



agency for persons with disabilities
State of Florida

Charlie Crist,
Governor

October 16, 2009

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Jim DeBeaugrine,
Director

Dear Waiver Participant:

4030 Esplanade
Way,
Suite 380

The Agency for Persons with Disabilities (APD) is expanding the Consumer Directed Care Plus (CDC+) program. This is a unique opportunity for 2,500 individuals currently enrolled in the Developmental Disabilities Home and Community-Based Services Waiver (DD/HCBS) and who reside in their family or own home to direct their own care and manage their funds.

Tallahassee,
Florida

The purpose of this letter is to provide you with basic information regarding the CDC+ program. A list of Frequently Asked Questions regarding CDC+ and a comparison of the traditional waiver with the CDC+ program are attached to provide an opportunity for consumers to let us know if they are interested in participating in the CDC+ program. These resources should give you an idea of how the CDC+ program works. You may also obtain additional information by logging on to our website at: <http://apd.myflorida.com/cdcplus/> or by attending a Family Care Council meeting scheduled in your area during the month of November (please refer to the attached list of meetings). Employees of the local and central APD offices will be available to answer your questions.

32399-0950

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(850) 488-4257

Fax:

(850) 922-6456

Toll Free:

(866) APD-CARES

(866-273-2273)

If you are interested in participating in the CDC+ program, please return the attached Request for Application by November 13, 2009 to the following address:

Agency for Persons with Disabilities
Consumer Directed Care Plus - Request for Application
4030 Esplanade Way, Suite 380
Tallahassee, Florida
32399-0950

Eligible waiver recipients who return this request post marked by November 13, 2009, with a "yes" response will be considered for enrollment in the CDC+ program.

I look forward to hearing from you soon!

Sincerely,

(Signature on File)

Jim DeBeaugrine,
Director

cc: Area APD Administrators
Area CDC+ Liaisons
Family Care Council Chairs

Attachments

CDC+ REQUEST FOR APPLICATION

IS CONSUMER DIRECTED CARE PLUS (CDC+) RIGHT FOR ME?

1. Am I receiving services on the Developmental Disabilities Home and Community-Based Services Waiver?
2. Do I live in my own or family home?
3. Do I want to hire and direct my own workers?
4. Do I want greater choice and control over my services?
5. Am I willing to spend the time and effort required to control my services and my paperwork (approximately 4 to 6 hours a week on average)?
6. Am I willing to devote approximately one week of required training (some of it face to face, but mostly individual instruction with the aid of the consultant) and complete/ pass an open-book readiness review?

If you answered “yes” to these questions, then the CDC+ program may be an option for you. Please let us know if you would like to be considered for enrollment in the CDC+ program.

To be filled out by consumer or legal guardian:

Yes, I would like to be considered for an application for enrollment in the CDC+ Program

Print Consumer's First Name

Print Middle Name

Print Last Name

Print Legal Guardian's Name (if applicable):

Print Full Mailing Address for consumer (or legal guardian, if applicable), including apt # and zip code:

Is this a new address? Yes No Daytime Telephone # ()

E-Mail Address:

To be filled out by Central APD Office:

Date Stamp on Envelope:

Staff Initials:

FREQUENTLY ASKED QUESTIONS

Consumer Directed Care Plus (CDC+)

Florida is one of the first states in the nation to offer individuals with developmental disabilities who are Medicaid eligible a budget allowance to purchase their own services. Many participants have found that directing their own services increases their quality of life. Here is how the program works...

What is CDC+?

CDC+ is a long-term care program alternative to the Home and Community Based Services (HCBS) Medicaid Waiver. The CDC+ program is based upon the principles of self-determination and person-centered planning. The program gives participants the opportunity to improve their quality of life by giving them the power to make choices about the supports and services that will help them reach their goals. Participants have a trained CDC+ consultant to help them plan their own supports. Participants can either manage the program themselves or appoint a representative to assist them with their budget plan and decisions regarding their care.

Who may be considered for participation in CDC+?

To be considered for participation in the CDC+, an individual must receive services from the Developmental Disabilities HCBS Medicaid Waiver and reside in their own or family home.

Why participate in CDC+?

Quality of Life

This program empowers persons with developmental disabilities to **choose and direct** their supports and services, including who provides those services, in order to **enhance** their overall quality of life, **manage** their long term care needs and **achieve** their personal goals.

CDC+ participants decide what services will meet their needs, such as personal care assistance, transportation, and in-home supports, and who they want to provide these services – perhaps a neighbor, or a family member. Participants can choose to hire employees, agency/vendors, or independent contractors. Directly hired employees are not required to be enrolled Medicaid providers. Participants can hire their employees and tell them how they want the job done. The *participant* is in charge. If the participant does not like the way the service is provided, or if the provider is unreliable, they can dismiss the employee and hire someone else. CDC+ provides participants the dignity that comes with being in charge of their own supports and services.

Availability of Providers

In some rural and semi-rural areas of the State it can be difficult to find enrolled Medicaid providers. Allowing participants to select their own providers, including family members and friends, help ensure the availability of needed services with people the participant knows and trusts.

How Does CDC+ Work?

The CDC+ Fiscal /Employer Agent (F/EA)

The Agency for Persons with Disabilities (APD) became the F/EA for CDC+ on March 1, 2008. As the program's F/EA, APD works with a subcontracted check writing company to ensure prompt and accurate payment of timesheets and invoices. APD holds the participant's monthly Medicaid allocation in an individual account much like a regular bank account. APD pays the participant's employees and vendors according to timesheets and invoices submitted by the program participant or his/her representative. APD also withholds and reports federal and state taxes for the participant. APD provides participants with monthly account statements as well as a toll-free help line with friendly, knowledgeable program specialists who can assist participants with all aspects of the CDC+ program.

Participant's Budget Allocation

APD will convert the current DD/HCBS approved cost plan to a monthly budget. The participant will receive 8% less service dollars and will also pay an administrative fee of 4% of the monthly budget. For example:

Monthly Waiver Budget	\$1,000.00
8% discount	-\$80.00
4% F/EA fee	-\$40.00
Monthly CDC+ Budget	\$880.00

For those with larger budgets, the F/EA fee does not exceed \$160.00.

Even though CDC+ participants receive a reduced budget amount, they often find that they can purchase more and better quality services because there is more flexibility in the manner in which available funds are spent. For example, funds can be paid directly to the employees providing their services.

Possible uses of the CDC+ budget include:

- Purchasing services from an agency at a negotiated rate;
- Hiring individuals to work for the participant;
- Purchasing consumable medical supplies from a vendor or store of the participant's choice;
- Making a home modification that allows the participant to live more independently such as a ramp or chair-lift; and,
- Purchasing equipment, appliances, technology or other items that increase independence.

Families Matter!

Many CDC+ participants include one or more family members among their directly hired employees. Family caregivers are the backbone of our nation's long-term care system, providing millions of hours of care every year for no compensation and frequently at great cost to their own emotional, health and financial well-being. By supporting family caregivers, CDC+ helps the family to persevere and, hopefully, relieves some of the financial stress.

Does Consumer Directed Care Plus Work?

Based upon participant feedback, the answer is an overwhelming YES! Allowing participants to control and direct their own services, as opposed to relying on agency workers, has resulted in very high participant satisfaction with the program. In fact, in a January 2009 mail survey of program participants:

- 98% agreed or strongly agreed that CDC+ gave them more control over the quality of their services;
- 96% agreed or strongly agreed that they would recommend the CDC+ program to others; and,
- 97% agreed or strongly agreed that their ability to direct their own services resulted in an improved quality of life.

**Consumer Directed Care Plus
Agency for Persons with Disabilities
4030 Esplanade Way, Suite 380
Tallahassee, FL 32399-0350**

CDC+ Web Site
www.apd.myflorida.com/cdcplus

**Agency for Persons with Disabilities
1-866-APD-CARES (1-866-273-2273)
www.apdcares.org**

Comparison of Roles in a Traditional Case Managed System with a Consumer-Directed System

TRADITIONAL WAIVER		CONSUMER DIRECTED CARE PLUS	
ROLE OF THE SUPPORT COORDINATOR	ROLE OF THE CONSUMER WITH A SUPPORT COORDINATOR	ROLE OF THE CONSULTANT	ROLE OF THE CONSUMER WITH A CONSULTANT
Helper/Facilitator/ Service Planner	Provides ongoing input into the process	Trainer/Technical Advisor	Learns the program and manages own care
Develops Support Plan with input of the consumer	States needs and preferences for services, type, and amount; depends upon the support coordinator/agency for information about the alternatives and establishment of a working plan	Approves Purchasing Plan, using Program Guidelines <ul style="list-style-type: none"> a. Protects health and safety b. Meets assessed needs c. Within budget d. Cost effective purchases 	After training: hires, fires, trains, and manages employees; manages funds; develops and updates Purchasing Plan; authorizes employee timesheets; approves invoices; manages emergency back-up; chooses Representative, if needed
Has ongoing involvement with ensuring provision of services as planned; manages needed changes	Reports problems or issues with service provision for resolution by the support coordinator	Contacts as required; monitors expenditures; reviews receipts monthly for cash; provides technical assistance as needed	Controls budget, keeping documentation for cash expenditures; negotiates with providers of services for needed changes
Is a resource on Medicaid providers and other community services	Looks to support coordinator to help navigate the system	Is a resource on community services, average rates in the area, etc.	Requests information and technical assistance as needed to ensure needs are met
Monitors consumer satisfaction with services and waiver program	States satisfaction and looks to support coordinator to make needed changes	Talks with consumer about satisfaction with services	Reports satisfaction of services to Consultant and makes changes to service providers, as needed.

FAMILY CARE COUNCIL STATEWIDE MEETINGS

<p>Area 1: Escambia, Okaloosa, Santa Rosa, Walton Counties ARC Gateway Pollack Activity Center 3916 N. 10th Avenue Pensacola, FL October 20, 2009 6:00 p.m. – 8:00 p.m.</p>	<p>Area 10: Broward County APD Office Building 201 W. Broward Boulevard Room 104B Ft. Lauderdale, FL 33301 November 13, 2009 9:30 a.m. – 12:00 noon</p>
<p>Area 2: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Liberty, Leon, Madison, Taylor, Wakulla, Washington Counties APD Area 2 Office 2639 North Monroe Street, Suite 100-B Tallahassee, FL 32399-2949 November 4, 2009 11:30 a.m. – 1:00 p.m.</p>	<p>Area 11: Dade, Monroe Counties APD Area 11 Office 401 NW 2nd Avenue, South 811 Miami, FL 33128 October 23, 2009 10:00 a.m. – 12:00 Noon</p>
<p>Area 3: Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, Union Counties APD Area 3 Office 1621 NE Waldo Road, Building 1 Gainesville, FL 32609 October 27, 2009 4:30 p.m.</p>	<p>Area 12: Flagler, Volusia Counties APD Area 12 Office 210 N. Palmetto Avenue Daytona Beach, FL 32114 November 12, 2009 3:00 p.m. – 5:00 p.m.</p>
<p>Area 4: Baker, Clay, Duval, St. Johns, Nassau Counties Hope Haven Children's Clinic and Family Center 4600 Beach Boulevard, Room 317 Jacksonville, FL 32209 November 5, 2009 10:00 a.m. – 12:00 Noon</p>	<p>Area 13: Citrus, Hernando, Lake, Marion, Sumter Counties APD Area 13 Office 1601 W. Gulf Atlantic Highway Wildwood, FL 34785 November 9, 2009 10:00 a.m. – 12:00 noon</p>
<p>Area 7: Brevard, Orange, Osceola, Seminole Counties Marks Street Senior Recreation Complex 99 East Marks Street Orlando, FL 32803 November 18, 2009 10:00 a.m. – 12:00 noon</p>	<p>Area 14: Hardee, Highlands, Polk Counties Faith Lutheran Church 211 Easton Drive Lakeland, FL 33803 November 10, 2009 12:00 Noon</p>
<p>Area 8: Charlotte, Collier, Glades, Hendry, Lee Counties Ft. Myers Public Library 2050 Central Avenue Ft. Myers, FL 33901 October 20, 2009 6:00 – 7:30 p.m.</p>	<p>Area 15: Indian River, Martin, Okeechobee, St. Lucie Counties Morningside Branch of the Port St. Lucie Public Library 2410 S.E. Morningside Boulevard Port St. Lucie, FL 34952 November 18, 2009 10:00 a.m. – 12:00 noon</p>
<p>Area 9: Palm Beach County APD Area 9 Office 111 S. Sapodilla Ave. West Palm Beach, FL 33401 October 19 & November 16 10:00 a.m. – 12:00 noon</p>	<p>Suncoast Region: De Soto, Hillsborough, Manatee, Pasco, Pinellas, Sarasota Counties 1313 North Tampa Street, Suite 516 Tampa, FL 33602 October 28, 2009 11:00 a.m. – 1:00 p.m.</p>

