

# Assessing the Performance of Consumer Directed and Tailored Services within Home & Community Based Services

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# The Evolving State Role in Managing Consumer-Directed Care, Part 2

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## **Lessons for Policy and Practice**

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## **Reasons New Jersey Implemented the Personal Preference Program:**

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- ❑ Demographics
- ❑ Prudent Purchasing/Effective Use of Resources
- ❑ Consumer Empowerment
- ❑ Increase Personal Responsibility
- ❑ Address Consumer Complaints & Lack of Flexibility
- ❑ Support of Family Caregivers



## **Reasons Why This Approach Makes Sense in the Current Economic Times:**

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- ❑ Offers employment opportunities for non-traditional and displaced workers
- ❑ Helps maximize the use of limited public dollars (state & federal)
- ❑ Reduces the amount of “overhead” cost so more money can be used for services
- ❑ Increases tax paying workforce & participants are purchasing goods



# Landmines & Bombs

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- ❑ Fraud & abuse are inevitable
- ❑ Program will afford no consumer protection
- ❑ The “Woodwork” effect
- ❑ State costs will skyrocket
- ❑ Traditional provider agency resistance & sabotage
- ❑ Operating within Medicaid constraints



# Landmines & Bombs (continued)

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- ❑ IRS & state taxation provisions
- ❑ Need for specialized infrastructure development
- ❑ Paying family members
- ❑ Developing and performing monitoring, quality assurance, oversight & evaluation
- ❑ Public Perceptions ! ! ! ! ! ! ! !



## Some Policy & Practice Implications

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- ❑ Family caregivers benefit and feel rewarded
- ❑ Community integration is enhanced
- ❑ Participants are prudent purchasers and use fund wisely
- ❑ Does not increase administrative burden to government agencies
- ❑ Helps prevent or delay institutional care



## More Policy & Practice Implications

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- Safeguards are available to detect & deal with potential fraud and abuse
- Is a personal “values-driven” model and permits the ability to serve linguistically and culturally diverse populations in a responsive way
- Creates a climate of partnership between individuals needing care and the systems charged with helping secure the care





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