

Collaboration between Fiscal/Employer Agent and Support Brokerage

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The Arc of TN

The Arc of TN & Support Brokerage

- The Arc of Tennessee
 - Who we are as an organization
 - Background of starting Support Brokerage
- Support Brokerage
 - What is a support broker
 - How support brokerage with The Arc interacts with F/EA
- Self Direction in Tennessee
 - What services are self directed
 - Budget and Budget Authority
 - Participant's role
 - Case Manager's role

Best Practices

- Collaborative meetings with FEA & The State of Tennessee to work on issues that arise
 - Monthly Meetings
 - Quarterly Meetings
- Local person “on the ground” support to assist a participant with Self Direction
 - The process to begin self direction
 - Monthly phone contact and a minimum of two home visits annually
 - Budgeting assistance and tools
 - Someone who knows your area and can help link participants with other community resources outside of waiver funds

Best Practices Cont.

- Partnership between FEA & Support Brokerage
 - Sharing of data & reports on participants
 - Referral Process
 - Customer Service being assistance to participants and support brokers
 - Relaying the same message

Areas for Improvement

- Viewing Data in F/EA system
 - Do not have access to view Participant's Plan of Care
 - Do not have access to view Participant's rate of pay or billing
 - Often these issues cause miscommunication with Participant, Support Broker, & Customer Service
- FEA as contractor receives all notices from The State of Tennessee
 - Notifications for Investigations
 - Notifications for Audits
 - Notifications for Policy Changes
 - Receiving any of the above late could result in late reporting or implementation that could result in sanctions.

Self Direction in Tennessee

- Working through the challenges to improve the system
- Working on increasing flexibility for participants
- Quotes from a few participants on what self direction has meant to them
 - **“Through this program I am able to stay in my home surrounded by familiar items. With my daughter in the home with me I can rest assured that I can receive care at any time day or night.”**
 - **“I would be devastated in a nursing home separated from family and friends.”**
 - **“I will not be making a fortune but the program allows me to keep Mom out of a nursing home and me in the home where I can protect and care for her constantly.”**