

**Self-Directed Care Implementation
Manual:
A Comprehensive Mental Health
Program Guide**

**Judith A. Cook, PhD
Professor & Director**

University of Illinois at Chicago, Department of Psychiatry

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Reality**

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A Word of Thanks to our Funders

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- Center for Mental Health Services, Substance Abuse & Mental Health Services Administration

The background features a dark blue field with several overlapping circles of varying sizes. Each circle contains a series of concentric rings, creating a ripple effect. The circles are arranged in a way that they overlap each other, with some appearing in front of others.

Self-Directed Care: The Basics

What is Self-Directed Care?

Funds ordinarily paid to service provider agencies are controlled by service recipients

1. Participants develop person-centered recovery plans
2. They then create individual budgets allocating dollar amounts to achieve the plan's goals
3. Support brokers are available to help people purchase services & goods named in their plans
4. Fiscal intermediary provides financial management services such as provider billing & payroll taxes

Person-Centered Plan

Helps people to identify...

- ⊗ Who they are & how they want to live
- ⊗ Future goals based on how they want to live
- ⊗ Strengths they bring to goal achievement
- ⊗ Barriers to their goals
- ⊗ Supports & services that can facilitate success
- ⊗ Action plan & timeline related to their goals

Individual Budget

- ⌘ Budget flows from the person-centered plan
- ⌘ Budget line items relate directly to goals specified in the plan
- ⌘ Must demonstrate a direct connection between achievement of goals & budgeted goods & services
- ⌘ Participant & broker monitor budget on an ongoing basis

Role of the Support Broker

- ⚙️ Helps participants develop person-centered plans & budgets
- ⚙️ Helps navigate community resources
- ⚙️ Assists with managing the budget
- ⚙️ Helps recruit, hire, & negotiate rates with providers
- ⚙️ Helps hire & discharge providers (if asked)
- ⚙️ Assist with billing through the Fiscal Intermediary
- ⚙️ Always a co-pilot - never the pilot

(Adapted from My Voice/My Choice, Idaho Dept of Health & Welfare)

Who Runs MH SDC Programs?

- **PA SDC:** mental health advocacy organization
- **Texas SDC:** regional behavioral health authority
- **FloridaSDC - Circuit 20:** mental health advocacy organization
- **FloridaSDC - Circuit 4:** not-for-profit community agency
- **Oregon Empowerment Initiatives:** peer-run not-for-profit organization
- **Iowa SDC:** not-for-profit community agency
- **MD SDC:** peer-run, not-for-profit program

Replacement vs. Add-On?

- In some SDC programs, individuals replace all traditional out-patient services with those purchased through SDC budgets
 - FL, PA, TX
- In other SDC programs, SDC budgets are used to add-on chosen recovery services, while original traditional services remain intact
 - MD, IA, OR

Participants Can Choose Service Substitutions

Less restrictive, more flexible goods & services that the participant chooses in order to achieve recovery goals

- Replace formal services with informal services
- Replace services with “normal” community activities
- Replace public services with private services
- Replace services with goods

How are Mental Health SDC Programs Funded?

- Medicaid
- State general revenue (tax \$)
- State general revenue combined with Medicaid in some manner:
 - Add-on to Medicaid: Medicaid beneficiaries receive additional funds through 1) state GR, 2) grant
 - Total Cash-Out: Medicaid funding pooled with other funds such as: 1) state GR; 2) grant; 3) private foundation; 4) community reinvestment funds

**The Ultimate Goal –
Cost Neutrality**
**i.e., SDC costs the same as
traditional services**



NEUTRAL GOOD



Self-Directed Care: The Evidence

Does MH SDC Work?

- **Pretest/Posttest Study of original FloridaSDC Program for people with psychiatric disabilities**
- ✓ Participants spent significantly higher number of days in the community in the year after joining the program
- ✓ They scored significantly higher on global functioning in the year after program entry
- ✓ At follow-up, 33% held paid employment, 19% receiving job skills training, 16% in volunteer activities, 7% enrolled in postsecondary education, & 3% in GED classes.
- ✓ Of direct expenditures over 19 months of operation, 47% was spent on traditional psychiatric services, 13% on service substitutions for traditional care, 29% on tangible goods, 8% on uncovered medical care, and 3% on transportation.

(Cook, Russell et al., *Psychiatric Services*, 2008)

Texas SDC Randomized Controlled Trial

Compared SDC (n=102) vs. controls (n=114) at baseline, 12- & 24-months using random regression analysis* & found that SDC participants had...

- *Lower somatic symptoms*
- *Higher levels of coping mastery*
- *Higher self-esteem*
- *Higher levels of self-perceived recovery*
- *Greater ability to ask for help*
- *Greater reliance on social support from others*
- *Greater willingness to pursue recovery goals*
- *Greater perception of their service delivery system as client-driven*
- *Greater likelihood of employment*

**p<.05*

Mean (s.d.) Service Costs: Years 1, 2 & combined

	SDC		Controls
Year 1	\$2,998 (3128)	Year 1	\$3,189 (4608)
Year 2	\$2,241 (2960)	Year 2	\$2,303 (4266)
Combined	\$5,240 (5500)	Combined	\$5,493 (8268)

SDC Participant Satisfaction Survey

➤ How satisfied are you with your SDC Advisor?

- Very dissatisfied 0%
- Somewhat dissatisfied 13%
- Somewhat satisfied 16%
- Very satisfied 71%

➤ How do the MH services you're buying now compare to those you got before SDC?

- Worse 7%
- About the same 19%
- Better 74%

➤ Are the rules for allowable purchases fair?

- No 10%
- Yes 90%



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Judith A. Cook
Laurie Curtis
Jessica A. Jonikas
Carolyn Russell
Nancy Fudge

Chapters

- Chapter 1: What is Self-Directed Care?
- Chapter 2: Getting Started
- Chapter 3: Being Participant Driven
- Chapter 4: SDC Program Structure
- Chapter 5: Self-Directed Life Planning
- Chapter 6: Budgeting & Purchasing
- Chapter 7: Recruitment, Eligibility, & Enrollment
- Chapter 8: SDC Support Brokers
- Chapter 9: SDC Program Evaluation & Fidelity

Resources

- FL SDC State Legislation
- Job Descriptions:
Program Director &
Support Broker
- Enrollment Forms
- SDC Life Plan
- What's My Goal?
- Your SMART Goal
Worksheet
- SDC Participant Rights
- SDC Allowable Purchases
- SDC Plan & Budget Forms
- Quarterly Review Form
- Invoice for Non-Tradition
Services
- SDC Fidelity Assessmen
- Guidelines for SDC Debit
Card Purchases
- Relapse Prevention Plan
- SDC Satisfaction Survey
- Personal Life History Form

Content Overview

- UIC manual showcases tips & tools from several successful programs for implementing SDC from the ground up
- Use the manual to learn how to:
 - mobilize your local community or State
 - develop planning committees
 - create an SDC program model based on your unique assets and needs
 - staff & implement the program
 - evaluate its impact

Tips for Using the Manual

- Read the entire manual to understand the dynamics of what you're undertaking
 - Be ready to address common concerns with facts & figures presented in the manual
- Build a supportive SDC community, nurture allies, be as inclusive as possible
 - Chapter 1 is designed as a series of handouts to share in the community or with committees
- Regularly check your process and progress against the SDC values described in Chapter 2; reorient as needed
- Learn about the various funding mechanisms that can support an SDC initiative in your community
- Train and nurture a recovery-oriented staff that embraces SDC values and principles
- Be ready for ups and downs, but enjoy the ride!

When Inspiration is Needed

SDC testimonials can be used to inspire not only the community but also your planning team



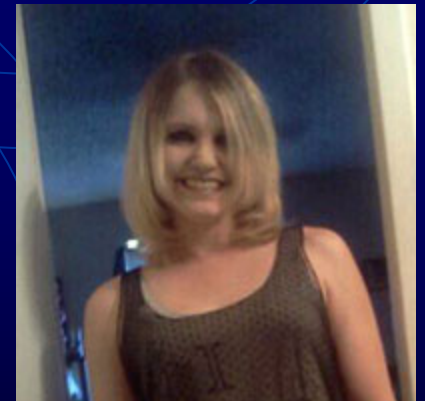
Genoveva's Story



Guiseppe's Story



Cleveland's Story



Chelsea's Story

<http://www.texasdc.org/>

Ways to Tap UIC's Expertise

- UIC's new **Center on Self-Directed Recovery & Integrated Health Care** will offer a podcast & webinar about implementing SDC programs & provide related telephone TA
- More in-depth telephone & on-site consultation on model development & implementation is available for a fee

How to Access the UIC SDC Implementation Manual

- Visit our website & click on **Planning a Self-Directed Care Program?** in the *News & Features* section

<http://www.center4healthandsdc.org/sdc-manual.html>