

Consumer-Directed Supports in North Carolina



What are Consumer-Directed Supports in North Carolina?

Consumer-directed supports offer people the choice to take responsibility for planning and controlling the services that enable them to remain in their homes and communities.

Consumer-Directed Supports:



Provide an option that can benefit people who need care or assistance due to

Aging

Illness

Disability

Consumer-Directed Supports

are proving successful around the country. Findings have shown that individuals in consumer-directed pilot programs:

Have received services in their homes and communities at no greater cost to funding sources.

Have a high level of satisfaction with services and supports.

Have a high quality of life without compromise to health or safety.

Reported by studies from U.S. Department of Health & Human Services and the Robert Wood Johnson Foundation

People who need assistance to remain in their homes and communities receive services in a variety of ways. In some situations, agencies or professionals plan and manage services. Some programs offer an option for individuals and their families to make decisions about the services they need and to manage those services. This includes when, where and by whom services are delivered. This is called consumer-directed supports.

Consumer-Directed Supports

- **Give individuals authority** to determine their own needs, create support plans, make choices, select and employ staff, and monitor the quality of support services.

- **Safeguard people** by providing a support advisor or a case manager who supports individuals in selecting services, teaches skills, helps ensure needs are met, and provides program oversight.

- **Offer flexibility** so individuals can obtain assistance for their support needs in the lifestyles they choose.

- **Promote accountability and responsible use of public dollars.**



For more information on
consumer-directed supports programs
throughout North Carolina, contact:

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Health & Human Services
NC CARE-LINE**

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