

INTRODUCTION

Background

Since the 1970's Oregon's model for pricing and purchasing services for people with developmental disabilities has been based upon established services such as "activity center", "workshop" "group home". For many people, safety was the primary consideration during these periods of deinstitutionalization and initial community development.

Services based on the philosophy of self-determination require a very different financing model. Support Services for Adults being implemented under the Staley Settlement are moving the state toward an individualized service design and budget model where:

- ✓ A specified range of funds are available for individuals;
- ✓ Providers can sell services and supports based on reasonable rates;
- ✓ Individuals can choose and directly contract with providers or other to meet their defined needs;
- ✓ Contract continuation depends upon individual satisfaction with desired outcomes; and
- ✓ Providers can expect a simplified payment process and timely reimbursement from brokerages once individuals have approved payment.

Purpose

The purpose of this manual is to provide a user-friendly collection of the State guidelines and policies affecting rate setting for supports and services purchased by adults with developmental disabilities. It is designed to support good working relationships between the State of Oregon, licensed or certified provider organizations, individual self-advocates or family members purchasing services through Self-Directed Support for Adults, local Brokerages or Personal Agents (PA).

A provider organization is an entity primarily in business to provide supports for individuals with developmental disabilities. It does so through the use of employees, contractors, and or volunteers supervised by provider organization staff. The State presently supports 4500 adults in daily employment/Alternatives to Employment (ATE) and or residential settings through use of over 250 provider organizations. This Manual is written to help existing or new provider organizations operate in the world of self-directed support service for adults.

By June 30, 2005, more than 5000 adults with developmental disabilities will be receiving self-directed support services. This population will include up to 3600 adults previously on wait lists and 1400 persons living at home who are scheduled to

transition from employment/ATE and or SILP slots to Self-Directed Support Services funding. Provider organizations must be prepared to identify services and establish rates in order to contract with any of these individuals. Rate setting processes and policies presented in this manual will apply to all support services to be sold. The majority of examples will be relate to employment and community inclusion services most commonly available for sale by provider organizations and desired by present and future brokerage customers.

For a limited time following the publication of this manual, rate setting training and technical assistance will be available through a contract with the Oregon Technical Assistance Corporation.

For Rate Setting Technical Assistance Contact:

Oregon Technical Assistance Corporation (OTAC)

Margaret Hall mjones-hall@otac.org (503) 364-9943 x 10

Or

Ann Coffey acoffey@svdp.com (503) 281-1289 x 245

This manual focuses only on helping with the rate setting process. It does not address the broader issues of flexibility, efficiency and effectiveness in the market place, issues essential to the future of every organization.

This major systems change provides an opportunity for agencies to serve new customers and to serve existing customers differently. Each agency will need to decide what, if any, services it will sell to Brokerage customers. In order to make these decisions, agencies should examine their missions and their capacity to maintain present services while focusing energy on new customers and a new way of doing business.

State Publication of Rate Information

As required under administrative rule and to support informed decision-making by all individuals with developmental disabilities and their families, the Department of Human Services will publish the following rate information:

- Biennial Ranges of Approved Rates. Rate ranges have been established for each support service for individual private providers, independent contractors, and provider organizations. The rate ranges identify usual and customary costs

for services. In the future, ranges will be adjusted based on regional surveys conducted at the Brokerage and state levels.

- Additional Rate Review Materials. Brokerages and Personal Agents will be provided with material to assist them in understanding and negotiating services with provider organizations. Materials will include information on cost averages and the typical nature of each service.

Other Valuable Resources

Over the past several years, the Office of DD Services (now DHS Seniors and People with Disabilities) funded projects that assisted individuals and families to achieve self-directed employment. During 1999-2001, The Careers, Community and Family Project (CCF) of the Oregon Health Sciences University helped 20 consumers and families find jobs and 3 communities increase the local business and provider capacity to successfully support individuals with significant disabilities. Equally important, the Project produced two tools that will help others learn about and do the same. The OHSU staff and contractors are now providing employment related training and technical assistance to brokerages and related stakeholders using these tools.

Self-Directed Employment: Story Book of Oregonians With Developmental Disabilities tells the stories of how seven individuals and families pulled together an array of resources and partners to achieve their employment dreams.

Self-Directed Employment Toolkit for Oregonians with Developmental Disabilities. This handbook helps the customer and family understand and lead the processes of setting the vision, completing person centered job and career planning, hiring and/or firing an individual or organization, finding additional resources, job development, and job training.

Provider organizations wishing copies of the Storybook or Toolkit should contact:

Jo-Ann Sowers, Ph.D.
OHSU Center on Self-Determination
Oregon Institute on Disability and Development
3608 SE Powell, Portland, Oregon 97202
(503) 232-9154 ext. 123

Or access on line at
<http://www.selfdirectedjobs.com>

In addition, your local Brokerage may share with you stories about the impact of this approach on the whole life of persons with developmental disabilities and their families:
Self-Directed Supports: Support Services for Adults and Family Supports for Children.