



Applied
Self-Direction

Employer Authority Behind the Scenes: The Person Behind the EIN

April 12, 2022

Agenda

- Perspective Shift: Remembering there is a person behind the “self” in self-direction
 - Paperwork errors
 - Worker is hired, but only works a few days or not at all
 - Timesheet/Electronic Visit Verification (EVV) errors
 - Training compliance challenges
- Importance of Language: Words can hurt



About the Presenter

- Been self-directing for 24 years
- Was an IRIS Consultant for 8 years in Wisconsin
- Works as a Training and Technical Assistance Consultant for Applied Self-Direction
- Owns Empowering U, a business to help normalize disability, so that disabled people are treated and viewed as anyone else, and accommodations are not made, but accessibility is the norm. We also help people navigate the confusing world of long-term supports and self-direction
- Passion for keeping the people of self-direction at the forefront
- Have never worked for a Financial Management Services (FMS) provider, but have a huge respect for FMS providers and the tough job they have



**Perspective Shift:
Remembering the Person
Behind the
“Self” in Self-Direction**



Paperwork Errors on Employer and Employee Paperwork

- Forms are complicated and confusing
 - Unfamiliar legal terminology
 - Use different words for the employer on every document
- Paperwork must be done a certain way
- Little to training on the paperwork, besides a “sample packet”
- Employer or employee unable to finish school due to:
 - Systemic racism
 - Poverty
 - Disability
 - Illness
- Language barrier



Effects of Paperwork Errors on Employer and Employee Paperwork

Potential Positive Effects on FMS Provider

- Teaching a participant
- Encouraging true independence
- Building a relationship with the participant

Potential Negative Effects on FMS Provider

- Time consuming
 - Continuously send paperwork back for signatures
 - Continuously re-checking paperwork
 - Continuously reaching out to participants or workers
- Financially burdensome
- Seen as the bad guy to the participant



Effects of Paperwork Errors on Employer and Employee Paperwork

Potential Positive Effects on Participant:

- Feeling of accomplishment to do paperwork on their own
- Ability to truly self-direct
- Independence
- Self-esteem boost

Potential Negative Effects on Participant:

- Frustrating to continuously fix errors
- Frustration with the FMS provider/hurts the relationship



Hiring a Worker that Doesn't Work Out

- Worker stops contacting the participant and disappears
- Worker changes their mind and tells participant they don't want the job
- Worker doesn't show up for shift or only shows up for a shift or 2
- Worker finds another job that:
 - Pays more
 - Is less physically demanding
 - Is able to start right away, because the wait time to be hired is too long, due to background checks and paperwork processing
- Worker and participant are not a good match
- Worker is abusive, violent or steals from the participant



Hiring a Worker that Doesn't Work Out

Potential effects on FMS Provider

- Time consuming for FMS provider
 - Review all the paperwork
 - Ensure it is all correct
 - Input the paperwork
 - Submit all the reporting
 - 10,000 more things that I probably don't even know 😊
- Financially burdensome for FMS provider
 - Paying people to do all of the above things and more



Hiring a Worker that Doesn't Work Out

Potential Effects on the Participant:

- Short staffed
 - Having limited care
 - Going without care
 - Unable to live life
- Health and safety risks
- Victim of a crime
- Abused/mistreated



Payroll Issues

- Changes in rules and regulations either from the Centers for Medicare & Medicaid Services (CMS) or program specific rules on time reporting
- Timesheet errors
 - Hours are calculated wrong
 - Self-direction is hard
 - Participants are balancing all the different program rules while living everyday life
 - Math is hard
 - Hours are claimed on the wrong day
 - Simple errors- we are human
 - Schedule switch
 - So many different rules and regulations regarding time submission it can be complicated to remember them all



Payroll Issues

- EVV Errors
 - Punches on the wrong day
 - App glitches
 - Schedules switches
 - People not good with technology
 - Punches that don't match the timecard
 - Simple human error
 - Schedule switch
- FMS provider or processing error
 - Simple errors- we are human
 - Computer glitch



Payroll Issues

Potential Effects on FMS Provider

- Time consuming to investigate the problem and ensure it is fixed
 - Contact participant/worker about the issue
 - Process an extra payment
- Financially burdensome to investigate and fix
 - Pay people to resolve the issue
 - Pay fees for extra payments
 - Pay late fees if the worker incurred any



Payroll Issues

Potential Effects on the Participant or Worker

- Investigated for fraud
- Unmet needs for participant that could cause health & safety risks
 - Worker quits, because they are not paid
 - Worker is unable to get to work, because they don't have money for bus fair or gas because they are not paid
- Guilt or extra responsibility on the participant
 - Worker is unable to eat/provide for family, because not paid
 - Worker unable to pay rent/bills because not paid
- Participant feels they must help or be out a caregiver



Training Non-Compliance

- Class offerings are limited or are full
- Training expirations can be difficult to juggle and remember
- Hard to find time between work schedules and personal life to attend training
- In-person trainings require someone to have transportation, which is not easy for everyone
- No backup worker, so that the primary worker can take off to go to a class



Training Non-Compliance

Potential Effects on the FMS Provider

- Time consuming
 - Track trainings and send reminders to participants and employees
 - Ensure employees that are out of compliance are not paid
 - Recover funds paid to employees that were out of compliance
- Financially burdensome
 - Track trainings and send reminders to participants and employees
 - Ensure employees that are out of compliance are not paid
 - Recover funds paid to employees that were out of compliance



Training Non-Compliance

Potential Effects on the Participant

- Unmet needs for participant that could cause health & safety risk
 - Worker quits, because they cannot be paid because they didn't take/renew the training
 - Worker is unable to get to work, because they don't have money for bus fair or gas because they are not paid because they didn't take/renew the training
- Guilt or extra responsibility on the participant
 - Worker is unable to eat/provide for family, because not paid because they didn't take/renew the training
 - Worker unable to pay rent/bills because not paid because they didn't take/renew the training
- Participant feels they must help or be out a caregiver
- Possible health or safety risks if the worker is not properly trained



Importance of Language: Words Can Hurt



Watch the Wording

Looking to anyone other than the participant for permission to hire a worker in programs with full Employer Authority

- Goes against the concept of full Employer Authority: it is the participants' choice
- “Authorized worker” after the background check and other paperwork is cleared
- The participant worked very hard to recruit and hire that worker and it should be recognized

Saying that a FMS provider or consultant/case manager “gave” the participant their hours

- The participant's needs established the number of hours
- The budget allocation fit that many hours
- The FMS provider or consultant/case manager does not own any of it



Fraud Allegations

Support brokers/case managers jumping to conclusions or making off-handed comments when timecard/EVV errors occur

- Always assume good intentions- not fraud
 - Get the facts
- Mistakes happen
- Self-directing is hard
 - Participants should be commended and encouraged, not talked down to and accused of criminal activity without due diligence
- Think before speaking



Wrap Up



Conclusion

- Always keep the person behind the “self” in self-direction at the forefront of your mind
- When frustrations occur, think about the amazing opportunity that you are helping to provide for the participant by doing your job
- We are all human, we all make mistakes
- Think about how the words you use could hurt or discourage someone else
- Always assume the best in people





Questions?



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