



Matching Services Registries as a Tool for Expanding Self-Direction

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MySupport

Self-Direction: A Rising Movement



Agency Directed Model

The consumer selects an agency, which is then responsible for hiring, managing and firing support workers.



Self-Directed Model

The consumer is provided a budget for care by the state, can then use that budget to hire whichever support workers that they want - are responsible for hiring, managing, and firing.

Cost Impact of Self-Direction

Research has found that self-direction:



Reduces nursing
home admissions



Increases consumer
satisfaction



Improves the quality
of consumer health

**Robert Wood Johnson Foundation's Arkansas Cash and Counseling study found there was an 18% reduction in nursing home admissions as a result of self-directed services, following 2,000 consumers over a 3-year period.*

Models of Self-Direction

- **Budget Authority:** Consumer receives a budget with which they can purchase objects and staff support at rates they determine appropriate
- **Employer Authority:** Consumer is the “employer of record” with ultimate responsibility over support worker employee(s)
- **Agency with Choice:** Consumer selects and can fire their own workers - but an agency serves as the “employer of record”



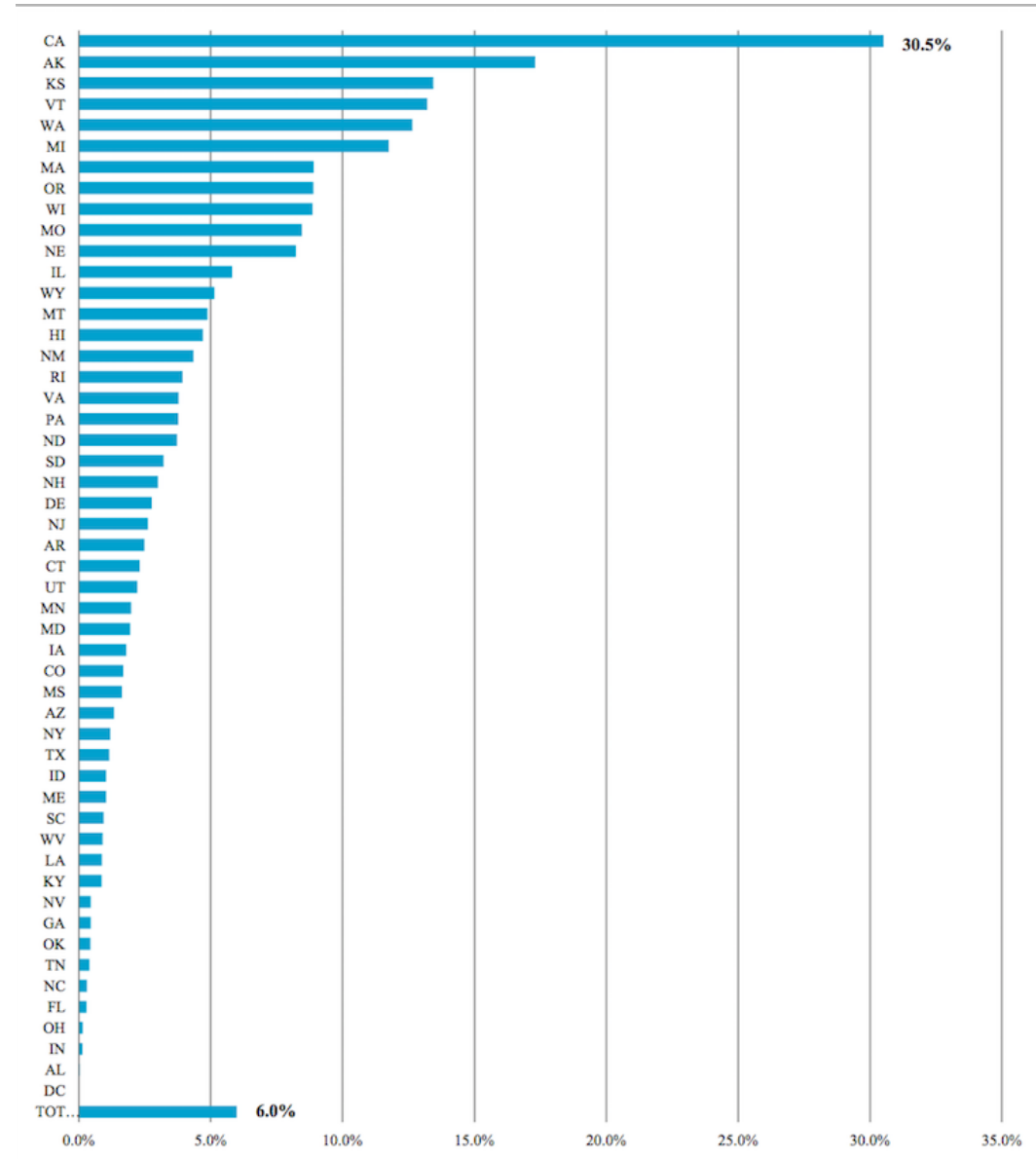
Among a representative group of AARP members over the **age of 50, 75% preferred managing services for themselves** over receiving care from an agency.



Public Policy Institute



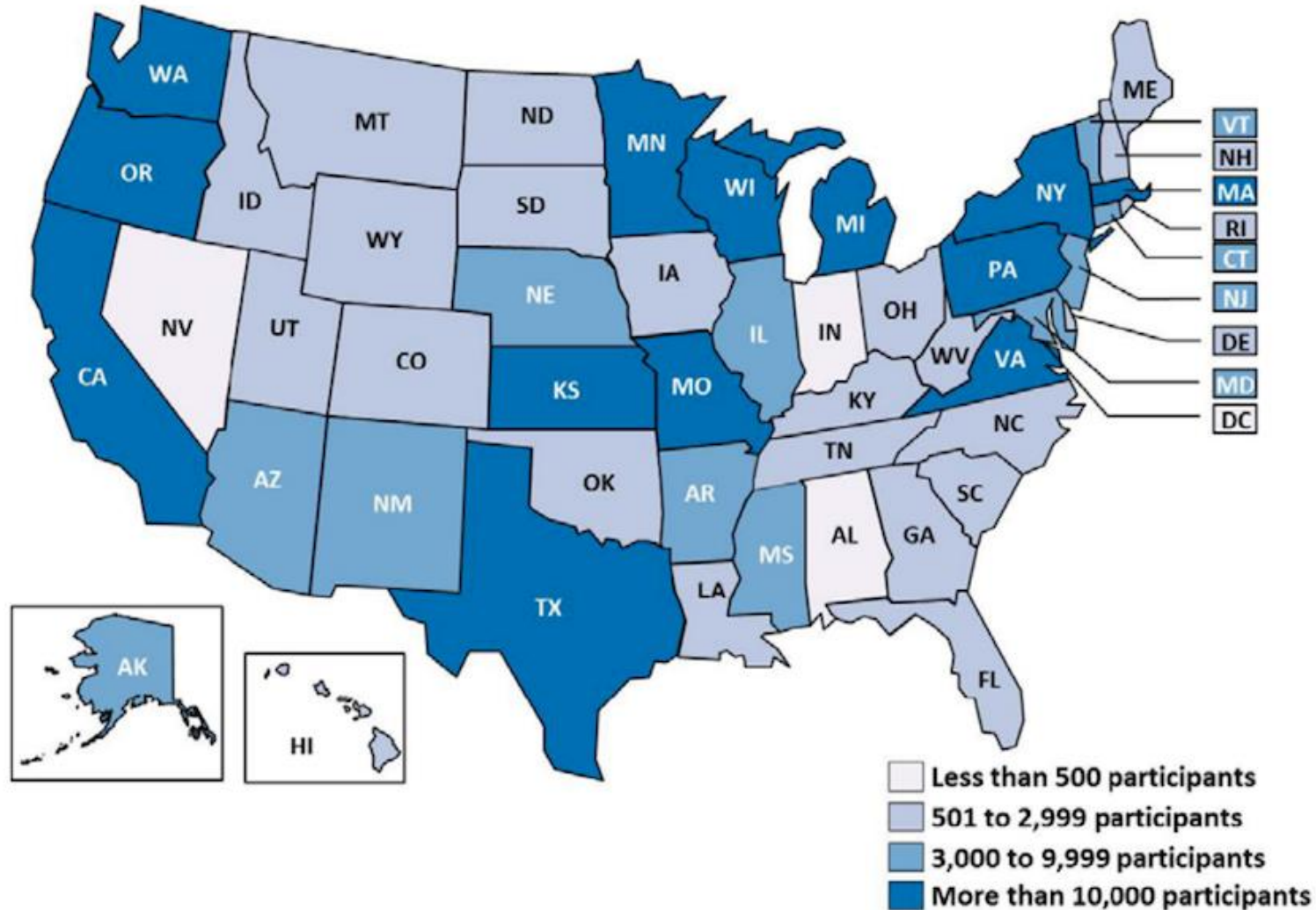
Self-Directing PWD Across the US



Source: National Resource Center on Participant Directed Services

Self-Direction Across the US

Figure 1: Participant Direction Enrollment by State³



Why hasn't self-direction
grown faster?

Finding Workers Today



Family Members and Neighbors

Not scalable and each individual is unique



Word of Mouth

Not trustworthy and not efficient

craigslist

Craigslist

Concerns around safety, effectiveness, and ease of use



Matching Services Registries

An emerging area with significant promise

Matching Services Registries

Matching Services Registries are designed to connect people with disabilities and direct support workers on the basis of the needs and preferences of those seeking support and the skills, availability and preferences of those providing support services.

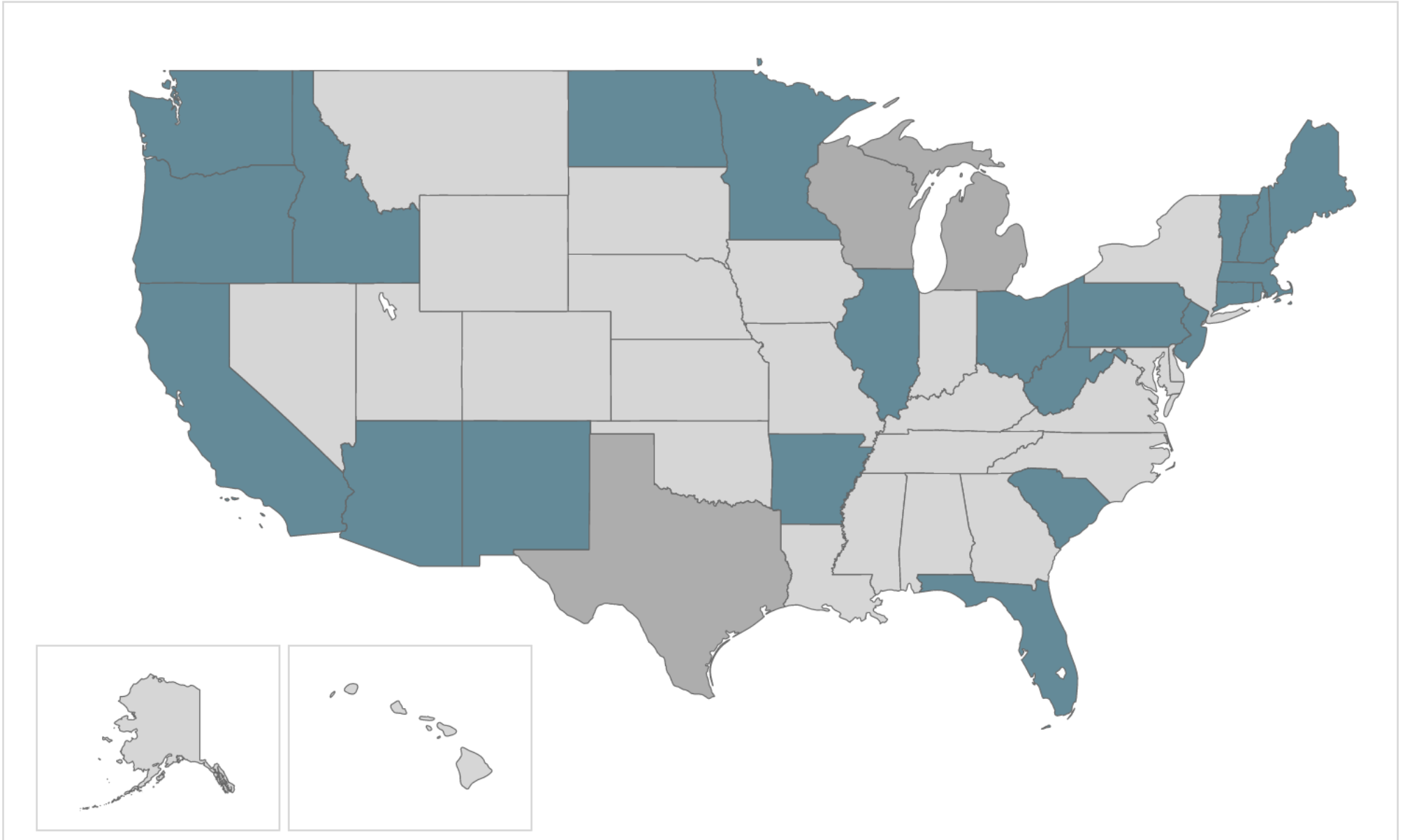
Matching Services Registries

- Allows people with disabilities to search for workers in their area;
- Allows workers to showcase their skills and availability;
- Lets people with disabilities find workers with the skill sets, language, geographic proximity or other characteristics they need;
- Helps allocate worker hours effectively across the broad scope of the service system;
- Increases the comfort of people with disabilities & families with self-direction.

Matching Services Registries

Matching Services

- Active
- Defunded
- None



Source: PHI Matching Services Registries Project

Matching Services Registries

- Online, Phone or In-Person access?
- Consumer-directed or Staff-mediated?
- Scope of search criteria?
- Integration with other software systems?
- Integrated with state Background Check requirements?
- Supported at the agency/FMS, health plan or state level?

August 2016 CMS Workforce Guidance

- Registries “can help strengthen the identity of the workforce and improve beneficiary awareness of available, qualified home care workers”
- Registries are well aligned with self-direction model;
- Exclusion from the registry should align with state law/policy with respect to criminal history.
- Exclusion must balance safety concerns with beneficiaries right to choose a trusted family member or friend;
- Medicaid administrative match available to fund the development and maintenance of the registry.

Existing Registry Options

Private-Oriented



Public-Oriented



Rewarding Work

WORKER PROFILE

Workers can describe themselves and everything they are capable of through a comprehensive profile

MySupport Search for clients

HOME MY PROFILE MY TIMESHEET MY VALUES

80% Match **Seeking Clients** Status

OT
SLP

Michelle B.
Philadelphia, PA 19101
It's all about empowerment!

MESSAGE SAVE WORKER

Gender/Age	Female/32
Has an accessible van	No
Smokes	No
Speaks	English, Spanish (Okay)
Okay with Pets	Yes

ABOUT QUESTIONS SCHEDULE

Summary

Hi! I'm Michelle. Thank you for taking a look at my profile and considering me as a candidate to be your support worker. Over past 10 years, I have worked with seniors and individuals with disabilities to ensure that they have every opportunity possible to lead an active and fulfilling life. I believe that my clients are the experts in their own experience, and I recognize that disability is a natural part of life. I work to treat my clients with the same kind of dignity and respect that I would expect if/when I receive support worker services myself. I am very friendly, fluent in Spanish, and love animals! I am happy to provide references from previous clients.

Skills

Companionship Eating Assistance Transferring
Mobility Assistance Hygiene Assistance
Housekeeping Meal Preparation Dementia

Other Important Facts

CLIENT PROFILE

Seniors and people with disabilities can discuss their needs and everything they look for in a worker clearly and easily

The screenshot shows the MySupport website interface. At the top, there is a search bar for clients, a navigation menu with 'HOME', 'MY PROFILE', 'MY SCHEDULE', and 'MY VALUES', and icons for a search function, an envelope, and a user profile. The main profile area features a photo of Kristina A., a '80% Match' indicator, and a 'Hiring Status' label. Below the photo are 'MESSAGE' and 'SAVE' buttons. To the right of the photo are two purple buttons labeled 'OT' and 'SLP', and a larger purple button labeled 'CLIENT'. A table on the right lists personal details: Gender/Age (Female/42), Needs an accessible van (No), Smokes (No), Speaks (English (Okay), Spanish), and Owns pets (Yes). Below this is a tabbed interface with 'ABOUT', 'QUESTIONS', and 'SCHEDULE' tabs. The 'ABOUT' tab is active, showing 'Support Services Needed' (Toileting, Bathing, Hygiene Assistance, Housekeeping, Transferring, Dressing) and 'Also Needs a Worker That' (Speaks Spanish). A section titled 'What are you looking for in a support worker?' contains a paragraph of text.

MySupport Search for clients

HOME MY PROFILE MY SCHEDULE MY VALUES

80% Match Hiring Status

OT
SLP
CLIENT

Kristina A.
Philadelphia, PA 19101
I am looking for reliable early morning and evening support

MESSAGE SAVE CLIENT

Gender/Age Female/42
Needs an accessible van No
Smokes No
Speaks English (Okay), Spanish
Owns pets Yes

ABOUT QUESTIONS SCHEDULE

Support Services Needed

Toileting Bathing Hygiene Assistance
Housekeeping Transferring Dressing

Also Needs a Worker That

Speaks Spanish

What are you looking for in a support worker?

Punctuality, reliability, and good communication are key for me. I utilize my support services before I go to work. It is important that I am on time and ready for work, and so it is important that my caregiver be on time and reliable. When changes arise, which they will, it is important to me that my caregiver communicate with me as early as possible so other arrangements can be made. My Puerto Rican heritage is important to me, and I like to speak Spanish at home, so I would like a support worker who can speak Spanish with me. I take pride in my appearance and want a caregiver who doesn't rush me when I am trying to decide what to

pport

MATCH QUESTIONS

We help match people seeking support and workers through questions that determine what's important to them

About Questions Schedule

You and your client sit down at a restaurant. The server comes by and asks you what your client wants to order. How would you react?

Correct the server and tell them to talk to your client instead

Pretend you didn't hear them

Order for your client

How important is this answer:

A little Somewhat Very

Explain your answer (optional)

ANSWER Skip question

Questions Previously Answered

What is the most important job of a support worker?

Making sure the person they are supporting is safe

Doing what the person they are supporting tells them

Helping the person they are supporting to be all they can be

Have you ever worked with people with disabilities before?

89% Highest match possible

122 Questions Answered

1
8

SCHEDULING

People with disabilities and seniors can easily add new shifts to their schedule based on their needs

The screenshot displays the MySupport website's 'MySchedule' page. At the top, there is a navigation bar with 'HOME', 'MY PROFILE', 'MY SCHEDULE', and 'MY VALUES'. A search bar for support workers is also present. The main content area is titled 'MySchedule' and includes a date selector for 'Week of 6/22/14'. A grid shows shifts for 'SUN 6/22' and 'MON 6/23'. The 'MON 6/23' shift is currently 'PENDING' and is being edited in a modal window. The modal window for 'MON 6/23' contains the following fields: 'TIME' (9:00pm to 12:30pm), 'Repeat Weekly' (unchecked), 'LOCATION' (Home), 'WORKER' (Jason T.), and 'SHIFT STATUS' (PENDING). There is also a 'Did the worker arrive?' dropdown menu. At the bottom of the modal are 'SAVE' and 'Delete Shift' buttons. The background shows a grid of shifts for 'SUN 6/22' (1:30p - 3:30p, Home, Unassigned) and 'MON 6/23' (9a - 12:30p, Home, Pending). There are also buttons for 'FRI 6/27' and 'SAT 6/28'.

SCHEDULING

People with disabilities and seniors can keep track of their schedules on their MySchedule page



MySchedule

Click to assign an unassigned shift to the selected worker or create a new shift for the selected worker.

Week of 6/22/14

See: ALL ASSIGNED PENDING UNASSIGNED

SUN 6/22	MON 6/23	TUE 6/24	WED 6/25	THU 6/26	FRI 6/27	SAT 6/28
UNASSIGNED 1:30p - 3:30p Home Unassigned	PENDING 9a - 12:30p Home Pending	ASSIGNED 1p - 5:30p Home Robert J.	ARRIVED 1p - 5:30p Home Robert J.	ARRIVED 1p - 5:30p Home Robert J.	+	+
+	+	+	ARRIVED 6p - 9p Home Jennifer M.	NO SHOW 11p - 12:30a Home Robert J.		
			+	+		

VIEWING SHIFTS

The availability of each worker is shown to the client to determine whether there is an opportunity to hire them

The screenshot shows a user interface for a worker's profile. At the top, there is a navigation bar with 'HOME', 'MY PROFILE', 'MY TIMESHEET', and 'MY VALUES'. A search bar and a profile picture are also visible. The main profile section includes a photo of Jason T., a '80% Match' indicator, and a 'Seeking Clients Status' label. A purple 'SLP' badge is present. Below the photo are 'MESSAGE' and 'SAVE' buttons, and a 'WORKER' badge. A sidebar on the right lists personal details: Gender/Age (Male/25), Has an accessible van (No), Smokes (No), Speaks (English, Spanish (Okay)), and Okay with Pets (Yes). At the bottom, there are tabs for 'MY PROFILE', 'MY VALUES', and 'MY AVAILABILITY'. A text prompt says 'Click HIRE to assign your shifts to this worker.' Below this is a grid showing shift availability for each day of the week (MON-SUN) and time slots (1:30p-3p, 3:30p-5p, 5:30p-10:30p). The grid shows 'HIRE' buttons for most slots, 'WORKING' for others, and 'HIRE' buttons for some slots on Friday and Saturday.

MySupport Search for clients

HOME MY PROFILE MY TIMESHEET MY VALUES

80% Match Seeking Clients Status SLP

Jason T.
Philadelphia, PA 19101
I believe in empowering people!

MESSAGE SAVE WORKER

Gender/Age Male/25
Has an accessible van No
Smokes No
Speaks English, Spanish (Okay)
Okay with Pets Yes


MY PROFILE MY VALUES MY AVAILABILITY

Click HIRE to assign your shifts to this worker.

MON	TUE	WED	THU	FRI	SAT	SUN
1:30p - 3p	9a - 11:30a	12:30a 6a	3:30p - 5p	3:30p - 5p	3:30p - 5p	
HIRE	HIRE	HIRE	WORKING	HIRE	HIRE	
5:30p - 10:30p	5:30p - 10:30p	5:30p - 10:30p				
WORKING	WORKING	WORKING				

VIEWING SHIFTS

If desired, those seeking support can show when they're looking for a worker to help each party assess if there's an opportunity to work together



80% Match | Hiring Status

Jonathan B.
Philadelphia, PA 19101
I am looking for reliable early morning and evening support

OT
SLP

MESSAGE | SAVE | CLIENT

Gender/Age: Male/25
Needs an accessible van: No
Smokes: No
Speaks: English, Spanish (Okay)
Owns pets: Yes

MY PROFILE

MY VALUES

Click the INQUIRE button to ask the client about open shifts.

	Morning	Afternoon	Evening	Overnight
SUN	INQUIRE	COVERED	COVERED	COVERED
MON	COVERED	INQUIRE	INQUIRE	COVERED
TUE		INQUIRE	INQUIRE	
WED		COVERED	COVERED	
THU	COVERED	COVERED	COVERED	COVERED
FRI	COVERED			
SAT		2		
SUN		2		

POWERFUL SEARCH

Filter and search using location proximity, availability times, gender, age, language, last login time and many other advanced filters

The screenshot displays the MySupport search interface. At the top, there is a search bar with the text "Search for support workers" and a magnifying glass icon. Below the search bar, there are several filter sections: "FILTERS", "MORE FILTERS", and "SAVED PROFILES". The "FILTERS" section includes "LOCATED WITHIN" (2 MILES OF 11249), "HAS ACCESSIBLE VAN" (Yes), "GENDER" (Female), "CAN DRIVE" (Yes), "AGE" (25 TO 35), and "SMOKES" (Yes). The "MORE FILTERS" section includes "AVAILABILITY" with options for "Matches my schedule", "Morning (5am - 12pm)", "Afternoon (12pm - 6pm)", "Evening (6pm - 11pm)", and "Overnight (11pm - 5am)". The "SAVED PROFILES" section is currently empty. Below the filters, there is a "SEARCH" button and a "CLEAR" button. The search results are displayed below the filters, showing three profiles: Jim B. (59% Match, 8.9 miles, Philadelphia, PA 19101), John H. (25% Match, 0.9 miles, Philadelphia, PA 19101), and Tony L. (15% Match, 0.9 miles, Philadelphia, PA 19101). Each profile includes a profile picture, a match percentage, a location, a name, and a brief description of experience. There are also "MESSAGE" and "VIEW PROFILE" buttons for each profile. At the bottom of the search results, there is a "Back to top" link and a pagination control showing "1 2 3 4 >".

MESSAGING

Seniors, people with disabilities and workers can communicate conveniently through the platform



MyMessages

- RECEIVED (6)
- NOTIFICATIONS (11)
- SENT (23)
- ARCHIVED (55)

Archive



Aaron C.

I've been a direct support worker for the last six years. I am a pu...



Alexander H.

As an attendant for the last 12 years, I have worked with a wide ar...

5/24/14



Victor R.

I believe everyone should have the right to be supported with dignity...

5/23/14



Jessica M.

As a person with diabetes, I have had my fair share of interactions with...

5/23/14



Mary H.

While I'm relatively new to direct support, I believe I can be a valuable...

5/23/14



Mary H.

I've come a long way on actions and I'm ready to support you with wh...

5/20/14

Agency Admin

View and access the profiles of all your clients and workers in one place

BULK EXPORT TIMESHEETS

New Consumers (3)

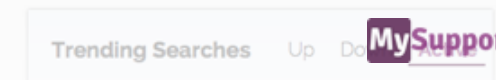
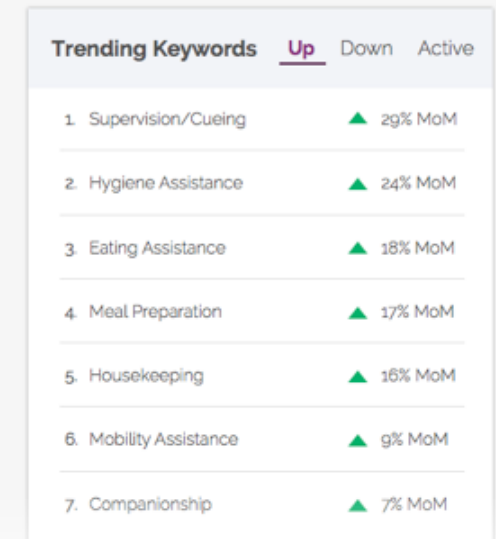
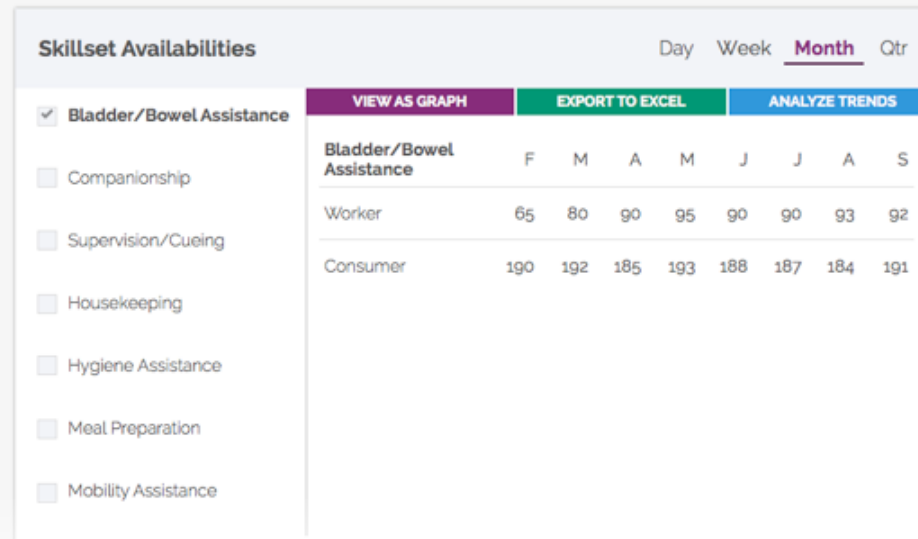
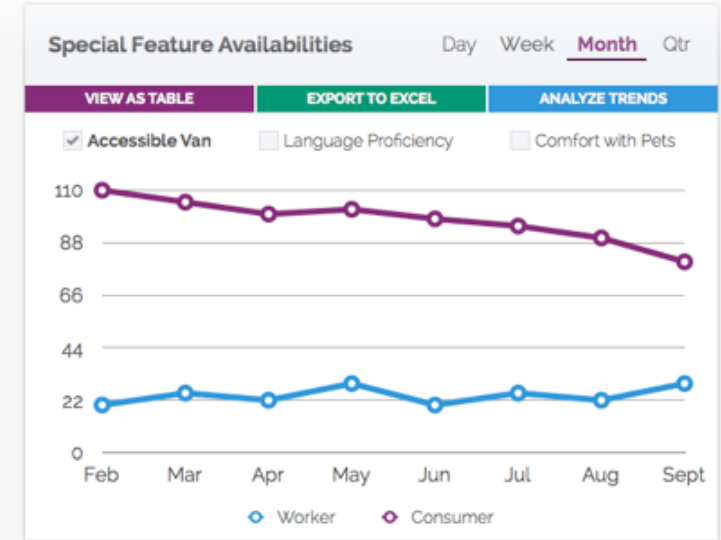
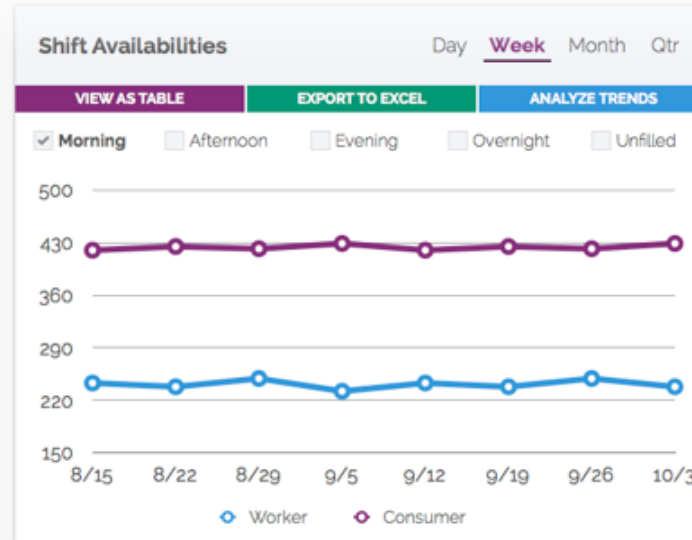
Last Name	First Name	Profile	Approve?	
Chu	Nelson	VIEW	YES	NO
Lin	Yin	VIEW	YES	NO
Masalskaya	Kate	VIEW	YES	NO

Current Consumers (3)

Last Name	First Name	IHSS Hrs/Wk	SLS Hrs/Wk	Timesheet	Profile
Kim	John	15	30	EXPORT	EDIT
Smith	Jessica	20	0	EXPORT	EDIT
Shah	Adam	30	20	EXPORT	EDIT

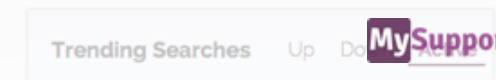
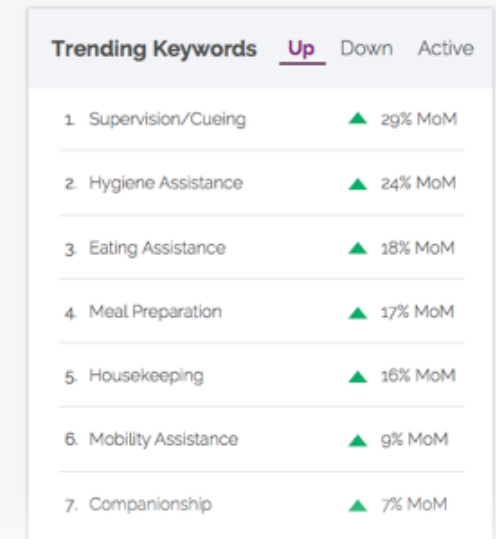
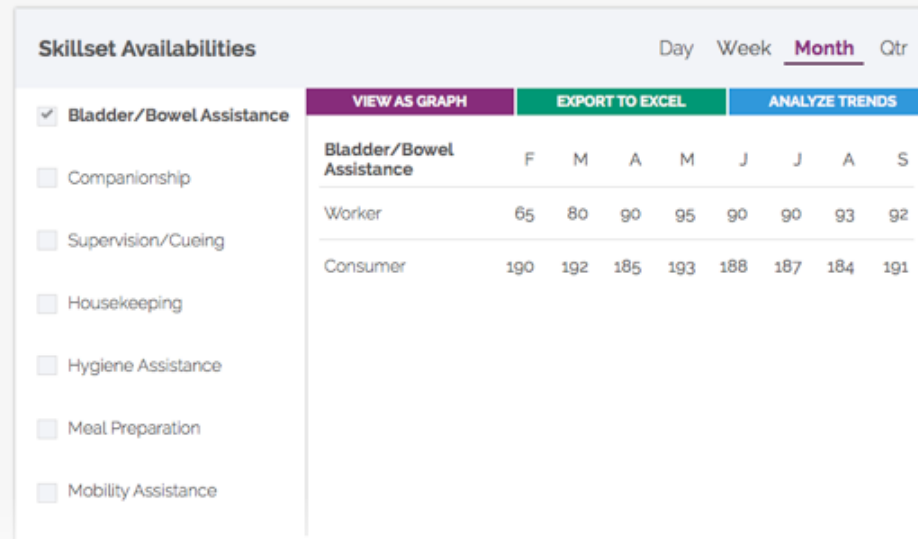
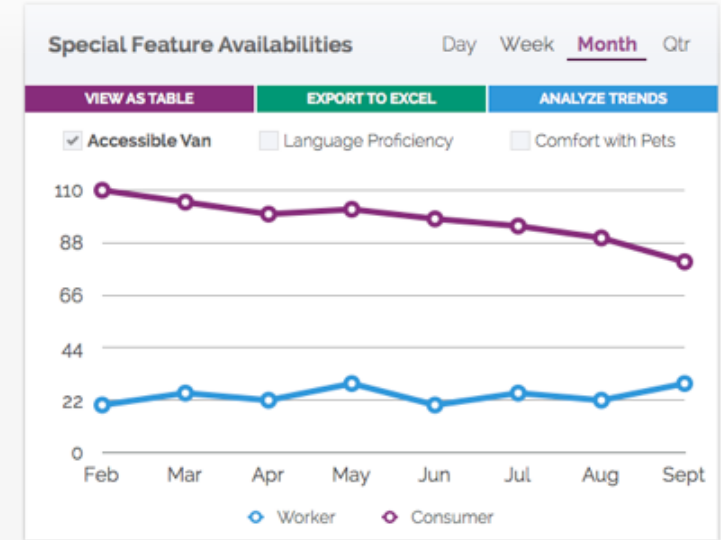
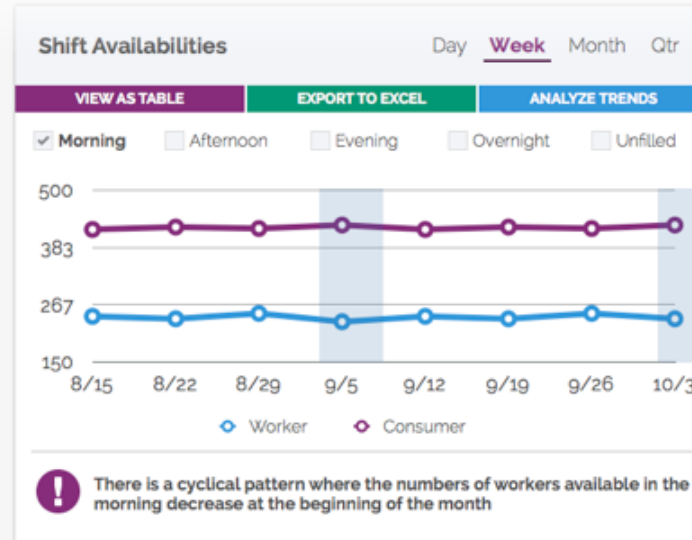
Analytics Dashboard

View client and worker activity on a robust and powerful analytics dashboard that allows any graph or table to be exported into Excel



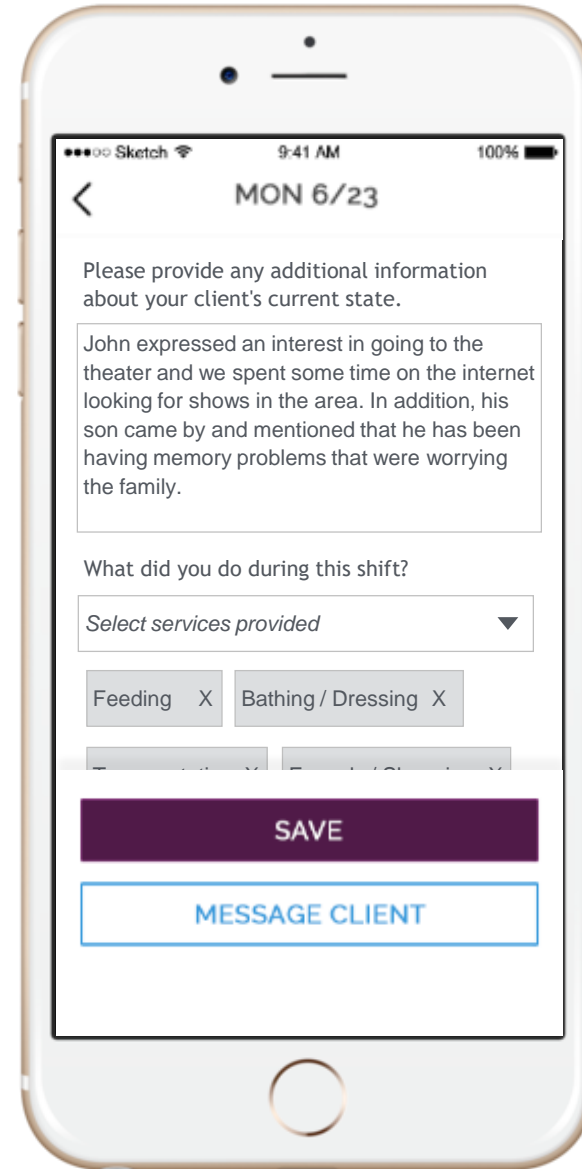
Discover Trends

Our algorithms can intelligently detect trends in activity and spotlight areas where you can shift your workforce and target professional development



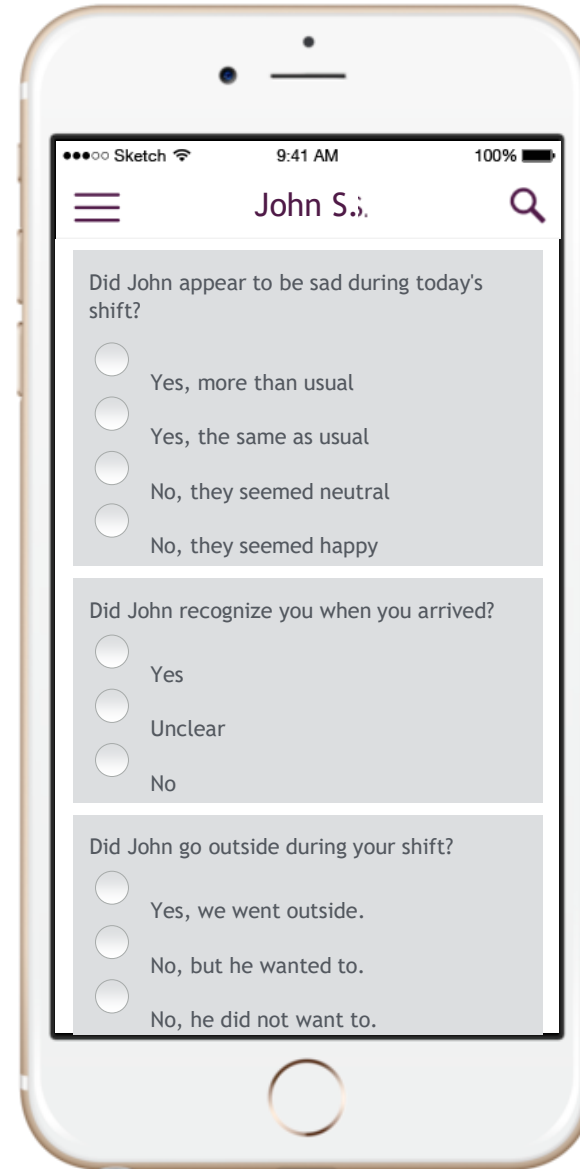
Observe on the go

All reporting can be done by the worker on their mobile phone while on site



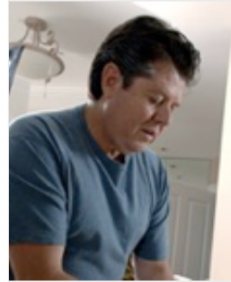
Client State

Workers can also fill out additional details about the client's state during their session



Client Analytics

Agencies can view the progression over time of the state of the client



John S.
San Francisco, CA 94101
Looking for qualified support!

IHSS

CA

Gender/Age	Male/32
Needs an accessible van	No
Smokes	No
Speaks	English (Fluent)
Owns pets	Yes

ABOUT

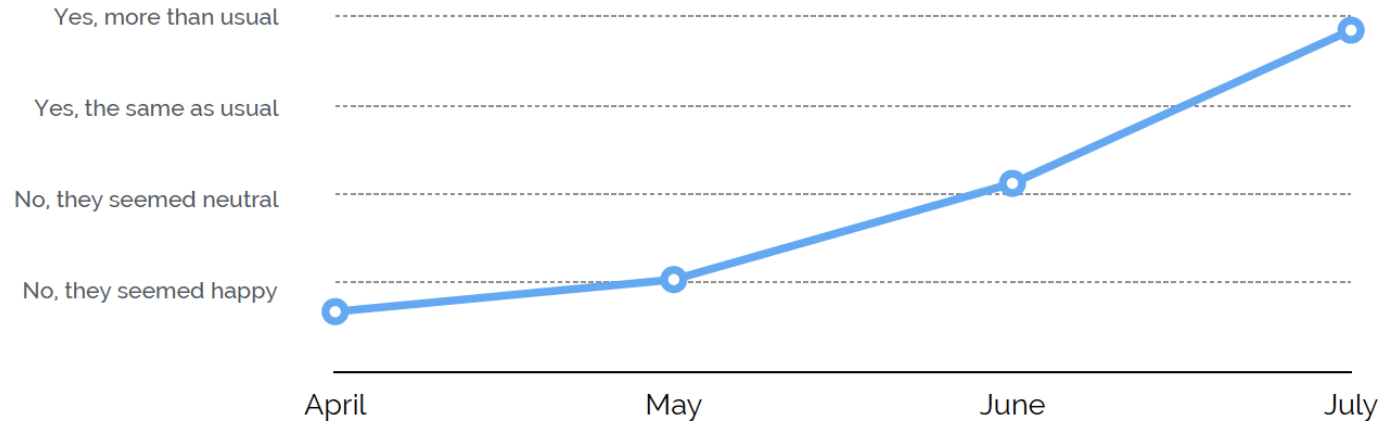
QUESTIONS

SCHEDULE

ANALYTICS

VAULT

Did John appear to be sad during today's shift?



Did John recognize you when you arrived?



Document Vault

Maintain a single location for all client documents



John S.
San Francisco, CA 94101
Looking for qualified support!

IHSS

CA

Gender/Age	Male / 32
Needs an accessible van	No
Smokes	No
Speaks	English (Fluent)
Owns pets	Yes

ABOUT

QUESTIONS

SCHEDULE

ANALYTICS

VAULT

UPLOAD DOCUMENTS



[Download](#)

1. Durable Power of Attorney



[Download](#)

2. List of Allergies



[Download](#)

3. Emergency Contact Information



[Download](#)

4. Primary Care Physician Contact Information



[Download](#)

5. Specialist Contact Information



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