Matching Services Registries as a Tool for Expanding Self-Direction

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Self-Direction: A Rising Movement

Agency Directed Model
The consumer selects an agency, which is then responsible for hiring, managing and firing support workers.

Self-Directed Model
The consumer is provided a budget for care by the state, can then use that budget to hire whichever support workers they want - are responsible for hiring, managing, and firing.
Cost Impact of Self-Direction

Research has found that self-direction:

- Reduces nursing home admissions
- Increases consumer satisfaction
- Improves the quality of consumer health

*Robert Wood Johnson Foundation’s Arkansas Cash and Counseling study found there was an 18% reduction in nursing home admissions as a result of self-directed services, following 2,000 consumers over a 3-year period.*
Models of Self-Direction

- **Budget Authority**: Consumer receives a budget with which they can purchase objects and staff support at rates they determine appropriate.

- **Employer Authority**: Consumer is the “employer of record” with ultimate responsibility over support worker employee(s).

- **Agency with Choice**: Consumer selects and can fire their own workers - but an agency serves as the “employer of record”.
Among a representative group of AARP members over the age of 50, 75% preferred managing services for themselves over receiving care from an agency.
Self-Directing PWD Across the US

Source: National Resource Center on Participant Directed Services
Self-Direction Across the US

Figure 1: Participant Direction Enrollment by State

Source: National Resource Center on Participant Directed Services
Why hasn’t self-direction grown faster?
Finding Workers Today

Family Members and Neighbors
Not scalable and each individual is unique

Word of Mouth
Not trustworthy and not efficient

craigslist

Concerns around safety, effectiveness, and ease of use

Matching Services Registries
An emerging area with significant promise
Matching Services Registries are designed to connect people with disabilities and direct support workers on the basis of the needs and preferences of those seeking support and the skills, availability and preferences of those providing support services.
Matching Services Registries

• Allows people with disabilities to search for workers in their area;

• Allows workers to showcase their skills and availability;

• Lets people with disabilities find workers with the skill sets, language, geographic proximity or other characteristics they need;

• Helps allocate worker hours effectively across the broad scope of the service system;

• Increases the comfort of people with disabilities & families with self-direction.
Matching Services Registries

• Online, Phone or In-Person access?
• Consumer-directed or Staff-mediated?
• Scope of search criteria?
• Integration with other software systems?
• Integrated with state Background Check requirements?
• Supported at the agency/FMS, health plan or state level?
August 2016 CMS Workforce Guidance

- Registries “can help strengthen the identity of the workforce and improve beneficiary awareness of available, qualified home care workers”

- Registries are well aligned with self-direction model;

- Exclusion from the registry should align with state law/policy with respect to criminal history.

- Exclusion must balance safety concerns with beneficiaries right to choose a trusted family member or friend;

- Medicaid administrative match available to fund the development and maintenance of the registry.
Existing Registry Options

Private-Oriented

- Care.com
- CareLinx
- quickmatch

Public-Oriented

- MySupport
- Rewarding Work
Hi! I'm Ari. Thank you for taking a look at my profile and considering me as a candidate to be your support worker. Over past 10 years, I have worked with seniors and individuals with disabilities to ensure that they have every opportunity possible to lead an active and fulfilling life. I believe that my clients are the experts in their own experience, and I recognize that disability is a natural part of life. I work to treat my clients with the same kind of dignity and respect that I would expect if/when I receive support worker services myself. I am very friendly, fluent in Spanish, and love animals! I am happy to provide references from previous clients.

Workers can describe themselves and everything they are capable of through a comprehensive profile.
Seniors and people with disabilities can discuss their needs and everything they look for in a worker clearly and easily.
We help match people seeking support and workers through questions that determine what’s important to them.
People with disabilities and seniors can easily add new shifts to their schedule based on their needs.

Punctuality, reliability, and good communication are key for me. I utilize my support services before I go to work. It is important that I am on time and ready for work, and so it is important that my caregiver be on time and reliable. When changes arise, which they will, it is important to me that my caregiver communicate with me as early as possible so other arrangements can be made. My Puerto Rican heritage is important to me, and I like to speak Spanish at home, so I would like a support worker who can speak Spanish with me. I take pride in my appearance and want a caregiver who doesn’t rush me when I am trying to decide what to wear.

I am looking for reliable early morning and evening support.

271 Granby St.
Philadelphia, PA 19101
(215) 804-3228
People with disabilities and seniors can keep track of their schedules on their MySchedule page.
The availability of each worker is shown to the client to determine whether there is an opportunity to hire them.
If desired, those seeking support can show when they’re looking for a worker to help each party assess if there’s an opportunity to work together.

Viewing Shifts

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Click the INQUIRE button to ask the client about open shifts.
Filter and search using location proximity, availability times, gender, age, language, last login time and many other advanced filters.
Seniors, people with disabilities and workers can communicate conveniently through the platform.
Agency Admin

View and access the profiles of all your clients and workers in one place
Analytics Dashboard

View client and worker activity on a robust and powerful analytics dashboard that allows any graph or table to be exported into Excel.
Our algorithms can intelligently detect trends in activity and spotlight areas where you can shift your workforce and target professional development.
Observe on the go

All reporting can be done by the worker on their mobile phone while on site.

Please provide any additional information about your client’s current state.

John expressed an interest in going to the theater and we spent some time on the internet looking for shows in the area. In addition, his son came by and mentioned that he has been having memory problems that were worrying the family.

What did you do during this shift?

Select services provided

Feeding  X  Bathing / Dressing  X

Observe on the go
Workers can also fill out additional details about the client’s state during their session.
Client Analytics

Agencies can view the progression over time of the state of the client.
Document Vault

Maintain a single location for all client documents

John S.
San Francisco, CA 94101
Looking for qualified support!

Upload Documents

1. Durable Power of Attorney
2. List of Allergies
3. Emergency Contact Information
4. Primary Care Physician Contact Information
5. Specialist Contact Information