

2015 Achievement Awards Virginia Association of Counties

APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2015.** Please include this application form with electronic entry.

PROGRAM INFORMATION

Locality: Fairfax County, Virginia

Program Title: Self-Directed Services - Fairfax-Falls Church Community Services Board (CSB)

Program Category: Customer Service

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: Tisha Deeghan

Title: Executive Director, CSB

Signature: 

Fairfax County Government

Fairfax-Falls Church Community Services Board

Self-Directed Services

for Individuals with Intellectual/Developmental Disabilities

THE PROBLEM, CHALLENGE, OR SITUATION

The Fairfax-Falls Church Community Services Board (CSB) facilitates the provision of center and community based day support and employment services to individuals with intellectual and/or developmental disability in Fairfax County and the Cities of Fairfax and Falls-Church. In Fiscal Year 2014 (July 1, 2014 to June 30, 2015), 1,284 individuals received day support (developmental), sheltered employment, group supported employment, or individual supported employment services¹ from eighteen not for profit organizations under contract to provide these services, and the CSB's two directly operated services, the Cooperative Employment Program and the Self-Directed Services program.

Forty eight percent (48%) of the individuals served in Fiscal Year 2014 had a Medicaid Waiver which funds these services. Fairfax County allocates funding each

See Appendix 1

year to enable the CSB to purchase or provide day support and employment services for individuals who do not have a Medicaid Waiver. This includes students graduating from Fairfax County Public Schools special education programs and adults in the community who wish to receive these services. Individuals receiving day support or employment services are likely to need these services for many years. As such, funding to support the day support and employment program has been increasing yearly as new service recipients enter the system.

The Fairfax-Falls Church community has demonstrated strong support for day support and employment services. However, fluctuations in the Northern Virginia economy and county resources have prompted concerns about the ability to increase funding every year for these services. As a result, there have been numerous studies, proposals, and cost avoidance/cost savings strategies enacted over the past few years to maintain service availability for existing and new service recipients. There are waiting lists for certain specialized services which necessitates entry into services which are not preferable to the individual with a disability or his/her family. This has been the case for many years.

The trends likely to affect the day support and employment services system locally in Fairfax County and state-wide include:

- Decrease in number and variety of community based employment opportunities.
- Aging of the service population requires more individualized services.

- Limited resources for day support and employment services necessitate less expensive service alternatives.
- Employment First, a national trend, is the first option presented to individuals seeking services. It is a more costly service option.
- There is declining utilization of sheltered employment services. The national trend is towards eliminating this service. Two out of four service providers in Fairfax County have already ceased providing these services.
- Medicaid Waiver redesign in Virginia could result in the Virginia Department of Medical Assistance Services redefined services, rates, and eligibility although the Virginia Department of Behavioral Health and Developmental Services, under which the CSB's state performance contract falls, is not changing service definitions, thus creating conflicting service definitions.
- Flat funding is anticipated both locally and state-wide.
- The closure of the Northern Virginia Training Center, by March 31, 2016, will place a burden on the community to establish and fund additional services for a population with increased medical, physical, and behavioral needs.

THE INNOVATIVE SOLUTION

In 2003, the Fairfax County Board of Supervisors, in response to reports addressing current and future day support and employment services needs of students with intellectual disability graduating from the Fairfax County Public School System, commissioned a study to recommend efficiency strategies for Fairfax County [then] Mental Retardation Services. The consultant's report, released in January 2005, recommended **“creating infrastructure for development of a new consumer-centered service option in which consumers/families select precise services with full knowledge of an individualized, capped budget.”**

A collaboration of staff from the Community Services Board, the Offices of the Fairfax County Executive and Attorney, the Fairfax County Departments of Administration for Human Services, Purchasing and Supply Management, and Management and Budget, and with feedback from the community through focus groups and other communication means, **the Self-Directed Services Program (SDS) was created**, making it possible to offer families an opportunity to identify and purchase services which benefit and are most meaningful to their family member with an intellectual/developmental disability and to provide cost avoidance opportunities for Fairfax County. Guidelines adopted by the Virginia Department of Medical Assistance Services for the Consumer Directed Services portion of the Virginia Home and Community Based Medicaid Waiver were used as a template for the SDS program.

Introduction

SDS was added to the CSB menu of day support and employment services for individuals with intellectual disability in July 2007. Since the first five families began receiving services eight years ago, and through June 1, 2015, a total of sixty nine families and their family members with an intellectual/developmental disability (service recipients), have benefitted from the SDS philosophy **“to enhance individualized service plan’s to better meet the needs and preferences of the service recipient, build upon the natural supports of the service recipient and community, and reorient service use and expenditures toward the services each family and service recipient prioritizes.”**

As shared by one family in a SDS Program Evaluation:

“The SDS funding has allowed the flexibility and opportunity for our daughter to fully participate in activities in the community that are more meaningful and most importantly; her choice. We thank you for this choice.”

Partnership

SDS program growth and success, including the number of program participants and the diversity of services, is directly attributable to the partnership and communication between the family, the service recipient, CSB Support Coordinator, and SDS program staff.

The **family**, with input from the **service recipient** and his/her **CSB support coordinator** and Interdisciplinary Team, determines service needs, sets a service schedule, records and documents services, pays for services, submits service documentation, requests funds periodically, and abides by all requirements of SDS Service Agreement. As a result, SDS:

- Increase and expand individualized service options and plans
- Bring greater service management to the family and service recipient.
- Allow greater flexibility in scheduling and receiving services, and
- Offer service choices within the service recipient's home community.

The **CSB Support Coordinator** assists the service recipient and the family to identify and monitor service needs and the extent to which the family and service recipient are satisfied with the service they receive.

SDS program staff manage the administrative aspects of day to day service delivery. This includes, but is not limited to, identifying the amount of funding available, the timeline and process by which funds are disbursed, the person in each family to whom the funds are disbursed, how the funds are being used, and reconciling individual financial accounts. SDS program staff work within existing CSB fiscal policies and procedures to monitor the contractual and financial aspects of the SDS program.

Services

SDS funds are used by families to primarily purchase training, support, and supervision services. Training, support, and supervision services can include, but not be limited to:

- Functional self-help and daily living skills development
- Community integration and awareness skills development
- Safety skills development
- Work and work environment skills development
- Social/interpersonal skills development
- Educational activities and classes
- Travel training
- Participation in community based recreational, work, or volunteer activities.
- Referral to specialized services (which are not provided as part of SD services)

Self-Directed Services funding is not available for service activities that are fundable by another source.

SDS funds can also be used, at the discretion of the family, to pay for costs incurred by the direct service provider while providing services. Such costs can include, but not be limited to, mileage reimbursement, other forms of transportation, and activity admissions.

The SDS Participant Handbook², developed with feedback from families, assists families in understanding service operations and participant requirements.

Process

1. An eligible family expresses interest in the SDS program to the support coordinator assigned to the service recipient. If the service recipient does not have a named support coordinator, interest in SDS is expressed to the SDS program manager who then requests a support coordinator be assigned to the service recipient.
2. The support coordinator assists the family and service recipient in developing a list of desired services and notifies the SDS program manager of those services. SDS program staff are not responsible for determining or validating the individual's service needs, only authorizing and monitoring funding, documentation, and contract compliance.
3. Working with the SDS program staff, the support coordinator develops and submits a request for funding to the CSB employment manager.
4. If funding is available, the SDS program manager develops the SDS service agreement. The completed agreement is submitted to the CSB executive director for final authorization. All agreements are issued for a term of one year (12 months). Agreement renewal is based on continued documentation of individual service needs and the availability of county funding.

See Appendix 2

5. Services are provided to the service recipient.
6. The support coordinator monitors the continuing appropriateness of, and satisfaction with, services. Adjustments can be made to services and/or funding as appropriate.
7. SDS program staff work directly with the family to monitor the financial aspects of the agreement process (disbursement, documentation, utilization, and availability of funds). Adjustments are made to services and/or funding as appropriate.
8. The overall SDS program and process is evaluated on an ongoing basis.

Service Eligibility

SDS are available to individuals with intellectual/developmental disability who:

- Meet CSB service eligibility requirements
- Currently receives or will be authorized to receive local (Fairfax County)/non-Medicaid Waiver funding for day support or employment services.

Program Management and Funding Authorization

SDS is part of the CSB's Employment Services service area. SDS day to day operations are managed by a program manager (.75 full time staff equivalent) and an SDS specialist (.25 full time staff equivalent) who are directly accountable to the employment services manager and the employment services director.

Funding for SDS is part of the CSB's Employment Services budget, which requires allocation each year by the Fairfax County Board of Supervisors. Requests for SDS funding are submitted to the employment services manager. If funding is available, the SDS program manager develops the service agreement. The completed agreement is submitted to the CSB executive director for final authorization. All agreements are issued for a term of one year (12 months). Agreement renewal is based on continued documentation of individual service need and the availability of county funding.

The funding mechanism for SDS is different from traditional day support or employment services (where the contracted service provider bills and receives funds directly from the CSB). With SDS, the CSB enters into SDS service agreements directly with families and provides funds for families to purchase services which are most beneficial and meaningful to the service recipient. The funds available to families are 80% of the funding amount that would be required if an individual with an intellectual/developmental disability received services from contracted service providers, resulting in a 20% cost avoidance per individual served. The rationale is that families provide financial support for their family member without expectation of compensation, have less overhead to raise costs for services, and can prioritize the services that are needed. Many families only use the funds they need each year even though they are not permitted to carry unused funds into the next fiscal year. It is not unusual that cost avoidance is higher than the initial 20%. In FY 2014, cost avoidance (the cost of SDS divided by the cost of traditional services) was 53%

Results

In Fiscal Year 2014, the SDS program budget was \$241,922 and cost avoidance to the county was \$212,790. Since its implementation in July 2007, cumulative cost avoidance to the county is \$493,871.³ Although Fiscal Year 2015 has not yet ended, it is anticipated that cost avoidance to the county, with 56 families receiving services, will be between \$300,000 and \$350,000. Funds realized through cost avoidance assist others, for whom funding might not be otherwise available, to receive day support and employment services.

In a recent survey of SDS participants, 100% of respondents (12) reported they are satisfied with SDS and that their families are better off as a result of SDS. Comments provided by survey respondents include:

- “The range of resources available because of SDS allows us to tailor a program for our disabled child that is better than anything we could have managed without the support of SDS.”
- “My special needs daughter is on a list a "mile long" for services from traditional sources. Self-directed services has been a god send.”
- “It is very helpful to have assistance in funding for our child's activities. The Staff has been most helpful and supportive. Thank you!”
- “Enables us to tailor program to meet our daughter's needs while receiving supports.”

See Appendix 3

- “It has been the only monetary benefit we have received from Fairfax County for our disabled adult.”
- “I am a single working mother of a 27 year old. Self-directed services are allowing my son to take night classes at NOVA with a companion whom otherwise I or the brother would not
- been able to take. Is also allowing my son to attend an amazing day program which he enjoys tremendously. Another GREAT thing is that some weekends my son goes with his job coach and do activities allowing a VERY, VERY tired mom to do some activities or just clean the house.”
- “My brother would not be able to attend his program which he loves, if it wasn't for this program's assistance! And [Staff] is wonderful to work with.”
- “WE have been able to design a program that has been in the best interests for my brother.”
- “Self-Directed Services provide a vehicle to meet the individual needs of my daughter with intellectual disabilities.”
- “Gives us flexibility to work with our disabled son.”

For the Future

With increasing numbers of families interested in the SDS program, plans for the future include, but are not limited to:

- Increasing awareness of Self-Directed Services through:
 - CSB Support Coordinators
 - Fairfax County Public Schools Employment Transition Representatives
 - The Arc of Northern Virginia
 - SD Services families
 - SD Services service providers
 - CSB communication channels
- Expanding capacity of existing SD Service providers
- Identifying new community based service providers.

A p p e n d i c e s

**FAIRFAX-FALLS CHURCH COMMUNITY SERVICES BOARD
Intellectual Disability Services**

DAY SUPPORT SERVICES

The Fairfax-Falls Church Community Services Board (CSB), Intellectual Disability Services, contracts with eighteen community based non-profit organizations to provide **day and employment services** to adults with Intellectual Disabilities living in Fairfax County and the Cities of Fairfax and Falls Church. In addition, Intellectual Disability Services directly operates the Cooperative Employment Program and Self-Directed Services program, bringing the number of day and employment service providers to twenty.

Day Support Services provide structured programs of rehabilitation and vocational training to groups or individuals in a non-residential setting.

Center Based Services provide training and employment in a building where employees with disabilities are generally segregated from non-disabled workers other than paid staff. Work is usually sub-contracted from community businesses and pay is based on productivity. Facility based options include **developmental services** and **sheltered employment services**.

- **Developmental Services** provide planned combinations of individualized activities, supports, training, supervision, and transportation to individuals with Intellectual Disabilities to improve their condition or to maintain an optimal level of functioning. Specific components of this service develop or enhance the following skills: self-care and hygiene, eating, toileting, task learning, community resource utilization, environmental and behavioral skills, medication management, and transportation. Staff to individual ratio generally ranges from 1:3 to 1:5 in these programs.
- **Sheltered Employment Services** provide work for individuals with disabilities who are not ready, are unable, or choose not to enter into competitive employment in an integrated setting. Compensation for work is in accordance with the Fair Labor Standards Act. This service also includes the development of social, personal, and work-related skills based on an individualized person centered plan. Staff to individual ratio varies depending on the intensity of service required.

Community Based Services provides employment opportunities for people with disabilities that are based in regular community settings. In community based employment, the person with a disability works alongside non-disabled persons and receives varying levels of job support depending on the person's needs. Community based service models include **developmental services**, **group supported employment services** and **individual supported employment services**.

- **Group Supported Employment Services** provide work to a small group of three to eight individuals at a job site in the community or at dispersed sites within an integrated setting. Integrated setting means opportunities exist for individuals in the immediate work setting for regular contact with non-disabled individuals who are not providing support services. Individuals may be employed by the employer or the vendor of supported employment services. Ongoing support services are provided while individuals are receiving services by an employment specialist who may be employed by the employer or the vendor. Support services are provided in accordance with the individual's person centered plan. Models include mobile and stationary crews, and enclaves, which can be based in hotels, restaurants, and local businesses.
- **Individual Supported Employment Services** provide work to an individual placed in an integrated work setting in the community. On-going support services that may include transportation, job-site training, counseling, advocacy, and any other supports needed to achieve and to maintain the individual in the supported placement are provided by an employment specialist, co-workers of the supported employee, or other qualified individuals. Support services are provided on a drop in basis in accordance with the individual's person centered plan and generally don't exceed more than five hours per month.



Self-Directed Services Participant Handbook

October 27, 2014

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**Self-Directed Services
Fairfax-Falls Church Community Services Board
12011 Government Center Parkway, Suite 300
Fairfax, VA 22035
703.324.4400**

1. INTRODUCTION

Welcome to the Self-Directed Services (SDS) program of the Fairfax-Falls Church Community Services Board (CSB). This handbook is offered to families* as a tool to assist in understanding the program's operational components and requirements.

The SDS program was added to the CSB menu of Employment and Day Services for individuals with intellectual disability in July 2007. Since the first five families began receiving services seven years ago, and through September 15, 2014, a total of fifty-six families, and their family members with an intellectual disability (referred to as "service recipients"), have benefitted from the SDS philosophy "to enhance individualized service plan's to better meet the needs and preferences of the service recipient, build upon the natural supports of the service recipient and community, and reorient service use and expenditures toward the services each family and service recipient prioritizes."

As shared by one family in the December 2013 SDS Program Evaluation:

"The SDS funding has allowed the flexibility and opportunity for our daughter to fully participate in activities in the community that are more meaningful and most importantly; her choice. We thank you for this choice."

SDS are different from traditional employment and day support services programs in that the CSB enters into SDS Services Agreements (Agreements) directly with families and provides funds for families to purchase services of their choice for the service recipient.

2. PARTNERSHIPS

SDS program success results from the partnership and communication between the family, the service recipient, CSB Support Coordinator, and the SDS program manager.

The **family**, with input from the **service recipient** and his/her Community Services Board **support coordinator** and Interdisciplinary Team, determines service needs, sets a service schedule, records and documents receipt, and payment for services, submits service documentation, requests funds periodically, and abides by all requirements of SDS Service Agreement. As a result, SDS:

- Increase and expand individualized service options and plans
- Bring greater service management to the family and service recipient.
- Allow greater flexibility in scheduling and receiving services, and
- Offer service choices within the service recipient's home community.

The **CSB Support Coordinator** assists the service recipient and the family to identify and monitor service needs and the extent to which the family and service recipient are satisfied with the service they receive.

The **SDS Program Manager** identifies the amount of funding available, the timeline and process by which funds are disbursed, and the person in each family to whom the funds are disbursed. The Program Manager works within existing CSB fiscal policies and procedures to monitor the contractual and financial aspects of the SDS program.

** The term, "Family(ies)," refers to the SDS participant(s) whose name(s) appear on the signature page of the Self-Directed Services Service Agreement Terms and Conditions.*

Communication between each family and the service recipient, his/her CSB support coordinator, and the SDS program manager is encouraged on an ongoing basis.

Your ideas and feedback are important. Ideas from families are what has grown and matured the SDS program.

3. SDS SERVICE AGREEMENT

Each family participating in the SDS program does so under an Agreement with the Fairfax-Falls Church CSB. The Agreement outlines the responsibilities of the family, the CSB, and Fairfax County. This handbook is incorporated by reference into each Agreement.

SDS Agreements are entered into with families, not service recipients.

Each Agreement, for performance and fiscal purposes, becomes aligned with the Fairfax County Fiscal Year (July 1 to June 30). The first Agreement with each family, if not scheduled to start July 1, is subject to proration which creates fiscal year alignment. Example: An Agreement entered into on November 1 will receive an 8 month proration to create fiscal year alignment. The next Agreement, which is reliant on funding availability, is for a 12 month period (July 1 to June 30). Funding is not prorated if the initial period is scheduled to start July 1st.

4. PRIVACY PROTECTION

The CSB and the SDS program strive to maintain confidentiality and to protect the service recipient's Protected Health Information (PHI) and records in accordance Federal and State Laws and regulations. Contents of service recipient records are discussed only with designated Fairfax-Falls Church CSB staff, on a need to know basis. Nevertheless, to the extent not prohibited by law, the County must comply with its obligations under the Virginia Freedom of Information Act. All electronic, written, or oral PHI and medical records inquiries, as a result of the existence of this Agreement, shall be referred to the Fairfax-Falls Church CSB. Retention and destruction of all records are in accordance with applicable Federal and State confidentiality laws.

Families are encouraged not to include the name of the service recipient, or other information which identifies the service recipient, in email correspondence.

5. ORIENTATION

Each family will receive a structured orientation to the SDS program. The orientation will include, at a minimum, a review of the SDS handbook, overviews of the account reconciliation process, and privacy protection.

6. FUNDING

SDS operates and is funded as part of the CSB's Employment and Day Services service area.

Prior to the start of each fiscal year and based on county funding, Agreement funding levels are determined. These funds become available to the family following a reconciliation of funds from the previous Agreement period, if applicable, and a review of the service aspects

of the immediately preceding Agreement year, if applicable. Such a review will include the family, the service recipient, CSB support coordinator, and SDS program manager.

Unexpended funds from one Agreement period cannot increase the funding allocation for the next Agreement period. Unexpended funds are returned to the Employment and Day Services fund. Unexpended funds in a family's possession at the end of an Agreement period can be used as cash flow leading into the next Agreement period (assuming funding is allocated for the next Agreement period).

Upon Agreement termination, any unexpended funds in a family's possession must be returned to the CSB following account reconciliation. Failure to return unexpended funds can result in formal collection action.

Throughout the Agreement period, the SDS program manager will monitor and reconcile each family's financial account using Requests for Funding and expense documentation submitted. Each account is reconciled as documentation or Requests for Funds are submitted (see Appendix B). As accounts are reconciled, the families are asked to review the information and report discrepancies. When families and the SDS Program Manager agree on the reconciliation, both parties will sign off on the reconciliation.

FAILURE OF THE FAMILY TO USE THE FUNDS FOR THE DESIGNATED PURPOSE MAY RESULT IN IMMEDIATE TERMINATION OF THE FAMILY'S PARTICIPATION IN THE SDS PROGRAM AND A COMPLETE REIMBURSEMENT TO THE CSB OF ANY FUNDS PAID TO THE FAMILY.

7. REQUESTS FOR FUNDING

SDS funds are available to families either as a reimbursement or as an advance. Funding requests generally take three to four weeks to process.

A. Reimbursement

A family requesting funds as a reimbursement for expenses already incurred, submits a Request for Funding form (Appendix A) to the SDS program manager along with the required documentation for each expense (See Section 12: Documentation). The SDS program manager will review the funding request and documentation. When all paperwork and documentation is approved, the SDS program manager will authorize reimbursement.

B. Advance

A family can request an advance of up to $\frac{1}{4}$ (3 months) of the annual Agreement amount. The SDS program manager will determine if funds remain in the family's account and whether sufficient documentation exists for services purchased up to the time of the request. If insufficient documentation exists at the time of the funding request, the SDS program manager, at his/her discretion may require additional documentation prior to new funds being authorized. When all paperwork and documentation is in order, the SDS program manager will authorize the advance.

Families demonstrating consistent and recurring documentation and account reconciliation issues, not resolved to the satisfaction of the SDS program manager, may be prevented from requesting funds in advance. Families are notified of this decision in writing. Families in

this situation may, at the discretion of the SDS program manager, receive funds as a reimbursement.

8. BANK ACCOUNTS

While co-mingling SDS funds in an account with other family funds is not prohibited, the family must be able to demonstrate on demand that funds have been expended in accordance with this Agreement (See Section 7: Documentation). In addition, bank statements may be requested as part of each families SDS account reconciliation process. Bank fees, such as check printing or other services charges are not eligible SDS expenses.

9. TAX REPORTING

After the end of each calendar year, Fairfax County issues an IRS Form 1099-MISC to families who received \$600 or more from the county during the calendar year. It is the responsibility of the family to report funds received from Fairfax County and paid to service providers in accordance with Federal and State law and each family's personal situation.

Families are encouraged to contact their tax preparer to determine how the issuance of SDS funds impact their personal tax reporting situation.

10. RISK AND LIABILITY

Families are responsible for determining the extent to which liability and other insurance is required in the provision of direct training, support, and supervision services. Families are also encouraged to address this issue with their insurance agent/professional.

11. SERVICES

A. Funded Activities

SDS funds can be used for the purposes identified in this section and outlined in in Appendix C.

B. Direct Training, Support, and Supervision Services

SDS funds are used by families to primarily purchase direct training, support, and supervision services from individuals or businesses of their choice for the benefit of the service recipient. At least seventy five percent (75%) of funds allocated in the Agreement must be used for direct training, support, and supervision services. Direct training, support, and supervision services can include, but not be limited to:

- Functional self-help and daily living skills development.
- Community integration and awareness skills development.
- Safety skills development.
- Work and work environment skills development.
- Social/interpersonal skills development.
- Educational activities and classes.
- Travel training.
- Participation in community based recreational, work, or volunteer activities.

An **individual** service provider is someone with whom a family contracts or hires to provide direct training, support, or supervision services. An individual can be a person the family knows or recruits through other channels (work, school, church, etc.). Individuals may also be family members who are not part of the service recipient's immediate family (father, mother, sister, brother, aunt, uncle, grandmother, or grandfather) or live under the same roof as the service recipient. A request can be made to the SDS program manager to consider services provided by immediate family members or persons living under the same roof when services provided by other individuals are deemed by the family and the CSB support coordinator inadequate or unsafe.

Individuals from whom families purchase services directly are compensated on an hourly basis with a rate cap as identified in Appendix C. Families may compensate individuals at a rate higher than on Appendix C but at no time can the SDS portion of funding exceed that which is posted in Appendix C.

Nothing in this handbook creates an obligation on behalf of the county to pay the service provider selected by the family.

Families are not required, but strongly encouraged, to maintain written Service Provider Agreements with each individual providing direct service to the service recipient. A sample SDS Service Provider Agreement is provided in the handbook is included as Appendix D.

A **business** service provider is a non-profit or for profit entity that offers services as part of its day to day operations. Businesses providing services are compensated at their specific service rate (which may be higher than the hourly rate identified in Appendix C).

C. Service Provider Taxes

Families who hire individuals to provide direct training, support, and supervision services may use SDS funds to pay their tax-related expense (as an employer). This includes the employer's contribution to Social Security and Medicare taxes, and Virginia Unemployment tax.

Families are encouraged to contact their tax preparer to determine whether the individual providing direct training, support, and supervision services should be considered a household employee or a contractor.

D. Direct Service Support

SDS funds can also be used to pay mileage when the direct service provider transports the service recipient in his/her own car. The mileage rate is identified on Appendix C. Only mileage accrued when the service recipient is in the vehicle is eligible for payment. The per mile reimbursement rate is based on the county mileage reimbursement rate and is subject to change.

Funds can be used to purchase meals and activity related costs for the direct service provider only. The service recipient is responsible for his/her meal and activity related costs. SDS funds cannot be used for tips.

SDS funds may be used to purchase transportation services, unrelated to direct service provider mileage. The use of SDS funds to purchase non-mileage related transportation services must receive prior approval from the SDS program manager.

E. Non-Fundable Activities

SDS funding is not available for service activities that are fundable by another source. Services for which SDS funds cannot be used include, but are not limited to, adaptive equipment, technology hardware and software, long distance travel (by plane, bus, or train), and physical, occupational, and speech therapies provided by licensed medical personnel.

12. DOCUMENTATION

A. General Information

All SDS expense must be documented. Failure to document specific expense(s) will result in that/those expense(s) being considered disqualified for reimbursement with SDS funds.

Documentation must be submitted to the SDS program manager no less than one time per quarter. The SDS program Manager may require documentation be submitted more frequently. Families new to the SDS program will submit documentation on a more frequent basis as determined by the SDS program manager (See Appendix C).

Documentation may be submitted by electronic mail, fax, or mail to the SDS program manager. Documentation is necessary before a Request for Funding can be authorized by the SDS program manager (See Appendix C).

The SDS program manager maintains electronic documentation templates for use by families (See Appendices D, E, F, and G).

The CSB, its agents, and employees retain the right to request additional documents as needed and in its sole discretion.

B. Direct Training, Support, and Supervision Services Purchased from an Individual

Direct training, support, and supervision services purchased from an individual service provider are documented by submission of a time sheet. The time sheet should clearly identify the name of the service provider, hourly rate, date and times of services, # of total hours, and a brief listing of activities. The time sheet must be signed by both the service provider and the family. A sample time sheet is included as Appendix E.

C. Direct Training, Support, and Supervision Services Purchased from a Business

Direct training, support, and supervision services purchased from a business are documented by an invoice or receipt issued by the business. Invoices and receipts should clearly identify the name of the service provider, the person to whom services were provided, the rate/cost, and the date and times of services.

D. Service Provider Taxes

Families who hire individuals to provide direct training, support, and supervision services and use SDS funds to pay their tax-related expense (Social Security and Medicare taxes, and Virginia Unemployment tax) must provide copies of appropriate Internal Revenue Service and Virginia unemployment tax forms verifying receipt of funds.

E. Direct Service Support

Mileage paid to an individual is documented on a mileage log. The mileage log should clearly identify the name of the person driving the vehicle, the destination, purpose, and total mileage. The mileage log should be signed by both the service provider and the family. A sample mileage log is included as Appendix F.

Meal, activity, and transportation purchases not related to mileage reimbursement are documented with a receipt. The receipt should contain the name of the business from which the meal, activity, or transportation related purchase was made, the date, items purchased, and the cost for items purchased. SDS funds cannot be used for tips. A sample Activity Receipt Log is included as Appendix G.

13. HANDBOOK UPDATES

The SDS handbook and business practices are reviewed periodically, but no less than one time per year. Families are encouraged to provide feedback regarding SDS operation on an ongoing basis. The SDS program manager will communicate changes to the SDS handbook or business practices to families in writing. Communication can be in the form of email correspondence.

Appendices

Self-Directed Services Invoice

Vendor Name:

Invoice No.:

Vendor Address:

Vendor Telephone #:

Invoice Period:

Service Area	Line of Service	Unit Cost (Hour/Day/Week/Other)	Total this Invoice Period
Direct Training, Support, and Supervision Services	Individual Direct Service	Up to \$20 per hour	
	Agency Direct Service	Agency Hourly or Daily Rate	
	“Employer’s” contribution for Social Security and Medicare Taxes	Current Rate	
	“Employer’s” Contribution for VA Unemployment Taxes	Current Rate	
Direct Service Support	Mileage Reimbursement For Direct Service Provider	\$0.56 per mile not to exceed “X” miles per “Y” period	
	Travel Reimbursement For Direct Service Provider	Handicapped public transportation rate not to exceed “\$X per “Y” period	
	Activity Admissions For Direct Service Provider	“\$X” per “Y” period	
	Meal Reimbursement For Direct Service Provider	“\$X” per “Y” period	
		TOTAL	

I certify that all services purchased will be in compliance with the terms and conditions of the Self-Directed Services Contract or the Self-Directed Services Service Agreement (as applicable).

Signature: _____ Date: _____

Submit Invoice and any documentation to:

Joel Friedman at

**Fairfax-Falls Church Community Services Board,
12011 Government Center Parkway, #300, Fairfax, VA 22035**

or

703.324.4490 (fax);

or

joel.friedman@fairfaxcounty.gov

FOR OFFICE USE ONLY

Status: _____

Authorized by: _____

Date: _____

Appendix C

Self-Directed Service Funded Activities and Documentation Requirements

Service Area	For the Service Recipient	For the Service Provider	Service Activity*	Cap/Range**	Documentation
Direct Training, Support, and Supervision Services***	N/A	Yes	Individual Direct Service	Up to \$20 per Hour	Signed Timesheet
	N/A	Yes	Agency Direct Service	Agency Hourly or Daily Rate	Agency billing invoice or receipt for services provided
	N/A	N/A	“Employer’s” contribution for Social Security and Medicare Taxes	Current Tax Rate	Appropriate IRS tax documentation
	N/A	N/A	“Employer’s” Contribution for VA Unemployment Taxes	Current Tax Rate	Appropriate VA unemployment tax documentation
Direct Service Support	N/A	Yes	Mileage Reimbursement For Direct Service Provider	\$0.56 per mile	Signed mileage reimbursement form
	Yes	Yes	Travel Reimbursement	Handicapped Public Transportation Rate	Paid receipt
	No	Yes	Activity Admissions	Will Vary****	Paid receipt
	No	Yes	Meal Reimbursement	Will Vary****	Paid receipt

* SDS funding is not available for service activities that are fundable by another source).

** Any amount over the capped amount or exceeding the top range is the responsibility of the consumer/family.

*** Direct training, support, and supervision services are the prioritized SDS funded activities and should comprise at least 75% of annual self-directed service expenses.

****Will be determined on a family by consumer basis

SAMPLE SERVICE PROVIDER AGREEMENT

The family of _____ engages _____ (the Service Provider) to provide the following services to _____ (the Service Recipient) in order to expand individualized service options and plans, allow greater flexibility in scheduling and receiving services and to build upon the individual’s natural supports within the community.

The SERVICE PROVIDER shall maintain insurance meeting the following requirements identified below.

The SERVICE PROVIDER shall provide non-medical care, socialization, or support to the SERVICE RECIPIENT. These services are provided in the SERVICE RECIPIENT’S home or at various locations in the community and can include, but not be limited to:

1. Functional self-help and daily living skills development
2. Community integration and awareness skills development
3. Safety skills development
4. Work and work environment skills development
5. Social/interpersonal skills development
6. Educational activities and classes
7. Travel training
8. Participation in community based recreational, work, or volunteer activities.
9. Serve as mentor to the above referenced consumer;
10. Inform the consumer’s family of problems and progress concerning the client.

The SERVICE PROVIDER shall be compensated at the rate of _____ per _____ upon submission of a timesheet and in accordance with the following requirements:

Service Provider’s Name

Service Provider’s Signature and Date

Family Representative Name

Family Representative Signature and Date

Self-Directed Services Time Sheet

Service Recipient # _____

Service Provider: _____ Hourly Rate: _____

Date	Times Worked	Total Hours Worked	Activities
Total Hours			

I certify that I performed the work outlined above on the dates and times indicated:

Signature

Date

I certify that I paid the person listed above for the work performed on the dates and times indicated:

Signature

Date

Self-Directed Services Mileage Log

Service Recipient # _____

Service Provider: _____

Date Submitted: _____

Mileage Rate: \$_____/mile

Date	To	From	Purpose	Total Miles (Trip)
			Total Miles (Sheet)	

I certify that I performed the work outlined above on the dates and times indicated:

Signature

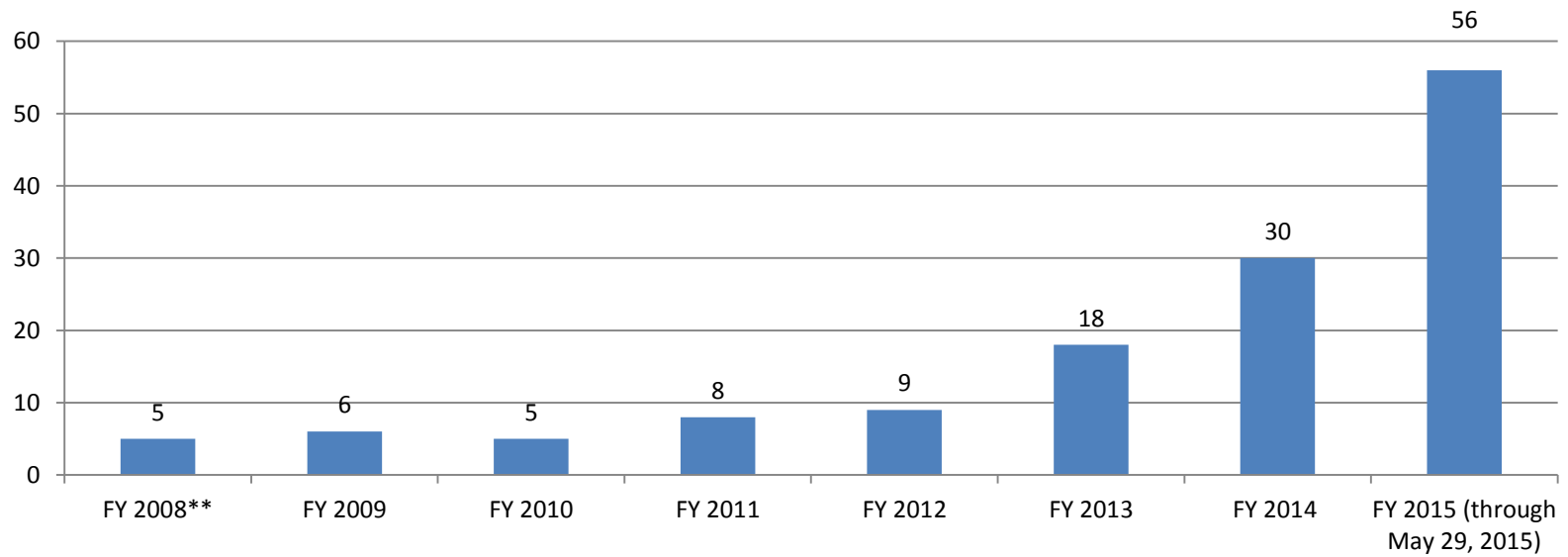
Date

I certify that I paid the person listed above for the work performed on the dates and times indicated:

Signature

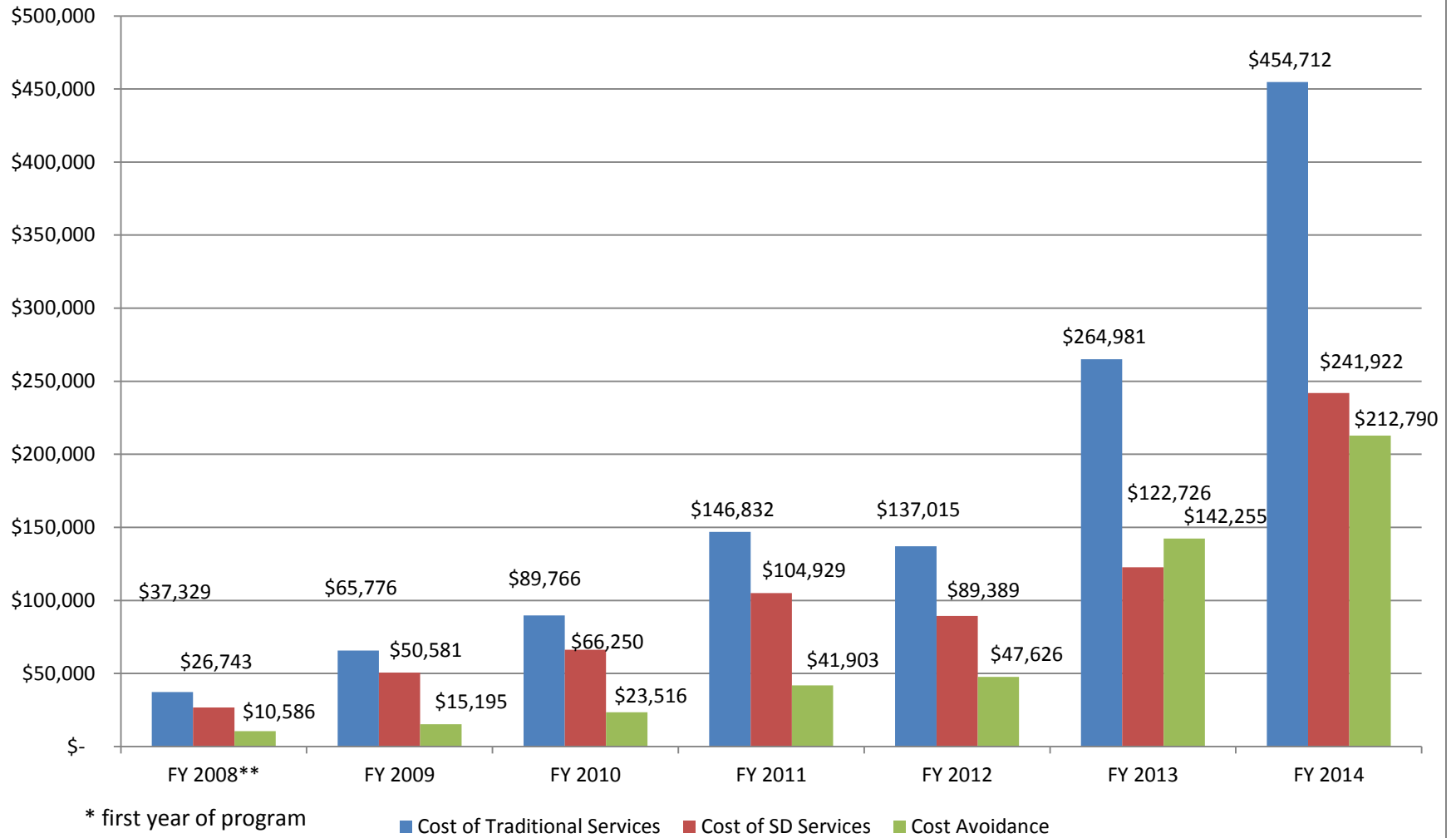
Date

of Families Served in SDS Unduplicated: 69



* first year of program

Service Cost and Cost Avoidance



Fairfax County Government

Fairfax-Falls Church Community Services Board

Self-Directed Services

for Individuals with Intellectual/Developmental Disabilities

Contact: Joel Friedman (703.324.4433; joel.friedman@fairfaxcounty.gov)

Fairfax County recognized that an increasing number of adults with intellectual/developmental disability, including special education graduates from the Fairfax County Public Schools and members of the community at large, sought day support and employment services each year. The challenge: to deliver these services to these individuals in times of limited public funding. Partnering with several county departments and the community at large, the Fairfax-Falls Church Community Services Board (CSB) created the Self-Directed Services program, making it possible to contract with, and fund families directly, so they may identify and purchase day support or employment services of benefit and most meaningful to their family member with an intellectual/developmental disability (service recipient) while providing cost avoidance opportunities for Fairfax County through a capped budget.

Self-Directed Services was added to the CSB menu of day support and employment services in July 2007. Since the first five families began receiving

services eight years ago, and through June 1, 2015, a total of sixty nine families and their family members with an intellectual/developmental disability, have benefitted from the Self-Directed Services philosophy “to enhance individualized service plan’s to better meet the needs and preferences of the service recipient, build upon the natural supports of the service recipient and community, and reorient service use and expenditures toward the services each family and service recipient prioritizes.”

Self-Directed Services program growth and success is directly attributable to the partnership and communication between the family, the service recipient, the CSB Support Coordinator, and Self-Directed Services program staff. Self-Directed Services funds are used by families to primarily purchase training, support, and supervision services, which include, but are not limited to, functional self-help and daily living skills development; community integration and awareness skills development; safety skills development, work and work environment skills development, social/interpersonal skills development, educational activities and classes, travel training, participation in community based recreational, work, or volunteer activities; and referral to specialized services (which are not provided as part of SD services). As shared by one family in a SDS Program Evaluation: “*The SDS funding has allowed the flexibility and opportunity for our daughter to fully participate in activities in the community that are more meaningful and most importantly; her choice. We thank you for this choice.*”

In Fiscal Year 2014, cost avoidance to Fairfax County was \$212, 790. Since its implementation in July 2007, cumulative cost avoidance to the county is \$493,871. In Fiscal Year 2015, it is anticipated that cost avoidance to the county, with 56 families receiving services, will be between \$300,000 and \$350,000. Funds realized through cost avoidance assist others, for whom funding might not be otherwise available, to receive day support and employment services.