling the responsibilities outlined in the Common Law Employer Agreement form and the Managing Employer Agreement form.
- Facilitate a support group that helps to meet the participant's self-direction needs.*

**These support groups are separate and apart from the ISP team meetings arranged and facilitated by the Supports Coordinator.*

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Additional supports broker services offered include developing proper procedures for termination of workers in the VF/EA FMS option or communication with the agency with choice regarding the desire for removal of the workers from working with the participant in the AWC option; reviewing of workplace safety issues and strategies for effective management of workplace injury prevention; assisting the participant or their designated surrogate in understanding and/or fulfilling the responsibilities outlined in the common law employer agreement form and the managing employer agreement form; facilitating a support group that helps to meet the participant's self direction needs. These support groups are separate and apart from the ISP Team meetings arranged and facilitated by the supports coordinator.

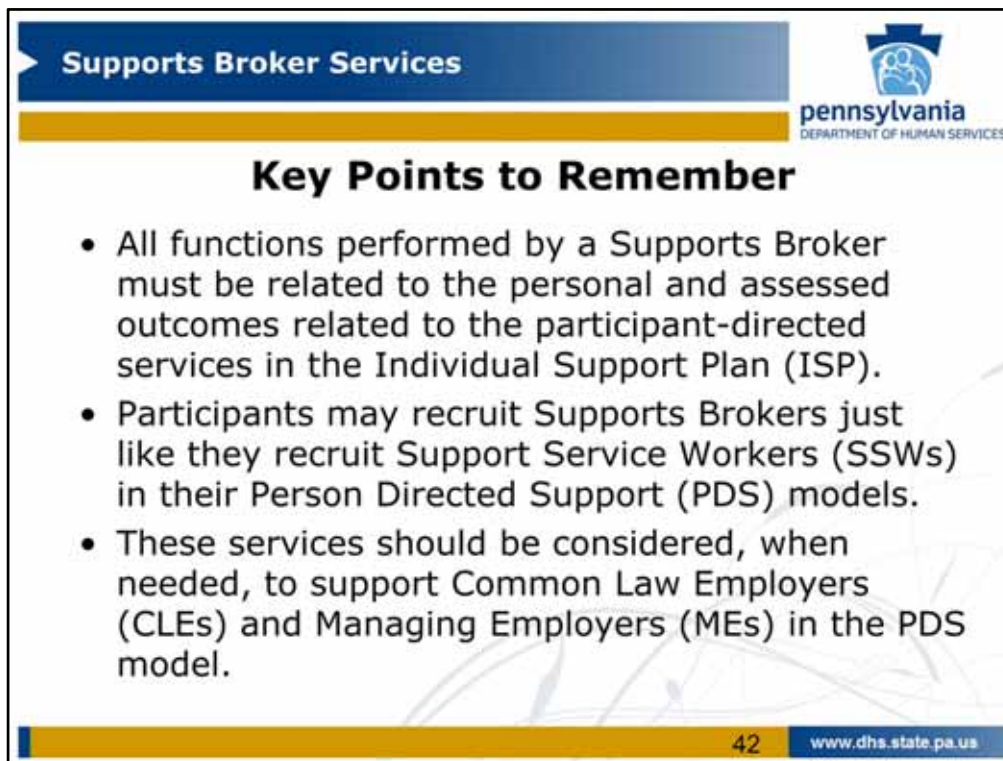
Supports Broker Services

Supports Broker Services Offered (Cont.)

- Expanding and coordinating informal, unpaid resources and networks.
- Identify areas of support that will promote success with self-direction and independence and share information with the team and Supports Coordinator for inclusion in the ISPs.
- Identify and communicate any proposed modifications to the participant's ISP.
- Advise and assist with the development of procedures to monitor expenditures and utilization of services.
- Comply with the standards, regulations, policies and the waiver requirements.
- Advise in problem-solving, decision-making, and achieving desired personal and assessed outcomes.
- When applicable, secure a new surrogate and respond to notices for corrective action from the FMS, SC, AE or ODP.

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Other supports broker services offered include expanding and coordinating informal, unpaid resources and networks within the community to support success with participant direction; identifying areas of support that will promote success with self direction and independence and share the information with the team and supports coordinator for inclusion in the ISPs; identifying and communicating any proposed modifications to the participant's ISP; advising and assisting with the development of procedures to monitor expenditures and utilization of services; complying with the standards, regulations, policies, and the waiver requirements related to self direction; advising in problem solving, decision making, and achieving desired personal and assessed outcomes related to the participant directed services option; and when applicable securing a new surrogate and responding to notices for corrective action from the FMS, SC, AE, or ODP.



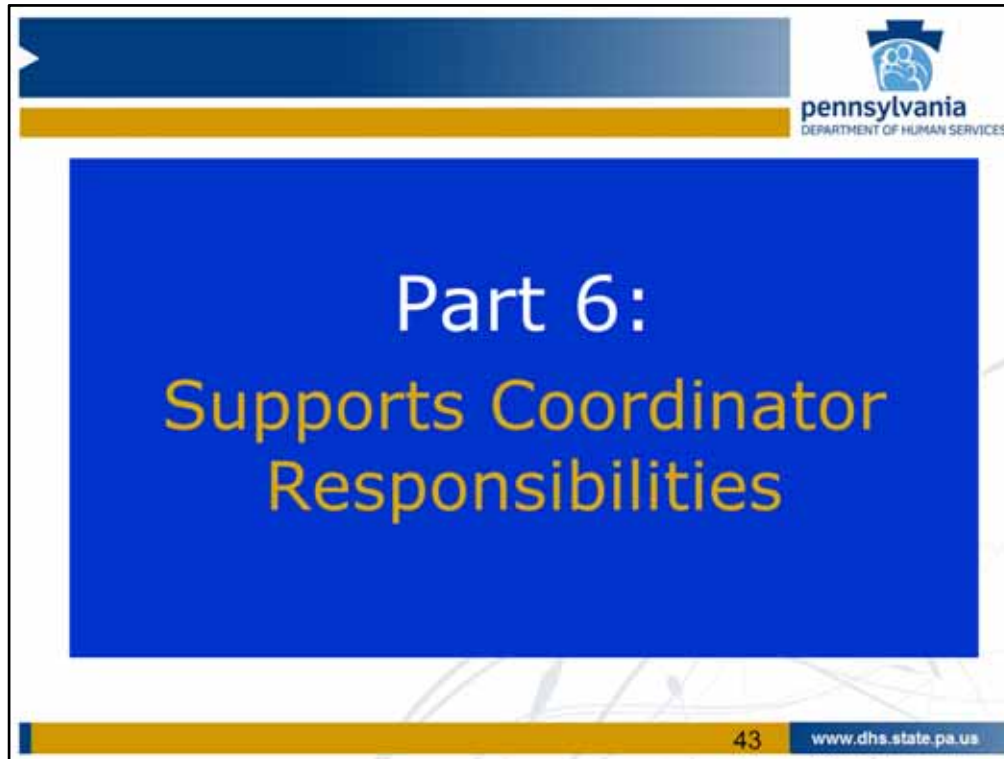
Supports Broker Services

Key Points to Remember

- All functions performed by a Supports Broker must be related to the personal and assessed outcomes related to the participant-directed services in the Individual Support Plan (ISP).
- Participants may recruit Supports Brokers just like they recruit Support Service Workers (SSWs) in their Person Directed Support (PDS) models.
- These services should be considered, when needed, to support Common Law Employers (CLEs) and Managing Employers (MEs) in the PDS model.

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The key points to remember regarding supports broker services are all functions performed by a supports broker must be related to the personal and assessed outcomes related to the participant directed services in the ISP. Participants may recruit supports brokers just like they recruit SSWs in their PDS models. As of this presentation supports broker services are vastly underutilized. These services should be considered when needed to support common law employers and managing employers in the PDS models.



Now we'll talk about supports coordinator responsibilities relating to participant direction.


Supports Coordinator Responsibilities

Supports Coordinators must:

- Be familiar with ODP's participant-direction options.
- Provide information about PDS during the initial ISP meeting, the annual ISP meeting, and upon request of the individual.
- Ensure that participant-directed services are offered/presented to individuals who may benefit from them.
- Be prepared to assist individuals and their surrogates to make a decision to use participant-directed services.
- Complete the ISP process as specified in the applicable waiver and the most-recent version of ODP's *ISP Manual* as they relate to participant-directed services.
- Monitor the provision of PDS as would be done with any service.

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Supports coordinators must be familiar with ODP's participant directed options; provide information about PDS during the initial ISP meeting, the annual ISP meeting, and upon request of the individual; ensure that participant directed services are offered and presented to individuals who may benefit from them; be prepared to assist individuals and their surrogates to make a decision to use participant directed services; complete the ISP process as specified in the applicable waiver and the most recent version of ODP's ISP Manual as they relate to participant directed services; and to monitor the provision of participant directed services as would be done with any service.



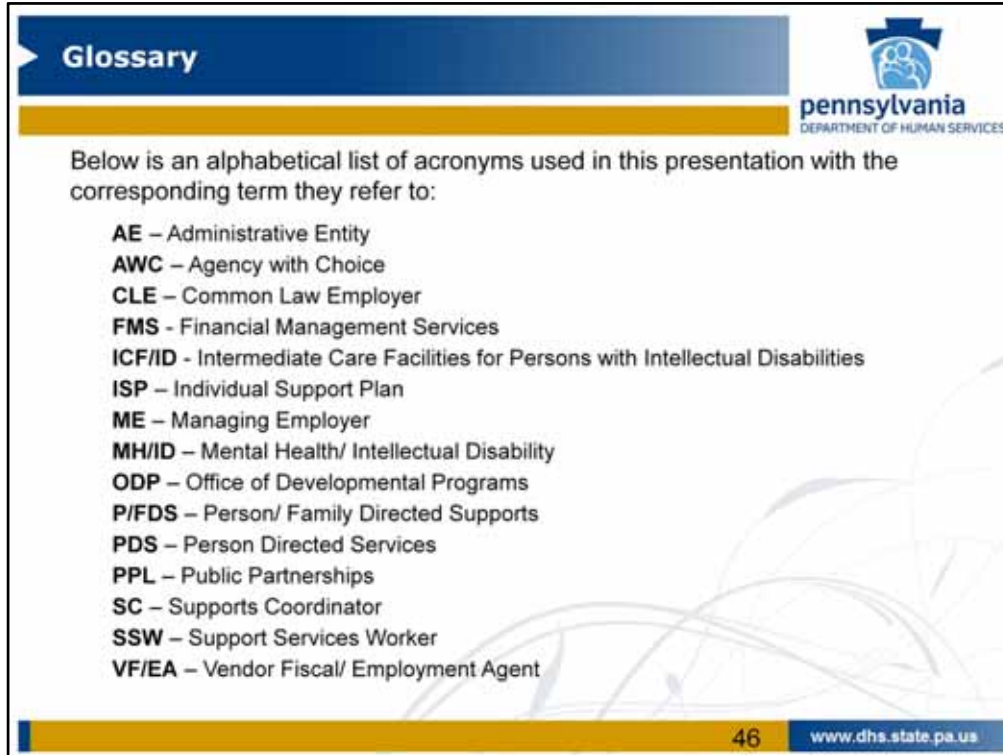
Questions about PDS

Questions about PDS should be directed to the appropriate ODP Regional Office.


<p>Central Regional Office Rm. 430 Willow Oak Bldg. P.O. Box 2675 Harrisburg, PA 17105 Phone: 717-772-6507 Fax Number: 717-772-6483</p> <p>Counties/Joinders Represented: Adams/York, Bedford/Somerset, Blair, Cambria, Centre, Columbia/Montour/Union/Snyder, Cumberland/Perry, Dauphin, Franklin/Fulton, Huntingdon/Mifflin/Juniata, Lancaster, Lebanon, Lycoming/Clinton, Northumberland</p>	<p>Northeast Regional Office Rm. 315 Scranton State Office Bldg. 100 Lackawanna Ave Scranton, PA 18503 Phone: 570-963-4749 Fax Number: 570-963-3177</p> <p>Counties/Joinders Represented: Berks, Bradford, Carbon/Monroe/Pike, Lehigh, Luzerne/Wyoming, Northampton, Schuylkill, Sullivan, Susquehanna/Lackawanna, Tioga, Wayne</p>
<p>Southeast Regional Office 801 Market Street, Suite 5071 Philadelphia, PA 19107 Phone: 215-560-2245 Fax Number: 215-560-3043</p> <p>Counties/Joinders Represented: Bucks, Chester, Delaware, Montgomery, Philadelphia</p>	<p>Western Regional Office Piatt Place, Room 4900 301 Fifth Avenue Pittsburgh, PA 15222 Phone: 412-565-5144 Fax Number: 412-565-5479</p> <p>Counties/Joinders Represented: Allegheny, Armstrong/Indiana, Beaver, Butler, Cameron, Clarion, Clearfield/Jefferson, Crawford, Elk, Erie, Fayette, Forest, Greene, Lawrence, McKean, Mercer, Potter, Venango, Warren, Washington, Westmoreland</p>

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Questions about participant directed services should be directed to the appropriate ODP Regional Office listed here. This contact information is also available where you accessed this webcast.



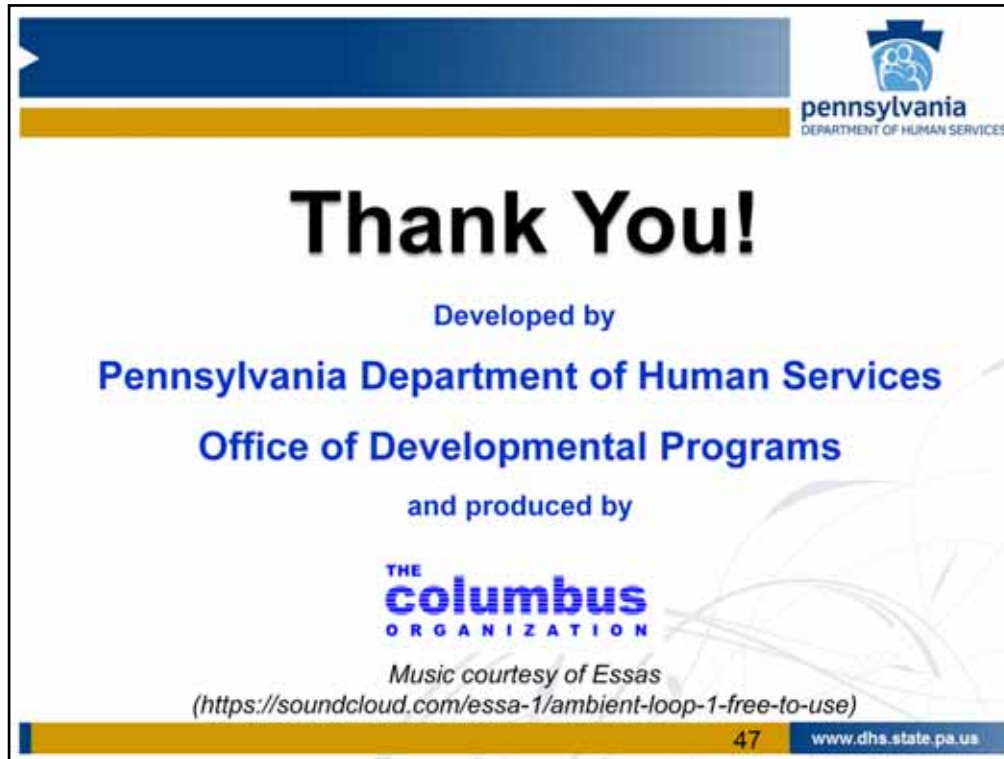
Glossary


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DEPARTMENT OF HUMAN SERVICES

Below is an alphabetical list of acronyms used in this presentation with the corresponding term they refer to:

- AE** – Administrative Entity
- AWC** – Agency with Choice
- CLE** – Common Law Employer
- FMS** - Financial Management Services
- ICF/ID** - Intermediate Care Facilities for Persons with Intellectual Disabilities
- ISP** – Individual Support Plan
- ME** – Managing Employer
- MH/ID** – Mental Health/ Intellectual Disability
- ODP** – Office of Developmental Programs
- P/FDS** – Person/ Family Directed Supports
- PDS** – Person Directed Services
- PPL** – Public Partnerships
- SC** – Supports Coordinator
- SSW** – Support Services Worker
- VF/EA** – Vendor Fiscal/ Employment Agent

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This webcast has been developed by the Pennsylvania Department of Human Services, Office of Developmental Programs and produced by The Columbus Organization.

Thank you for participating in this lesson.