

**The Supportive ISO:
Frequently Asked Questions
For People Who are Self or Family-Managing**

1

Who is the new Supportive ISO?

Transition II of Burlington is the new Supportive ISO. They have been providing employment services to people with disabilities for almost 25 years in the Burlington area. Transition II responded to the Request for Proposal put out by the now Division of Disability and Aging Services by submitting a proposal. A proposal review committee read and scored the proposals. Transition II received the highest score and is being awarded the contract to be the Supportive ISO.

Do I have to be involved with the Supportive ISO - Transition II?

Yes. Everyone who self or family manages services will need to be involved with the Supportive ISO.

When will I start working with Transition II?

Transition II will start working with people who self or family manage beginning July 1, 2005.

On July 1st, how does everything get transferred to Transition II?

Arrangements to share files and information will be made between the DA/SSA and Transition II. Some information, such as budgets, will be sent electronically.

Transition II, the new Supportive ISO is located in Burlington. Will I have to go there to meet with them?

No. Transition II will be accessible to people who are self or family managing. This means that they can meet with you at a location of your choice, they can be reached through a toll free telephone number, and they can be reached via email or regular mail.

What will Transition II do for me?

Transition II is there to support you in your role as an employer. They can provide you with a lot of support or just a little bit. You decide. The following are things that they have agreed to do for everyone for no additional charge:

- conducting mandatory pre-service training and other required trainings for your employees
- support to help you to find support workers
- assisting you with developing/managing your budget
- Coordination with the Fiscal ISO
- Annual needs assessment
- Annual notification of rights and appeals process
- Verification of the annual ISA
- Arrangement and verification of housing and safety inspections
- Annual monitoring and records check
- Creating a peer/family support network

**The Supportive ISO:
Frequently Asked Questions
For People Who are Self or Family-Managing**

2

Transition II can provide the following services for a fee, just like you would pay someone else to help you:

- QDDP oversight and monitoring
- Extra help with hiring, such as writing an ad, helping with interviews, helping to screen applicants, etc.
- Help with problem employees
- Interviewing and selecting a new Independent Services Broker

Will I use the DA/SSA for anything?

No, except in some cases if you have a psychiatric crisis (See the next question). Most of the responsibilities of the agency you were with will shift to Transition II. New people who come into the system will still go to the DA for intake and an initial needs assessment. After a person has been accepted for services, he or she will be given choices of service management options: agency management, shared management, or self or family management.

Will Transition II be available for a crisis?

No. Transition II does not provide direct services. You will need to have a crisis plan, as you do now, which anticipates any type of emergency situations that you may find yourself in and includes steps to take care of the problem. If you are having a psychiatric crisis for the first time, the Designated Agency would be available to assist you.

How is Transition II different from the Designated Agency?

Transition II is not a direct provider of services. They are available to support you in your role as an employer. Transition II will, however, do some of the things that the DA did such as an annual re-assessment, monitor budgets, verify that you have an ISA and are following the Guidelines for Self or Family Management, and assist you with funding proposals if you have new needs.

Am I still going to use ARIS to pay my employees?

Yes. ARIS will continue to be the fiscal ISO you use to pay your employees.

Will there be any changes in my budget because I will be working with Transition II?

Yes. There will be a change in your administration fee and the administration rate you will receive. Currently, most agencies have charged an administration fee (ranging from \$500 -\$1,000) to people self or family managing. You will no longer pay this fee. Instead, the 5% administration rate that you currently receive in your waiver budget will be reduced to 3.5%. Also, the amount available to you for service coordination will be \$35.00 per hour. The additional amount in the service coordination line and the additional amount in the administration line (after deducting the 3.5% administration rate available for you to use) will be used to fund the supportive ISO.

**The Supportive ISO:
Frequently Asked Questions
For People Who are Self or Family-Managing**

Why is my budget being reduced?

There is no new money in the system so people who are self or family managing will contribute toward the cost of running the Supportive ISO. Unrelated to funding the Supportive ISO but due to the change in the System of Care Plan, any amount above the goods limit of \$1,000 will be reduced from your budget.

When will my new budget be finalized and who will do this?

On July 1, 2005 your budget will shift from your DA/SSA to Transition II. At this time the new goods limit of \$1,000 will go into effect as well as the changes to the service coordination rate and the administration rate described above. Shortly after July 1, 2005 Transition II will discuss your new budget with you and will finalized the budget. You will be notified of your authorized funding limits prior to July 1, 2005.

What happens if I have money left over in my budget at the end of the year?

The money that is left over will go to the Supportive ISO to be used in crisis situations or when someone's needs change and more funding is required to support the person in the community. The advisory board and/or the funding committee that will be established by the supportive ISO will discuss options of how to best reallocate these funds. For example, should individuals or families be allowed to keep a percentage or should the funds be used solely to support people using the supportive ISO who have additional needs?

What will my Case Manager/ISB/QDDP do now that there is a Supportive ISO?

The role of your Case Manager/ISB/QDDP will remain the same. That person(s) will support you just as is being done now, according to your ISA. Independent QDDPs will need to be endorsed by the Division of Disability and Aging Services by September 1, 2005 in order to continue to provide QDDP services to you. Please refer to the *Guidelines for People who are Self-or-Family Managing Medicaid Waiver Services*.

Will I have to do a new intake and paperwork for the Supportive ISO?

Transition II will need to have basic information on you. Most information will come from your agency files but they may need to ask you for some information. And, you will need to sign release of information forms so they can coordinate with ARIS.

Who will do the annual re-assessment once Transition II takes over?

Transition II will complete the annual re-assessment.

Can Transition II help me if my support staff does not show up for work?

Transition II will be working over the next year to create a "worker pool." This pool would consist of individuals who may be available to do support work for people who are self or family managing. Transition II will not be able to help you in a pinch or crisis situation. It is still your responsibility to plan for your own back up workers should your staff not show up for work.

**The Supportive ISO:
Frequently Asked Questions
For People Who are Self or Family-Managing**

How is Transition II really going help people who self or family manage?

There are currently people who have indicated that they would like to self or family manage but don't feel that they can do all of the hiring, training, budget development, etc. on their own. With a Supportive ISO, these people will now have the opportunity to self-manage their services and supports.

With Transition II in place will there be new regulations?

No. There are no new regulations for people who self or family manage. All people who self or family manage must follow the *Guidelines for People who are Self-or-Family Managing Medicaid Waiver Services*. There will be a handbook available for everyone who self or family manages that clarifies the *Guidelines for People who are Self-or-Family Managing Medicaid Waiver Services*. It will include examples of forms you can use and provide you with a copy of all DDAS Guidelines. You will receive a copy of the handbook from Transition II.