



Office of
Mental Health

Self Directed Care Pilot Overview

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What is Self-Directed Care?

- Self-Directed Care provides an opportunity for individuals who are enrolled in a HARP and HCBS eligible to develop a person-centered plan to address their recovery goals.
- Individual budgets are created and can be used to pay for BH service expenditures and goods and services in support of a goal

What is Self-Directed Care?

Funds for behavioral health are controlled by service recipients

1. Participants develop person-centered recovery plans
2. Support Brokers work with individuals to help establish specific goals
3. A budget is developed to help achieve the goals outlined in a plan, and specific dollar amounts are allocated
4. Fiscal intermediary provides financial management services

Self-Directed Care Pilot

- SDC will be developed as a pilot program under the 1115 waiver
- 2 pilot sites have been established with projected enrollment of 200
- Implementation for initial sites begin January 2017
- A formal evaluation will be conducted on the pilot and final program design will be presented to CMS
- Goal to evaluate SDC and determine if it should be made available statewide as HARP benefit

Roles and Responsibilities

- Role of State: Overseeing pilot development, funding, policy assurances, and implementation, and coordinating with administrator
- Role of Support Brokers:
 - Help the participant identify, articulate, and achieve their action plan
 - Identify services, supports and resources for the participant
 - Advocate for the participant to remain engaged in active goal attainment and shared decision making
- Role of Fiscal Intermediary:
 - Responsible for ensuring that participants have access to funds and that spending is in compliance with program requirements
 - Monitor and track expenditures
 - Load debit cards for goods and services
 - Submit periodic financial reports of program activity
 - Establish fiscal controls
 - Assist in maintaining online budgeting system and web portal



Two Pilot Sites

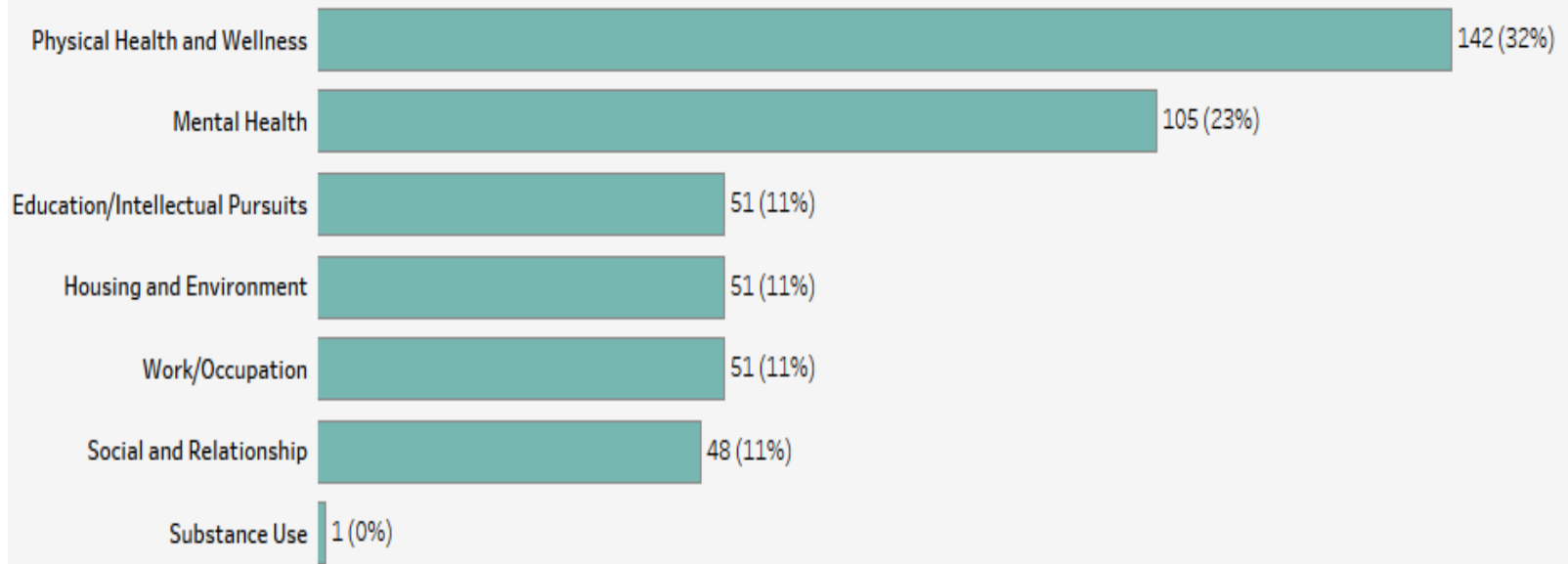
- Enrollment into the pilot began in January 2018
- To date, there are 136 total pilot participants across 2 pilot sites:
 - Community Access, New York, NY: 65 participants
 - Independent Living, Inc., Newburgh, NY: 71 participants

Recovery Goal Focus Areas and Goal Examples

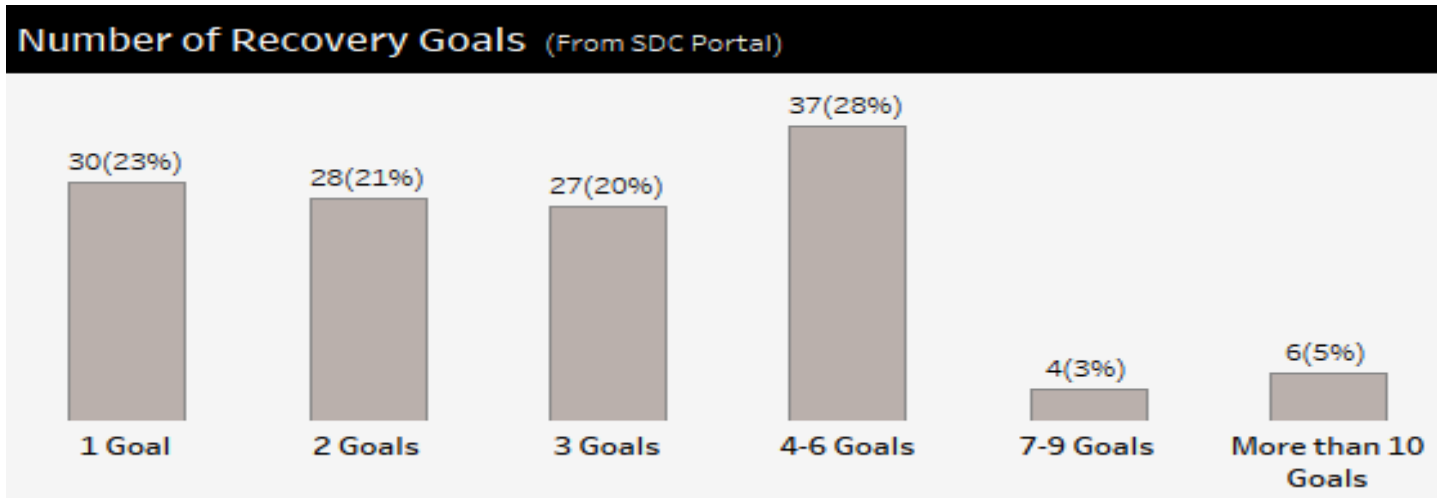
- Physical health and wellness: Receive acupuncture, attend yoga classes, enroll in a smoking cessation program.
- Mental health: Access a private pay clinical social worker for therapy and a psychiatrist for medication management.
- Work/Occupation: Prepare for a new job (work attire, uniforms, trainings).
- Educational/Intellectual Pursuits: taking college classes, taking GED prep classes, (books, computer, tuition, tutoring, examination prep classes)
- Housing and Environment: Improve comfort of home to have a more organized and relaxing home environment (furniture)
- Social and relationship: Create art (art supplies), and increase opportunities for socialization (attend community events).
- Substance Abuse: Maintain sobriety

Recovery Goal Domains

Goal Domain in Recovery Plan (From SDC Portal)

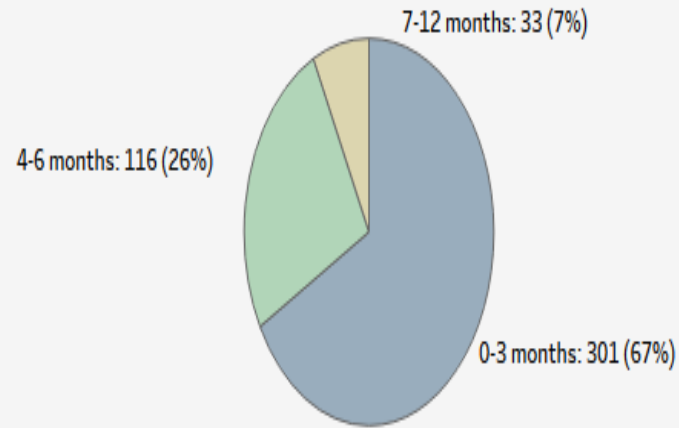


Number of Recovery Goals



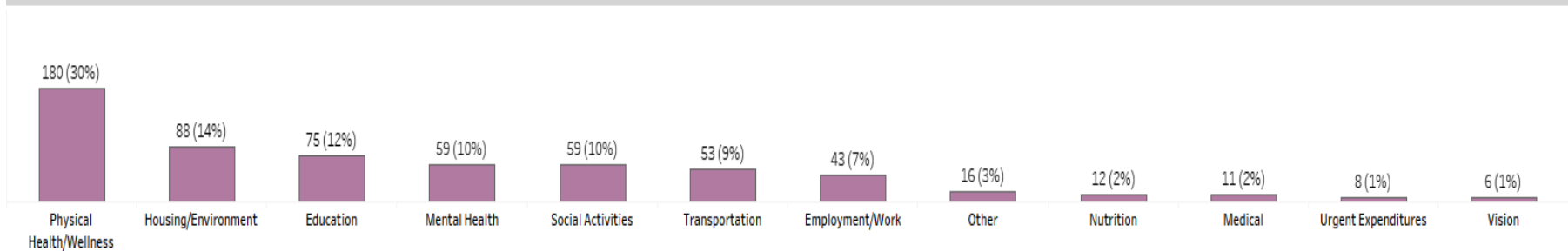
Time to Complete Recovery Goals

Planned Months to Complete Each Recovery Goal (From SDC Portal)



Purchase Categories and Examples of Purchases

Main & Subcategories for Completed Purchases (Hover over to view sub categories) (From SDC Portal)



- Physical Health/Wellness: gym membership, massage sessions, Gym clothes
- Housing Environment: furniture, security deposits
- Education: books, computer, transcripts, tuition
- Mental Health: group therapy, individual therapy
- Social Activities: art supplies, fees to join a community sports team
- Transportation: subway fare, Uber
- Employment/Work: work clothes, shoes
- Nutrition: nutritional supplements
- Medical: chiropractor, physical therapy
- Urgent Expenditures: one-time payment of rental arrears to avoid eviction

Self-Directed Care Services

{ Taking control.
{ Making choice.



What is SDC Service?

- ⌘ Person Centered
- ⌘ Allows for personal growth and personal choices for one's own care and path to recovery
- ⌘ The participant sets goals to assist in their recovery
- ⌘ By working with their Support Broker, the participant will develop the plan and budget to achieve the goals

SDC Service is in line with the Independent Living Philosophy

- ⌘ The participant takes control over their own care
- ⌘ Promotes choice and independence for items or services necessary to achieve a goal
- ⌘ Places responsibility upon the individual
- ⌘ Both participant and broker maintain Integrity and Respect for each other while maintaining a Customer Focused relationship.

In Many Ways The SDC Philosophy



Who is Eligible?

- ⌘ Must be 21 years of age
- ⌘ Enrolled in a HARP (Health and Recovery Program)
- ⌘ Eligible to receive HCBS (Health Home Community Based Services)
- ⌘ Able to make decisions for one's self
- ⌘ Ready to set goals, develop an attainable plan and budget

How Can SDC Assist in One's Recovery?

- ⌘ Promotes independence
- ⌘ The plan is developed by the individual based upon their needs
- ⌘ The individual chooses the items/services that they feel they need for recovery
- ⌘ When a goal is achieved, there will be a sense of accomplishment
- ⌘ Increases self responsibility and fulfillment

How Does SDC Work?

- ⌘ Individuals who are approved for the program will work closely with a Support Broker to develop a plan based upon one's goals and how to achieve those goals.
- ⌘ The plan will include a budget, start/end dates, explanation of why the goal is necessary to one's recovery, and what will determine that the goal has been achieved
- ⌘ There can be more than one goal and goals can be amended or changed
- ⌘ Eligible funds are \$16,000 not to exceed \$4,000 a quarter

How it Works - Continued

- ⌘ The Support Brokers will clearly explain to participants what is and what is not an allowable service (*an acknowledgment will be signed by both parties*)
- ⌘ Participants will have access to a debit card for funds
- ⌘ Any purchase must be included in one's goal and budgeted for
- ⌘ The debit card will have restrictions placed upon it

In Order to be Included in One's Plan and Budget

- ⌘ Items or services must be used for the purpose of increasing independence
- ⌘ Promotes opportunities for community living and inclusion
- ⌘ Goods and services must be delivered without compromising health and safety
- ⌘ Are provided directly to and for the benefits of the participant exclusively

What is Allowed to be Purchased?



Examples of Allowable Items and Services

- ⌘ New clothing for job interviews
- ⌘ Quit smoking program
- ⌘ Self Care (Yoga, Arts N Crafts, massage)
- ⌘ Physical Health (gym membership, exercise equipment, weight loss program)

NOT Allowed Items and Services



Examples of Items and Services That are NOT Allowed

- ⌘ Ongoing Room and board
- ⌘ Purchases from third parties who are family members, friends, or significant others
- ⌘ Gift cards or pre-paid debit cards
- ⌘ Contraband or illegal items



Independent Living, Inc. has the right to disqualify anyone from the program for misuse of funds

Many Benefits of SDC Services

- ⌘ Taking control
- ⌘ Making choices
- ⌘ Setting goals and achieving them
- ⌘ Live in the home or community of one's choice
- ⌘ Learning experiences
- ⌘ New and exciting possibilities
- ⌘ Establishing relationships
- ⌘ Integrating with the community
- ⌘ A sense of accomplishment



WELCOME TO
PROGRESS
ENJOY THE JOURNEY

Start Up and Outreach

- ↳ Started working with individuals internally already receiving services from Community Access
- ↳ Provided info sessions to care coordinators, program managers, and respite center counselors
- ↳ Set up info sessions outside of our agency, tabling at health fairs and wellness events around New York City

Changes Along the Way

↳ Application Process

- ⌘ Allows us to get a sense directly from potential participants of their interest
- ⌘ Asks direct questions about recovery goals

↳ Info Sessions for Participants

- ⌘ The sessions have become the first step to enrollment
- ⌘ Held about once a month for those on our waitlist - from Community Access, other agencies, and self-referred
- ⌘ Allows us to clarify what the program is about, what participation looks like, and includes a goal-prioritizing workshop at the end

Focus on Goal Setting

- ⌘ Setting goals with participants that are specifically defined, measurable, and attainable within a certain time frame
- ⌘ Utilizing Motivational Interviewing techniques to assist with activating on goals
- ⌘ Aligning each purchase with a goal in order to show the direct effect the item or service has in attaining the goal
- ⌘ Considering how long-term goal setting is navigated with participants, with clear steps of progress and continued need for resources

Main Focus of Work

Goal Development

Finding creative ways to measure goals and directing wellness goals to include impacts on mental health

Resource Exploration

Finding available resources to assist individuals in reaching their goal, education about new options that could assist with succeeding in their goal

Goal Setting

Value Exploration

Assisting participants in understanding what goods and services are of best value to meet their needs

Goal Review

Continuing to check in on goal progress, whether additional supports are needed, or if goal was met

- ⌘ Budgeting with Resource Consultant includes value exploration, provider and retailer comparison, education about card functions and purchasing assistance when needed
- ⌘ Research about items and services to support a goal helps individuals become informed consumers
- ⌘ Receipt collection completes the purchasing process and promotes accountability
 - ⌘ Using text or email to send in receipt

Financial Empowerment

Trends and Demographics

Total number of active participants: 59

Number of individuals on the waitlist: 18

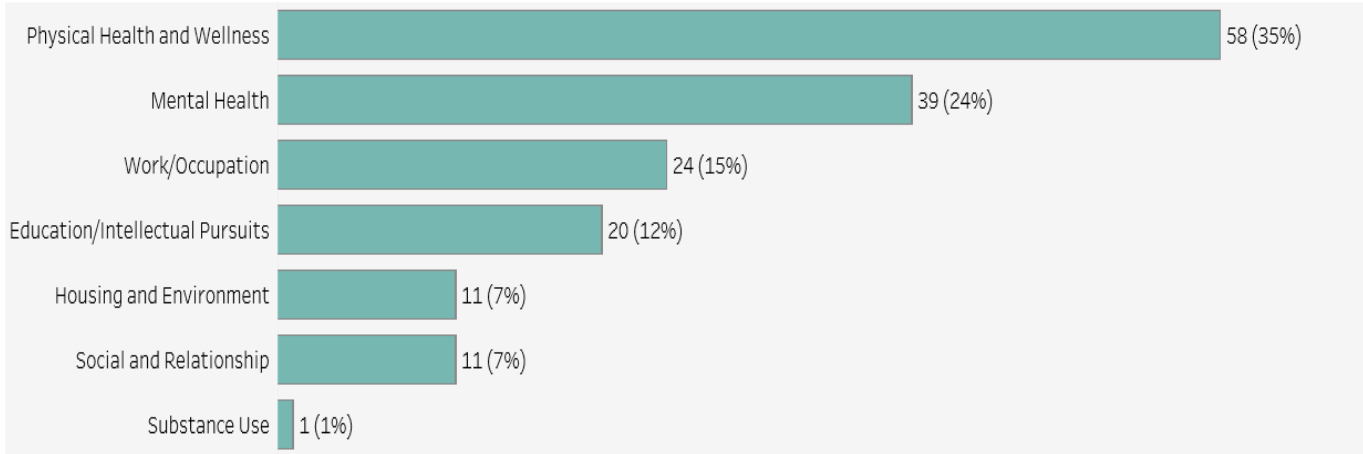
Goals achieved: 49

Goals in progress: 93

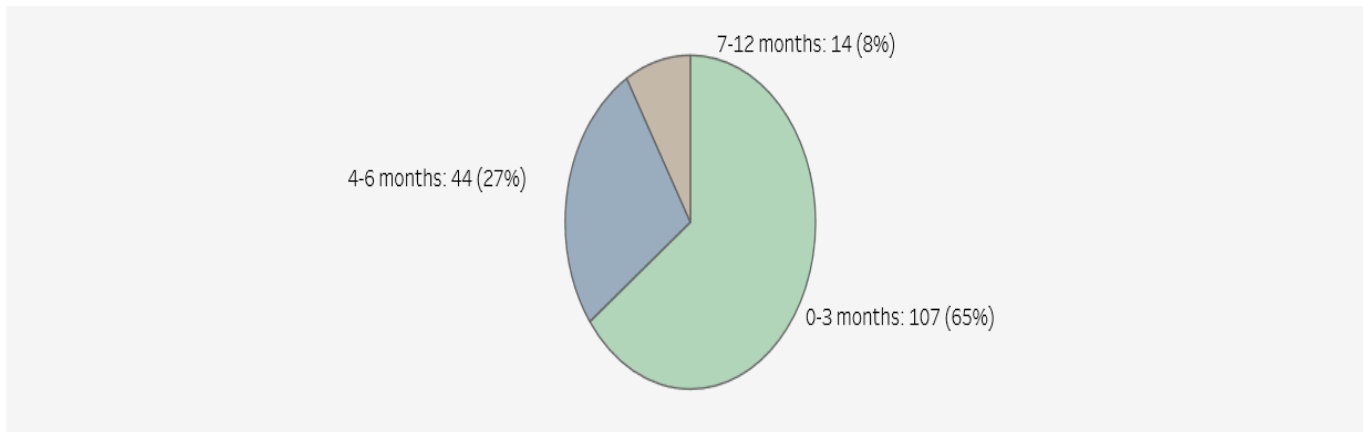
Number of completed purchases: 234

Average spending per person: \$932

Goal Domain in Recovery Plan (From SDC Portal)



Planned Months to Complete Each Recovery Goal (From SDC Portal)



“After so many years of being misunderstood, mis-prescribed, and mentally and physically traumatized, I had started to believe that I was just taking up space...

Thing is though... Before Self-Direction, no one listened to what “I” thought I needed to feel better, and being voiceless in my own care only perpetuated the idea that I was somehow broken, unlovable and even untrustworthy with my own life.

New York City is changing that. Self Direction is changing that. Community Access is changing that.”

Participant Successes