

# Home-Based Services Program

Illinois Home and Community Based Waiver Funding – Adults  
with Medicaid Developmental Disability Waiver Funding

**Shirley Perez, Program Director**

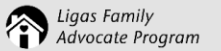
Family Support Network & Ligas Family Advocate Program

Megan Mutti, Senior Ligas Family Advocate

Ruth Aguilar, Ligas Family Advocate,

Shakari Asbury, Family Liaison

*The Arc of Illinois Ligas Family Advocate Program – Funded by a Grant from the  
Illinois Department of Human Services*



# Programs of The Arc of Illinois

- Illinois Lifespan – Information & Resources
- Family to Family Health Information Center
- **Family Support Network of Illinois**
- **Ligas Family Advocate Program**
- Family Transition Project
- Consumer Stipend Program
- Assistive Technology Program
- Training Department



# Housekeeping

- This webinar is being recorded and will be available at the Arc of Illinois Ligas Family Advocate Program website.
- Please use the **CHAT function** to let us know if you are having technical difficulties – we will do our best to assist. Please avoid putting questions about the webinar content in the CHAT area.
- We will hold all questions until the end of the webinar. **Please use the Q & A box to ask a question.** We will get to as many questions as possible.

- **The Ligas Family Advocate Program**

- Established as a pilot program in 2014 after the Ligas Consent Decree (2011) to provide consistent information about waiver services and living options statewide
- Connect families of loved ones with I/DD to similar families seeking funding and services selected from the PUNS
- Share creative ways to utilize waiver funding and explore waiver support options via virtual training and in-person events such as conventions.
- Funded through a grant from the Illinois Department of Human Services
- Work with **Independent Service Coordination** agencies (ISCs) in getting information about all available options for services to adults and families
- <https://www.thearcofil.org/about-us/programs/ligas-family-advocate-program/>

# Goals

- Understand the key components of the Home and Community Based Medicaid Waiver
- Understand the responsibilities of those directing Home-based Services
- Describe the roles and responsibilities of Developmental Disability Service Providers, Independent Service Coordination (ISC) Agencies, Self-Direction Assistants, Employers of Record, and the role of Illinois' Fiscal Agent, ACES\$ Financial Management Services
- Explore strategies to maximize the available benefits in the Home Based Service Program
- Identify resources and programs that can provide guidance and assistance

## Keys to Remember

- The process of determining Clinical Eligibility, participating in Discovery, developing a Personal Plan, and receiving an Award of Funding takes time. Expect it to take approximately 4-6 months if all goes smoothly.
- Stay in touch with your ISC and return requested forms and paperwork in a timely manner. Make copies of all paperwork.
- The developmental disability system is difficult to learn and navigate. Your comfort with the process will grow quickly as you become more familiar with the services and supports.
- You are not locked into the service and support choice you make at the beginning. If your needs change, and Home-based Supports are no longer the best option, your Independent Service Coordination Agency will assist you to explore alternative options.

# What is the Home-Based Services Program?

- An individual with an intellectual or developmental disability, who has been selected from the PUNS list and approved for funding, decides that they want to **be in charge** of managing their own services. They, in partnership with their parent or guardian, will:
  - Decide who they would like to hire for personal support services
  - Train their Personal Support Worker (PSW)
  - Schedule their Personal Support Worker
  - Identify an “Employer or Record”
  - Set the pay rate for their PSW
  - Partner with ACES\$ to manage payroll for their PSW
  - Consider the use of a Self Direction Assistant (SDA) for assistance with planning and paperwork
  - Services are provided in the family home or a home of your choice, as well as in the community; services provided are based on your Personal Plan

# Why do people choose to self-direct Home-Based Services?

- Every individual and family has unique needs and goals. Home Based Services work well for individuals who:
  - Prefer to be in control of how services are delivered
  - Want to select their own Personal Support Workers
  - May want to have a family member be a Personal Support Worker - PSW

Home based services are designed to help you live as independently and safely as possible in your community while letting you Self-Direct your own services



# Services Available under HBS

Adaptive Equipment
Adult Day Care
Assistive Technology
Behavior Counseling (Individual and Group)
Behavior Intervention & Treatment
Community Day Services
Emergency Home Response
Fiscal Employer/Agent
Home Accessibility Modification
Individual Service and Support Advocacy
Non-Medical Transportation
Nursing (HBS only)
Occupational Therapy
Out of Home Respite
Personal Support Worker
Physical Therapy
Psychotherapy
Self Direction Assistance

Speech Therapy
Support Services Team
Supported Employment
Temporary Assistance
Training & Counseling Services for Unpaid Caregivers
Vehicle Modifications

[Link to hand out:](#)

[https://www.dhs.state.il.us/page.aspx?item=101181#a\\_toc3](https://www.dhs.state.il.us/page.aspx?item=101181#a_toc3)

# Home-Based Services (Self-Directed):

What Developmental Disability(DD) Providers are available in your area?

Do you have an interest or a need to access the services of a DD provider?

How can you work within your fixed monthly allotment (\$2742) to meet your needs?

Who can offer you support and help as you work through your options?

Do you anticipate that your needs might fluctuate over time?

Remember, a successful plan will include services that can be paid for with waiver funds. But, you will also need to think about natural and community supports to build a personal plan that meets your needs.

# Get started

- When you are selected from the list, you will receive several letters over the course of 6 months:
  - DHS Early Notification letter
  - Ligas Family Advocate Introduction Letter
  - DHS Invitation to Apply for funding letter (Your official PUNS selection letter)
  - Ligas Family Advocate Connection/Resource Letter
  - DHS Funding Award letter IF approved for waiver funding

*Be certain to follow up with the agencies as directed in the letters that you receive.*

We were found eligible for funding & have the waiver - now what?

- Stay in contact with the Case Manager at your ISC. They will work with you on developing a plan for services that meets your needs. It is called a *Personal Plan*.
- Keep your Medicaid coverage current. Make sure to fill out all paperwork in a timely manner. You will receive a Medicaid Redetermination Letter yearly. Complete the information requested and return it by the deadline.
- Become familiar with the rules of Home-Based Services Program:

*Consumer and Family Handbook on Home-based Services*

[https://www.dhs.state.il.us/page.aspx?item=134485#a\\_HomeBasedSupportServices](https://www.dhs.state.il.us/page.aspx?item=134485#a_HomeBasedSupportServices)

# The Consumer Handbook of Home Based Waiver Services

- The Handbook, written by the Department of Human Services, outlines the components of the Home Based Service Program, rules, roles, responsibilities, and resources.
- [IDHS: Consumer Handbook for Home-Based Services](#)

Let's explore the Handbook's description of allowable services in Home-Based funding

# Understand the Key Components of Home Based Services

- **Individual** – Person receiving Waiver funding and Support Services
- **Personal Support Worker** – A person hired by an individual or family to provide support and services
- **Employer of Record** – Person identified to monitor/manage PSW and keep records of time, training, and services provided
- **ACES\$ Services** – Fiscal Agent for state of Illinois; manages payroll and provides paychecks to PSW
- **Electronic Visit Verification (EVV)** – Updates to come
- **Self Direction Assistant (SDA)** – Assist in record keeping and submission of payroll to ACES\$
- **Independent Service Coordination** – Gateway to developmental disability services; assists with difficulties, develops Personal Plan, addresses Crisis Needs. The ISC is your first point of contact for most questions about DD services.

We will revisit each of these in detail later

## Monthly allotment for needed support services - Adult

The Waiver provides a monthly allotment in the amount of 3 times SSI **(914.00 X 3 = 2742.00) per month (ADULT WAIVER)** for a lifetime. Every individual receives same monthly amount – there is no variance based on level of support needed.

Funds do not carry from month to month in Adult Home-Based Waiver

Note: Children's Support Waiver is 2x's SSI per month  $914 \times 2 = 1828.00$ . Funds can be carried out month to month in the same fiscal year in order to allow for increased care needs in summer months

Break down  
your support  
options





## Building a plan for your needs:

- DD Services
- Natural Supports
- Community

- **Think through:**

- What do you need assistance with in your daily life?
- What can you do on your own?
- Are you able to spend time alone? Do you like to be alone?
- Who helps you with your needs now?
- Do you prefer to live in your family home or on your own (alone or with a roommate of your choosing)?
- What activities are you involved in? What activities do you want to be involved in?
- Do you have a job? Do you want a job? What kind of support do you need to be successful at work?
- Do you have ongoing medical needs?
- Do you need help managing money and paying bills?
- How do you get to where you want to go?

What are your Natural Supports?

## Home-Based Services (Self-Directed):

- Which Developmental Disability(DD) Providers are available in your area?
- Do you have an interest or a need to access the services of a DD provider?
- How can you work within your fixed monthly allotment (3x's SSI) to meet your needs?
- Who can offer you support and help as you work through your options?
- Do you anticipate that your needs might fluctuate over time?

Remember, a successful plan will include services that can be paid for with waiver funds. But, you will also need to think about natural and community supports to build a personal plan that meets your needs.

# Your monthly allotment

- The Waiver provides a monthly allotment in the amount of 3 times SSI per month for a lifetime
- You will build a plan to meet your needs while staying within this monthly allotment



How do the pieces fit together?



- Core Components
  - Medicaid
  - DHS Division of Developmental Disabilities
  - Independent Service Coordination ISC
  - Individual Receiving/Managing Supports
  - ACES\$- Fiscal Agent & EVV
  - Self Direction Assistant (SDA)
  - Employer of Record
  - Personal Support Worker (PSW)

# Independent Service Coordination Agency (ISC)

- Core services and responsibilities:
  - Maintains PUNS list
  - Determine an individual's eligibility for services
  - Assists in identifying DD Providers
  - Develops and monitors an individual's "Personal Plan"
  - Assists individuals and families in navigating DD services
  - This service does NOT come out of the budget.

Key role of ISC's: Preadmission Screening (PAS), Independent Service and Support Advocacy (ISSA), Discovery Tool, Development of Personal Plan

# ACES\$ Fiscal Agent

- Assist with the hiring process
- Pre-employment background checks for PSWs
- New Hire paperwork
- Payroll/tax needs
- ACES\$ is a REQUIRED service for PSWs
- Contact: Tasha Whiteside (877) 223-7781

There is no fee for ACES\$ Services

# EVV Electronic Visit Verification

We know there are lots of questions about Electronic Visit Verification. Many of the key processes are still being worked out between the Division of Developmental Disabilities and ACES\$.

Please plan on attending the next two presentations in our three part webinar series, as both will address details of EVV.

# What is EVV and why is it needed?..



**Electronic Visit Verification**-A system used to electronically verify that the personal care providers aka PSW's have delivered services as they were billed.



EVV is a federal mandate by the 21st Century Cures Act (the "Cures Act"). The Cures Act (Section 10026) requires EVV for all Medicaid funded Personal Care Services (PCS) and Home Health Care Services (HHCS) that require an in-home visit by a provider.



To meet compliance requirements with the federal mandate, DDD and HFS have partnered with EVV vendor HHAExchange.



# Live-In Caregiver Exemption

Date: Wednesday, August 2, 2023

Time: 12:00 p.m. – 1:00 p.m.

Register: [Registration Link](#)

Learn about the Live in Caregiver Exemption here:

[IDHS: Live in Caregiver Exemption \(state.il.us\)](#)

# ACES\$ Trainings

## **Part 1: Download and Register CareAttend with ACES\$**

Webinar Registration Link:

<https://register.gotowebinar.com/rt/3434220546924535135>

In-Person Registration Link: <https://www.eventbrite.com/cc/in-person-evv-training-with-aces-2260199>

## **Part 2: How to Use EVV with ACES\$**

Webinar Registration Link:

<https://register.gotowebinar.com/rt/6020478603641104985>

Registration links and recordings (once available) are all posted on our website: <https://www.mycil.org/aces/aces-illinois-resources/>

# Additional Info

Important dates and upcoming trainings and links



ACES\$ Training on Attestation Form on Live-In Caregiver

Exemption: Date: Wednesday, August 2, 2023

Time: 12:00 p.m. – 1:00 p.m.

Register: [Registration Link](#)



**Download and Register CareAttend with ACES\$**

Webinar Registration Link:

<https://register.gotowebinar.com/rt/3434220546924535135>

# Self-Direction Assistance (SDA)

- Optional service
- Must be purchased with waiver funding (often 2-4 hours per month depending on provider) **Rate is \$51.27 Hourly**
- Set rate per hour predetermined by DHS
- ISC can provide you with a list of SDA's in your area
- SDA can help:
  - Arranging, directing, and managing PSW, Employer of Record services
  - Train you in recruiting and hiring PSWs
  - Assist with communication and problem-solving
  - Help ensure that your paperwork is current and correct and your benefits stay intact; budget awareness

SDA services do come out of your monthly allotment

<http://www.dhs.state.il.us/page.aspx?item=123893>

## Employer of Record (EOR)

- Waiver recipient (individual with DD) receiving services, or another person (often a parent/guardian who is not the PSW) who will assist in ensuring that PSW services are in line with the wishes and needs of the individual
- Needs Social Security number to get an Employer ID Number (EIN)
- Oversees the monthly budget
- Signs Service Authorizations and Time Sheets
- Ensure wages are paid appropriately and taxes completed as required
- Responsible for hiring, training, supervising, and firing of PSW's. Must ensure competency of all PSW's
- **Cannot be both a PSW and the Employer of Record**

# Personal Support Worker (PSW)

- Someone who YOU CHOOSE to assist you with your needs
- CAN be a family member, but NOT the spouse of the individual with disability who receives the waiver.
- What can a Personal Support Worker assist with? *Examples:*
  - Self-care/Daily living needs
  - Meal planning and cooking
  - Teaching skills that assist you in living more independently if you choose
  - Budgeting and bill paying
  - Non-medical transportation
  - Support in participating in community activities

PSW's must complete background screening and fingerprinting, as well as meet basic employment standards as outlined by DHS and ACES\$

# Personal Support Workers MUST:

- Be at least 18 years old
- Communicate well with individual and family
- Complete all required paperwork accurately
- Understand waiver rules on abuse and neglect, human rights, confidentiality, handling of emergencies, and allowable behavior management methods
- Show that they can provide services to you safely as written in your Personal Centered Plan
- Pass required background checks (*Criminal background, Healthcare Worker Registry, Sex Offender Registry, HFS Office of Inspector General Sanctions List, and DCFS State Central Registry*)

# Your RIGHTS

## Home & Community- Based Services (HBS or CILA)?

- DHS clearly spells out your rights in their Consumer Handbook for Home Based Services. Share your needs and concerns with your ISC. You have the right to:
  - Be safe
  - Be treated with respect
  - Have your choices explained in a way that you understand
  - Tell or show others what is important to you, what you want and need
  - Privacy
  - Be free from abuse and neglect
  - Speak up and complain if you don't like something
  - Be told about changes that affect you
  - Ask questions about any decision that takes services away from you
  - Ask for a review or appeal on any decisions that deny services or take away your services

Share your needs and your concerns openly and ask for help if you are not getting what you need.



# Need support or have a problem?

- Contact the Case Manager at your ISC and ask for assistance
- Talk with your Self-Direction Assistant
- Call ACES\$ directly if the concern is around payroll/timekeeping
- Reach out to the Ligas Family Advocates at the Arc of Illinois for additional guidance and support

## Need to report concerns about abuse or neglect?

- Under 18: Call DCFS 24-hour hotline: 1-800-252-2872
- Over 18, Incidents occurring OUTSIDE of home - Call DHS Inspector General's 24-hour hotline: 1-800-368-1463 or TTY 1-800-447-6404
- 18 and older, Incidents occurring in the HOME environment – Call Department of Aging Adult Protective Services Hotline: 1-866-800-1409 or TTY 1-888-206-1327

# Services of the DDD waiver: HBS

## HOME BASED SERVICES (HBS) PROGRAM – Fixed funding

Individualized Service and Support Advocacy -  
ISC

- Supported employment (SEP) –auth. & prior approval
- Community Day Service (CDS) program; temporary intensive staffing in CDS program –auth. & prior approval
- Behavior Counseling (individual & Group)
- Behavior Intervention and Treatment; Psychotherapy
- Adult day care if 60 or older or medically fragile
- Support Services Team
- PT/OT/Speech Therapy –auth. & prior approval
- Adaptive Equipment –auth. & prior approval

- Assistive Technology –auth. & prior approval

### Home accessibility & Vehicle Modifications – auth/prior approval

- Self-Direction Assistance (SDA)
- Personal Support – Personal Support Worker (PSW)
- Temporary Assistance (if PSW unavailable) – prior auth. & approval
- Nursing; Emergency Home Response Services; non-medical transportation; training and counseling for unpaid caregivers; out of home respite, adult day care (60 and older)–auth. & prior approval; Other Day Program – auth. & prior approval

# Community Day Services Program

- DHS funded programs facilitated by Developmental Disability providers
- Often consist of recreation activities, classes, social activities
- Designed to help with skill development or retention, growth in independent living skills, ability to utilize personal choices, and maintain maximum independent living skills

Note that Park District Programs, community education programs, college classes, health clubs are not DHS licensed programs, and therefore cannot be paid through your monthly allotment. Some families utilize their PSW income to fund these types of programs.

## CDS and HBS – Example

Budget	Service	Hourly Cost	Number of Hours	Total
2742	CDS	15.10	115	1736.50
	SDA	51.27	3	153.81
	PSW	15.00* 16.28 cost to you	52	851.69

# Home/Vehicle Modifications 15K every 5 years

Bathrooms, doorways, kitchens, sensory rooms,  
Accessible vans  
Technology devices, etc.

1. Contact your ISC
2. If you have a SDA it will be so much easier, they will connect with vendors and send referrals on your behalf. OR you have to do the leg work.
3. Get at least 2 quotes from DHS-approved vendors
4. ISC will send the packet to DHS for approval
5. You will receive Award Memo if DHS determines eligible
6. Construction work begins and the vendor will bill DHS

## Home-based Services Back-Up Plan

All participants/families utilizing Home-based Supports will be required to have a written plan on file with their ISC that could be implemented in the case of emergency or interruption to regular support services

Consider family members, friends, and paid support staff as potential PSW's

Develop a network of support that is flexible enough to shift and evolve should a sudden change occur

Ensure that your preferred back-up providers are entered into the ACES\$ system and have completed all required background screenings

## In review

- Maintain contact with your ISC
- Apply for and maintain Medicaid eligibility
- Apply for SSI one month after turning 18
- Explore Developmental Disability Providers in your area
- Review the DHS Consumer Handbook on Home-Based Services
- Begin keeping paperwork, evaluations, and critical forms in an easily accessible file
- Reach out to your ISC and the Ligas Family Advocates with concerns or needs

# Important Links

## Key links directly to DHS's website:

- <http://www.dhs.state.il.us/page.aspx?item=65839> - DDD Acronyms
- <http://www.dhs.state.il.us/page.aspx?item=68922> - Provider Acronyms
- <http://www.dhs.state.il.us/page.aspx?item=93850> - Home Based Services FAQ
- <http://www.dhs.state.il.us/page.aspx?module=12&officetype=3&county> - Link to ISC
- <http://www.dhs.state.il.us/page.aspx?item=57220> - Self Direction Assistance
- <http://www.dhs.state.il.us/page.aspx?item=93852> - Resources for Home-Based Services Program Participants
- <http://www.dhs.state.il.us/page.aspx?item=123893> - Ratings Chart



# Contact ACES\$

**Tasha Whiteside**

**Illinois Program Director**

7820 Graphics Drive, Suite 106

Tinley Park, IL 60477

Voice: 708.532.3319

Facsimile: 708.532.3631

Email: [twhiteside@mycil.org](mailto:twhiteside@mycil.org)

Website: [www.mycil.org](http://www.mycil.org)

Please  
register:

- August 24, 2:15 – 4:15 p.m., Derek Hedges, Waiver Manager, Division of Developmental Disabilities, Waiver Updates for Families
  - [https://us02web.zoom.us/webinar/register/WN\\_7OroXoSsTl-7HUWWSiAodQ](https://us02web.zoom.us/webinar/register/WN_7OroXoSsTl-7HUWWSiAodQ)
- September 13, 12:00 – 2:00 p.m., Tasha Whiteside, ACES\$ Program Director, ACES\$ Services Navigation for Families
  - [https://us02web.zoom.us/webinar/register/WN\\_bBxuuV-cRe2UYIs4BYkq6w](https://us02web.zoom.us/webinar/register/WN_bBxuuV-cRe2UYIs4BYkq6w)

# Questions?

- **Contact us:**
- Shirley Perez, Program Director, Family Support Network & Ligas Family Advocate
- [shirley@thearcofil.org](mailto:shirley@thearcofil.org)
- Shakari Asbury, Program Liaison
- [shakari@thearcofil.org](mailto:shakari@thearcofil.org)
- Troy Markert, Family Support Specialist
- [troy@thearcofil.org](mailto:troy@thearcofil.org)
- Megan Mutti, Senior Ligas Family Advocate
- [megan@thearcofil.org](mailto:megan@thearcofil.org)
- Ruth Aguilar, Northern Ligas Family Advocate
- [ruth@thearcofil.org](mailto:ruth@thearcofil.org)

## References:

- 
- Slide #4 LFA:  
<https://www.thearcofil.org/about-us/programs/ligas-family-advocate-program/>
- Slides #5-10 PUNS:  
<https://www.dhs.state.il.us/page.aspx?item=41131>
- Slides #11-13:  
<https://www.dhs.state.il.us/page.aspx?item=141313>
- Slides 14-16:  
[www.equipforequality.org/issues/community-integration/documents-from-efes-class-actions/](http://www.equipforequality.org/issues/community-integration/documents-from-efes-class-actions/)
- Slide #17:  
<https://www.dhs.state.il.us/page.aspx?module=12&officetype=&county=>
- For additional information, see DHD/DDD Website: [IDHS: Developmental Disability \(state.il.us\)](http://IDHS: Developmental Disability (state.il.us))