



## Honoring Opportunities for Personal Empowerment

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### Understanding Contract Services:

Services are provided to participants living on their own or in their family homes. Services provided are:

- ☞ **Supported Community Living:** a skill building program that provides one on one teaching participant life skills.
- ☞ **Supported Employment:** integrated community employment with supports for individuals 16 years or older.
- ☞ **Consumer Directed Attendant Care (CDAC):** which performs tasks for a participant so the participant can remain at home.
- ☞ **Respite:** a break for the caregiver.
- ☞ **Transportation:** provides opportunities for essential shopping, to receive medical services, to/from work, business errands and to reduce social isolation.

Funding (known as 3<sup>rd</sup> party funding sources) is obtained through the following Home and Community Based Waiver Services (HCBS): Ill & Handicap, Mental Retardation, Elderly and the Brain Injury Waiver. These are Title 19 (Title XIX) programs. Vocation Rehabilitation (IVRS) also provides funds for Supported Employment when a participant qualifies.

Contract Services are provided by H.O.P.E. contracting to individuals to perform a specific service or services. Once a contract provider is accepted, H.O.P.E. then refers participants or families to the provider. Contract providers are self-employed and not an employee of H.O.P.E. Providers have the choice on how many hours they wish to work and how many participants they wish to serve.

Benefits to the Participant include:

- ☞ Participants are encouraged to designate who they would like to become their contract providers. This may include a neighbor, a friend, someone from church or from work. H.O.P.E. will provide technical assistance with that person to meet the necessary requirements to become a provider.
- ☞ Participants have the choice of finding their own provider or being referred to current providers H.O.P.E. has contracts with.
- ☞ Participants, if not contracting with their own provider, have the opportunity to interview providers to choose who they would like to have to provide services for them.
- ☞ Participants can 'fire' their provider at any time, following the appropriate grievance procedure. This gives the participant complete choice who they will work with.
- ☞ Participants are encouraged to help train their providers to their specific needs.
- ☞ Participants and providers work together in developing a schedule to receive services.
- ☞ Participants have the choice on how many providers they want to work with.
- ☞ Participants will complete an annual evaluation on their provider's performance.

H.O.P.E.'s role is to ensure that 3<sup>rd</sup> party funding sources are adhered to (i.e., Medicaid, IVRS, private pay, county or state funding) in all aspects of the services and delivery of services, to the participants by the providers. This includes following the Customized Participant Plan (CPP) and, if applicable, the Essential Lifestyle Plan (ELP). H.O.P.E. maintains the primary file for each participant. H.O.P.E. also bills for services for the participant and provider. H.O.P.E. is an integral part of the participant's team.